

Romney Resource Centre

"Excellence in Education and Training"



Course Guide 2009 - 2010

Romney Resource Centre is happy to welcome all adult learners. Whether you are returning to study, continuing to develop your skills and qualifications to progress professionally or personally, or looking to have your expertise recognised by a national qualification, RR2K has almost certainly the right course for you.



Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH
Tel: 01797 367455 Fax: 01797 363675
Registered Charity No. 1084792 Co. Registration 3761952
E-mail: reception@romney-resource.co.uk
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INVESTORS IN PEOPLE

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KEYBOARD SKILLS

- Keyboard Lessons:** This course teaches the correct finger positioning and associated keys of the alphabetic/numeric keyboard in ten structured lessons. This is the default course and is the recommended starting point.
- Speed Challenge:** The speed challenge is designed to help you reach your touch-typing/keyboarding goal.
- Accuracy Challenge:** Doing this course, you will copy-type text that is designed to keep you interested while having to press the correct key to move on.
- Advanced Challenge:** Again, you will copy-type text with the emphasis on building your speed.
- Punctuation Course:** Teaches the most commonly used punctuation keys.
- Keypad Lessons:** Teaches the numeric pad for data entry in three easy lessons.
- Bronze** – (recommended for persons who use a PC for less than 10 hours per week) – 20 words per minute and 98% accuracy.
- Silver** – (recommended for persons who use a PC between 10 and 20 hours per week) – 40 words per minute and 98% accuracy.
- Gold** – (recommended for persons who use a PC for more than 20 hours per week) – 60 words per minute 98% accuracy.

Qualifications will be:

E- Type - British Computer Society (BCS)

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DEVELOP YOUR EMPLOYMENT OPPORTUNITIES

(Enhance your prospects of getting into work)

If your aim is to get back into the workplace, then one of our pre-employment packages will help point you in the right direction.

Why not attend one of our no obligation information sessions, which run every four weeks, telephone Romney Resource on 01797 367455 to book your place and see if this is just what you are looking for.

We are able to offer the following pre-employment packages:

For those unemployed, whether they receive benefits or not a 4 week programme containing:

- Write or update your CV
- Create a covering letter to a potential employer
- Intensive job search using the internet
- Job application form filling support
- Interview techniques
- Career planning
- Matching your skills to job opportunities

Alternatively If you are in receipt of JSA there is an 8 week programme available which covers the above and also:

- Work placement/ simulated work activity*
- Team building exercises
- Motivational workshops
- Raising self esteem
- Mock Interviews

*where appropriate and possible.

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This course is aimed at the absolute beginner, giving the student the ability to use and make the most of their computer. This 12 week course will go at a speed comfortable to the individual with tutor support throughout.

How to use a computer

- Using a mouse – Right and Left click
- Navigating the computer
- How to correctly switch on and off the computer
- Introduction to desktop
- Create basic files and folders
- Learn how to save documents
- Introduction to Word
- Change text and font styles, sizes and colours

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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Learn how to

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The European Computer Driving Licence is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. It raises your level of competency in IT & computer skills. Providing you with an industry recognised qualification.

The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

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NVQ - CUSTOMER SERVICES LEVEL 2

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At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 **Adults / Children & Young People**

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Tel: 01797 367455 Fax: 01797 363675

Registered Charity No. 1084792 Co. Registration 3761952

E-mail: reception@romney-resource.co.uk

www.romney-resource.co.uk



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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

OCR NVQ Level 3 Customer Services

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 Adults / Children & Young People

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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Course Guide 2009 - 2010

Romney Resource Centre is happy to welcome all adult learners. Whether you are returning to study, continuing to develop your skills and qualifications to progress professionally or personally, or looking to have your expertise recognised by a national qualification, RR2K has almost certainly the right course for you.



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KEYBOARD SKILLS

- Keyboard Lessons:** This course teaches the correct finger positioning and associated keys of the alphabetic/numeric keyboard in ten structured lessons. This is the default course and is the recommended starting point.
- Speed Challenge:** The speed challenge is designed to help you reach your touch-typing/keyboarding goal.
- Accuracy Challenge:** Doing this course, you will copy-type text that is designed to keep you interested while having to press the correct key to move on.
- Advanced Challenge:** Again, you will copy-type text with the emphasis on building your speed.
- Punctuation Course:** Teaches the most commonly used punctuation keys.
- Keypad Lessons:** Teaches the numeric pad for data entry in three easy lessons.
- Bronze** – (recommended for persons who use a PC for less than 10 hours per week) – 20 words per minute and 98% accuracy.
- Silver** – (recommended for persons who use a PC between 10 and 20 hours per week) – 40 words per minute and 98% accuracy.
- Gold** – (recommended for persons who use a PC for more than 20 hours per week) – 60 words per minute 98% accuracy.

Qualifications will be:

E- Type - British Computer Society (BCS)

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DEVELOP YOUR EMPLOYMENT OPPORTUNITIES

(Enhance your prospects of getting into work)

If your aim is to get back into the workplace, then one of our pre-employment packages will help point you in the right direction.

Why not attend one of our no obligation information sessions, which run every four weeks, telephone Romney Resource on 01797 367455 to book your place and see if this is just what you are looking for.

We are able to offer the following pre-employment packages:

For those unemployed, whether they receive benefits or not a 4 week programme containing:

- Write or update your CV
- Create a covering letter to a potential employer
- Intensive job search using the internet
- Job application form filling support
- Interview techniques
- Career planning
- Matching your skills to job opportunities

Alternatively If you are in receipt of JSA there is an 8 week programme available which covers the above and also:

- Work placement/ simulated work activity*
- Team building exercises
- Motivational workshops
- Raising self esteem
- Mock Interviews

*where appropriate and possible.

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BASIC BEGINNERS **(Computer courses for the absolute beginner)**

This course is aimed at the absolute beginner, giving the student the ability to use and make the most of their computer. This 12 week course will go at a speed comfortable to the individual with tutor support throughout.

How to use a computer

- Using a mouse – Right and Left click
- Navigating the computer
- How to correctly switch on and off the computer
- Introduction to desktop
- Create basic files and folders
- Learn how to save documents
- Introduction to Word
- Change text and font styles, sizes and colours

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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DIGITAL IMAGING

This 9 week course is for those who wish to know how to use a computer to make the most of their digital photographs.

Learn how to

- Remove red eye
- Rename your photographs
- Make a photograph panoramic
- Creating Files and Folders
- Introduction to basic art programmes

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

FAMILY TREE

This 9 week course is for those who wish to know how to use a computer to search out and record their family history

Learn how to

- Use the Internet search engines
- Use Family History Sites for searching
- Use the computer to compile information gathered

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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ECDL/ITQ L2

The European Computer Driving Licence is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. It raises your level of competency in IT & computer skills. Providing you with an industry recognised qualification.

The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

Literacy or Numeracy Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

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NVQ - CUSTOMER SERVICES LEVEL 2

This NVQ is designed for individuals who have a customer service role where they need well developed behavioral competence, but who do not have many chances to make independent decisions. It is aimed at individuals who have to deliver a continually improving service to customers, but they do not have to bring about permanent improvements in service delivery that benefit customers and the organisation they work for.

At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

OCR NVQ Level 3 Customer Services

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 **Adults / Children & Young People**

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
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- 212 Use IT Systems Level 2
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- 214 Word processing software Level 2
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- 219 Use a telephone system
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- 221 Prepare text from notes
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- 223 Prepare text from recorded audio instruction
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- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Tel: 01797 367455 Fax: 01797 363675

Registered Charity No. 1084792 Co. Registration 3761952

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BUSINESS ADMINISTRATION LEVEL 3

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- Producing complex business documents
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 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
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 - Communicate effectively with others
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- Learn how to save documents
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Literacy or Numeracy at Level's 1 or 2

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Learn how to

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- Rename your photographs
- Make a photograph panoramic
- Creating Files and Folders
- Introduction to basic art programmes

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FAMILY TREE

This 9 week course is for those who wish to know how to use a computer to search out and record their family history

Learn how to

- Use the Internet search engines
- Use Family History Sites for searching
- Use the computer to compile information gathered

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ECDL/ITQ L2

The European Computer Driving Licence is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. It raises your level of competency in IT & computer skills. Providing you with an industry recognised qualification.

The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

Literacy or Numeracy Level's 1 or 2

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NVQ - CUSTOMER SERVICES LEVEL 2

This NVQ is designed for individuals who have a customer service role where they need well developed behavioral competence, but who do not have many chances to make independent decisions. It is aimed at individuals who have to deliver a continually improving service to customers, but they do not have to bring about permanent improvements in service delivery that benefit customers and the organisation they work for.

At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 **Adults / Children & Young People**

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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- Creating Files and Folders
- Introduction to basic art programmes

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

FAMILY TREE

This 9 week course is for those who wish to know how to use a computer to search out and record their family history

Learn how to

- Use the Internet search engines
- Use Family History Sites for searching
- Use the computer to compile information gathered

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Tel: 01797 367455 Fax: 01797 363675

Registered Charity No. 1084792 Co. Registration 3761952

E-mail: reception@romney-resource.co.uk

www.romney-resource.co.uk



INVESTORS IN PEOPLE

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"Excellence in Education and Training"



ECDL/ITQ L2

The European Computer Driving Licence is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. It raises your level of competency in IT & computer skills. Providing you with an industry recognised qualification.

The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

Literacy or Numeracy Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

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NVQ - CUSTOMER SERVICES LEVEL 2

This NVQ is designed for individuals who have a customer service role where they need well developed behavioral competence, but who do not have many chances to make independent decisions. It is aimed at individuals who have to deliver a continually improving service to customers, but they do not have to bring about permanent improvements in service delivery that benefit customers and the organisation they work for.

At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

7 Understand customer service to improve service delivery

8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

13 Make customer service personal

14 Go the extra mile in customer service

15 Deal with customers in writing or using ICT

18 Use customer service as a competitive tool

19 Organise the promotion of services or products to customers

Theme: Delivery

22 Deliver customer service on your customer's premises

23 Recognise diversity when delivering customer service

24 Deliver customer service using service partnerships

25 Organise the delivery of reliable customer service

26 Improve the customer relationship

Theme: Handling Problems

32 Monitor and solve customer service problems

33 Apply risk assessment to customer service

34 Process customer service complaints

Theme: Development and Improvement

39 Work with others to improve customer service

40 Promote continuous improvement in customer service

41 Develop your own and others' customer service skills

42 Lead a team to improve customer service

43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

OCR NVQ Level 3 Customer Services

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 Adults / Children & Young People

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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Course Guide 2009 - 2010

Romney Resource Centre is happy to welcome all adult learners. Whether you are returning to study, continuing to develop your skills and qualifications to progress professionally or personally, or looking to have your expertise recognised by a national qualification, RR2K has almost certainly the right course for you.



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KEYBOARD SKILLS

- Keyboard Lessons:** This course teaches the correct finger positioning and associated keys of the alphabetic/numeric keyboard in ten structured lessons. This is the default course and is the recommended starting point.
- Speed Challenge:** The speed challenge is designed to help you reach your touch-typing/keyboarding goal.
- Accuracy Challenge:** Doing this course, you will copy-type text that is designed to keep you interested while having to press the correct key to move on.
- Advanced Challenge:** Again, you will copy-type text with the emphasis on building your speed.
- Punctuation Course:** Teaches the most commonly used punctuation keys.
- Keypad Lessons:** Teaches the numeric pad for data entry in three easy lessons.
- Bronze** – (recommended for persons who use a PC for less than 10 hours per week) – 20 words per minute and 98% accuracy.
- Silver** – (recommended for persons who use a PC between 10 and 20 hours per week) – 40 words per minute and 98% accuracy.
- Gold** – (recommended for persons who use a PC for more than 20 hours per week) – 60 words per minute 98% accuracy.

Qualifications will be:

E- Type - British Computer Society (BCS)

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DEVELOP YOUR EMPLOYMENT OPPORTUNITIES

(Enhance your prospects of getting into work)

If your aim is to get back into the workplace, then one of our pre-employment packages will help point you in the right direction.

Why not attend one of our no obligation information sessions, which run every four weeks, telephone Romney Resource on 01797 367455 to book your place and see if this is just what you are looking for.

We are able to offer the following pre-employment packages:

For those unemployed, whether they receive benefits or not a 4 week programme containing:

- Write or update your CV
- Create a covering letter to a potential employer
- Intensive job search using the internet
- Job application form filling support
- Interview techniques
- Career planning
- Matching your skills to job opportunities

Alternatively If you are in receipt of JSA there is an 8 week programme available which covers the above and also:

- Work placement/ simulated work activity*
- Team building exercises
- Motivational workshops
- Raising self esteem
- Mock Interviews

*where appropriate and possible.

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BASIC BEGINNERS **(Computer courses for the absolute beginner)**

This course is aimed at the absolute beginner, giving the student the ability to use and make the most of their computer. This 12 week course will go at a speed comfortable to the individual with tutor support throughout.

How to use a computer

- Using a mouse – Right and Left click
- Navigating the computer
- How to correctly switch on and off the computer
- Introduction to desktop
- Create basic files and folders
- Learn how to save documents
- Introduction to Word
- Change text and font styles, sizes and colours

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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DIGITAL IMAGING

This 9 week course is for those who wish to know how to use a computer to make the most of their digital photographs.

Learn how to

- Remove red eye
- Rename your photographs
- Make a photograph panoramic
- Creating Files and Folders
- Introduction to basic art programmes

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Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

FAMILY TREE

This 9 week course is for those who wish to know how to use a computer to search out and record their family history

Learn how to

- Use the Internet search engines
- Use Family History Sites for searching
- Use the computer to compile information gathered

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The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

Literacy or Numeracy Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

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At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

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It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Tel: 01797 367455 Fax: 01797 363675

Registered Charity No. 1084792 Co. Registration 3761952

E-mail: reception@romney-resource.co.uk

www.romney-resource.co.uk



INVESTORS IN PEOPLE

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Health & Social Care NVQ Level 3 **Adults / Children & Young People**

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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KEYBOARD SKILLS

- Keyboard Lessons:** This course teaches the correct finger positioning and associated keys of the alphabetic/numeric keyboard in ten structured lessons. This is the default course and is the recommended starting point.
- Speed Challenge:** The speed challenge is designed to help you reach your touch-typing/keyboarding goal.
- Accuracy Challenge:** Doing this course, you will copy-type text that is designed to keep you interested while having to press the correct key to move on.
- Advanced Challenge:** Again, you will copy-type text with the emphasis on building your speed.
- Punctuation Course:** Teaches the most commonly used punctuation keys.
- Keypad Lessons:** Teaches the numeric pad for data entry in three easy lessons.
- Bronze** – (recommended for persons who use a PC for less than 10 hours per week) – 20 words per minute and 98% accuracy.
- Silver** – (recommended for persons who use a PC between 10 and 20 hours per week) – 40 words per minute and 98% accuracy.
- Gold** – (recommended for persons who use a PC for more than 20 hours per week) – 60 words per minute 98% accuracy.

Qualifications will be:

E- Type - British Computer Society (BCS)

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DEVELOP YOUR EMPLOYMENT OPPORTUNITIES

(Enhance your prospects of getting into work)

If your aim is to get back into the workplace, then one of our pre-employment packages will help point you in the right direction.

Why not attend one of our no obligation information sessions, which run every four weeks, telephone Romney Resource on 01797 367455 to book your place and see if this is just what you are looking for.

We are able to offer the following pre-employment packages:

For those unemployed, whether they receive benefits or not a 4 week programme containing:

- Write or update your CV
- Create a covering letter to a potential employer
- Intensive job search using the internet
- Job application form filling support
- Interview techniques
- Career planning
- Matching your skills to job opportunities

Alternatively If you are in receipt of JSA there is an 8 week programme available which covers the above and also:

- Work placement/ simulated work activity*
- Team building exercises
- Motivational workshops
- Raising self esteem
- Mock Interviews

*where appropriate and possible.

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BASIC BEGINNERS **(Computer courses for the absolute beginner)**

This course is aimed at the absolute beginner, giving the student the ability to use and make the most of their computer. This 12 week course will go at a speed comfortable to the individual with tutor support throughout.

How to use a computer

- Using a mouse – Right and Left click
- Navigating the computer
- How to correctly switch on and off the computer
- Introduction to desktop
- Create basic files and folders
- Learn how to save documents
- Introduction to Word
- Change text and font styles, sizes and colours

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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DIGITAL IMAGING

This 9 week course is for those who wish to know how to use a computer to make the most of their digital photographs.

Learn how to

- Remove red eye
- Rename your photographs
- Make a photograph panoramic
- Creating Files and Folders
- Introduction to basic art programmes

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

FAMILY TREE

This 9 week course is for those who wish to know how to use a computer to search out and record their family history

Learn how to

- Use the Internet search engines
- Use Family History Sites for searching
- Use the computer to compile information gathered

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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ECDL/ITQ L2

The European Computer Driving Licence is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. It raises your level of competency in IT & computer skills. Providing you with an industry recognised qualification.

The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

Literacy or Numeracy Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

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NVQ - CUSTOMER SERVICES LEVEL 2

This NVQ is designed for individuals who have a customer service role where they need well developed behavioral competence, but who do not have many chances to make independent decisions. It is aimed at individuals who have to deliver a continually improving service to customers, but they do not have to bring about permanent improvements in service delivery that benefit customers and the organisation they work for.

At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

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Health & Social Care NVQ Level 3 Adults / Children & Young People

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These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
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Children and Young People Route

- 34** Promote the well-being and protection of children and young people

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- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
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- 207 Process customer financial transactions
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 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
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- Bronze** – (recommended for persons who use a PC for less than 10 hours per week) – 20 words per minute and 98% accuracy.
- Silver** – (recommended for persons who use a PC between 10 and 20 hours per week) – 40 words per minute and 98% accuracy.
- Gold** – (recommended for persons who use a PC for more than 20 hours per week) – 60 words per minute 98% accuracy.

Qualifications will be:

E- Type - British Computer Society (BCS)

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DEVELOP YOUR EMPLOYMENT OPPORTUNITIES

(Enhance your prospects of getting into work)

If your aim is to get back into the workplace, then one of our pre-employment packages will help point you in the right direction.

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We are able to offer the following pre-employment packages:

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Literacy or Numeracy at Level's 1 or 2

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- Computer Basics
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Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

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NVQ - CUSTOMER SERVICES LEVEL 2

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At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 **Adults / Children & Young People**

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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Course Guide 2009 - 2010

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- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

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- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Tel: 01797 367455 Fax: 01797 363675

Registered Charity No. 1084792 Co. Registration 3761952

E-mail: reception@romney-resource.co.uk

www.romney-resource.co.uk



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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

OCR NVQ Level 3 Customer Services

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 **Adults / Children & Young People**

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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Course Guide 2009 - 2010

Romney Resource Centre is happy to welcome all adult learners. Whether you are returning to study, continuing to develop your skills and qualifications to progress professionally or personally, or looking to have your expertise recognised by a national qualification, RR2K has almost certainly the right course for you.



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KEYBOARD SKILLS

- Keyboard Lessons:** This course teaches the correct finger positioning and associated keys of the alphabetic/numeric keyboard in ten structured lessons. This is the default course and is the recommended starting point.
- Speed Challenge:** The speed challenge is designed to help you reach your touch-typing/keyboarding goal.
- Accuracy Challenge:** Doing this course, you will copy-type text that is designed to keep you interested while having to press the correct key to move on.
- Advanced Challenge:** Again, you will copy-type text with the emphasis on building your speed.
- Punctuation Course:** Teaches the most commonly used punctuation keys.
- Keypad Lessons:** Teaches the numeric pad for data entry in three easy lessons.
- Bronze** – (recommended for persons who use a PC for less than 10 hours per week) – 20 words per minute and 98% accuracy.
- Silver** – (recommended for persons who use a PC between 10 and 20 hours per week) – 40 words per minute and 98% accuracy.
- Gold** – (recommended for persons who use a PC for more than 20 hours per week) – 60 words per minute 98% accuracy.

Qualifications will be:

E- Type - British Computer Society (BCS)

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DEVELOP YOUR EMPLOYMENT OPPORTUNITIES

(Enhance your prospects of getting into work)

If your aim is to get back into the workplace, then one of our pre-employment packages will help point you in the right direction.

Why not attend one of our no obligation information sessions, which run every four weeks, telephone Romney Resource on 01797 367455 to book your place and see if this is just what you are looking for.

We are able to offer the following pre-employment packages:

For those unemployed, whether they receive benefits or not a 4 week programme containing:

- Write or update your CV
- Create a covering letter to a potential employer
- Intensive job search using the internet
- Job application form filling support
- Interview techniques
- Career planning
- Matching your skills to job opportunities

Alternatively If you are in receipt of JSA there is an 8 week programme available which covers the above and also:

- Work placement/ simulated work activity*
- Team building exercises
- Motivational workshops
- Raising self esteem
- Mock Interviews

*where appropriate and possible.

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BASIC BEGINNERS **(Computer courses for the absolute beginner)**

This course is aimed at the absolute beginner, giving the student the ability to use and make the most of their computer. This 12 week course will go at a speed comfortable to the individual with tutor support throughout.

How to use a computer

- Using a mouse – Right and Left click
- Navigating the computer
- How to correctly switch on and off the computer
- Introduction to desktop
- Create basic files and folders
- Learn how to save documents
- Introduction to Word
- Change text and font styles, sizes and colours

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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DIGITAL IMAGING

This 9 week course is for those who wish to know how to use a computer to make the most of their digital photographs.

Learn how to

- Remove red eye
- Rename your photographs
- Make a photograph panoramic
- Creating Files and Folders
- Introduction to basic art programmes

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

FAMILY TREE

This 9 week course is for those who wish to know how to use a computer to search out and record their family history

Learn how to

- Use the Internet search engines
- Use Family History Sites for searching
- Use the computer to compile information gathered

Literacy or Numeracy at Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Literacy or Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

Qualifications will be:

OCR Literacy or Numeracy Level's 1 or 2

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ECDL/ITQ L2

The European Computer Driving Licence is the internationally recognised qualification which enables people to demonstrate their competence in computer skills. It raises your level of competency in IT & computer skills. Providing you with an industry recognised qualification.

The course may include the following modules:

- Computer Basics
- Computer Security
- Electronic Communication
- Word processing
- Spreadsheets
- Database
- Presentation
- Improving Productivity using IT

Qualifications will be:

BCS Level 2 IT User Level

This course is also available with Literacy or Numeracy at Level's 1 or 2 at a reduced cost.

You also have the opportunity to coincide this course with the ITQ Level 2 which is an Full level 2 in IT.

Introduction to ECDL Essentials at Level 1

Candidates will learn elements of ECDL including Computer Basics, Computer Security and Electronic Communication.

Literacy or Numeracy Level's 1 or 2

Candidates are able to develop and demonstrate their skills and confidence in using Numeracy skills in practical situations. The qualification reflects the level of demand in the national standards.

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NVQ - CUSTOMER SERVICES LEVEL 2

This NVQ is designed for individuals who have a customer service role where they need well developed behavioral competence, but who do not have many chances to make independent decisions. It is aimed at individuals who have to deliver a continually improving service to customers, but they do not have to bring about permanent improvements in service delivery that benefit customers and the organisation they work for.

At Level 2 candidates are likely to be in roles where, for example:

- their opportunities to influence what happens at work are limited
- they work within the rules and regulations of their organisation
- they work with others to overcome problems and to support customer service improvements
- they need to communicate in a clear, confident way
- they have a developing knowledge about their organisation's products and services.

To achieve the full NVQ you must finish units 1, 2, 3 and 4 and one unit of your own choice from optional units 5, 6, 7 or 8. You should choose the optional unit which best suits your work situation and job role.

A real work situation could be a full-time or part-time job, voluntary work, or work carried out while on work placement within an operational organisation.

The candidate will work with a trained Assessor and build a portfolio of evidence.

Mandatory units

- Unit 1** Give customers a positive impression of yourself and your organisation
- Unit 2** Deliver reliable customer service
- Unit 3** Develop customer relationships
- Unit 4** Resolve customer service problems

Optional units

- Unit 5** Support customer service improvements
- Unit 6** Develop personal performance through delivering customer service
- Unit 7** Promote additional products or services to customers
- Unit 8** Process customer service information

Your assessor will carry out an initial assessment of your past experience, current skills, knowledge and understanding, and look at your real work situation and job role before agreeing with you that this qualification is suitable for you.

This NVQ will be suitable for you if customer service is part of your work. You do not have to be carrying out a particular customer service role but you should be committed to offering the best service to your customers. We describe a customer as 'anyone you provide a service to'. This could be someone within your organisation (an internal customer) or someone outside your organisation (an external customer). It is recommended that you also carry out a self-assessment of your real work situation. To do this, look at the titles of the units and elements for units 1 to 4 (the mandatory units) and decide if they reflect what you already do. Then look at the titles of the optional units (units 5, 6, 7 and 8) and decide if at least one of these matches your current job role. Your assessor will help you choose the most suitable optional unit. You may find that a unit or part of a unit matches something you did some time ago, perhaps in a previous job. Tell your assessor about this. You may be able to use your past achievements as evidence for this NVQ.

The Centre also offers a Level 3 NVQ in Customer Service which provides progression for you if your experience and customer service role develops in the future.

Qualification will be:

OCR NVQ Level 2 Customer Services

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NVQ – CUSTOMER SERVICES LEVEL 3

The qualification is about the customer service and the delivery and management of the service and your accountability in the area of practice in which you work. You will be working without direct supervisions or on your own, such as in a commercial customer service environment. It is a work-orientated qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role.

It is suitable for if:

- you influence what happens at work
- you use the organisation's rules and systems flexibly to deliver good service
- you question the way things are done and suggest improvements
- you have good communication skills and a wide knowledge of what to do, who to see and here to go to get things done for the customer
- you are aware of the commercial or other pressures facing the organisation/business.

To achieve this qualification, candidates must achieve **8 units** made up of **2 mandatory** units and **6 optional** units (including at least one unit from each theme).

This qualification contains 5 units that can be brought forward from Level 2; from these a maximum of 3 units may be claimed towards a Level 3 qualification. This qualification contains 5 units that can be carried forward to Level 4; all of these can be claimed towards a Level 4 qualification.

Mandatory Units

- 7 Understand customer service to improve service delivery
- 8 Know the rules to follow when developing customer service

Optional units

Theme: Impression and Image

- 13 Make customer service personal
- 14 Go the extra mile in customer service
- 15 Deal with customers in writing or using ICT
- 18 Use customer service as a competitive tool
- 19 Organise the promotion of services or products to customers

Theme: Delivery

- 22 Deliver customer service on your customer's premises
- 23 Recognise diversity when delivering customer service
- 24 Deliver customer service using service partnerships
- 25 Organise the delivery of reliable customer service
- 26 Improve the customer relationship

Theme: Handling Problems

- 32 Monitor and solve customer service problems
- 33 Apply risk assessment to customer service
- 34 Process customer service complaints

Theme: Development and Improvement

- 39 Work with others to improve customer service
- 40 Promote continuous improvement in customer service
- 41 Develop your own and others' customer service skills
- 42 Lead a team to improve customer service
- 43 Gather, analyse and interpret customer feedback

Your **assessor** will judge the evidence of your performance, knowledge and understanding against the units of competence in order to decide whether you have demonstrated competence. They will carry out an **initial assessment** of your past experience, current skills, knowledge and understanding and your job role/work situation.

Qualification will be:

OCR NVQ Level 3 Customer Services

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NVQ – HEALTH & SOCIAL CARE LEVEL 2

This NVQ is designed to reflect the work of candidates who undertake Health and Social Care activities at Level 2 working with service users/carers. The aim of the qualification is to recognise the skills and competences of candidates in the workplace.

This qualification is about direct care, where the focus is hands-on care (doing things with service users) and enablement of care, the development and maintenance of service users' independence (supporting and enabling service users to do things for themselves). Candidates will usually be delivering care in support of and under the direction of a colleague who is accountable in the area of practice.

This NVQ is a work-oriented qualification and is suitable for those who undertake Health and Social practice in their work.

To achieve this qualification, candidates must achieve 6 units made up of 2 Core units, 2 Optional units and the remaining 2 units can be taken from either the core group or optional group. ***If candidates are working in 'Social Care', it is advised by the Social Care Council that they undertake the 4 core units in order to gain council recognition.***

Your assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate units.

The candidate will work with a trained Assessor and build a portfolio of evidence. This qualification is competence-based linking a person's ability to competently perform a range of tasks connected with their work.

Qualifications will be:

OCR NVQ Level 2 Health & Social Care

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Health & Social Care NVQ Level 3 Adults / Children & Young People

The qualification is about the delivery of physical, emotional or enabling care to clients/service users. The candidate will usually be delivering care in support of, and under the direction of, a colleague who is accountable in the area of practice. Candidates may often be working without direct supervision or on their own, such as in a clients/ service users own home. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team. The candidate would be expected to seek support, advice or assistance if they are unclear about what to do or if unusual or untoward situations arise (such as significant deterioration in the clients/service user's condition). It is a work-oriented qualification and to achieve it you will need the opportunity to demonstrate your competence within your work role. It is open to anyone of all ages, of either gender and there are no entry barriers on grounds of race, creed or proven academic attainment or learning. You need no previous qualifications to complete this NVQ.

These qualifications are designed to reflect the work of candidates who deliver health and social care to client/ service users, Adults or Children and Young people. To achieve the full qualification candidates must complete eight units. There are four compulsory core units:

Core Units

- 31** Promote effective communication for and about individuals
- 32** Promote, monitor and maintain health, safety and security in the working environment
- 33** Reflect on and develop your practice

Either

Children and Young People Route

- 34** Promote the well-being and protection of children and young people

Or

Adults Route

- 35** Promote choice, well-being and the protection of all individuals

An additional four optional units will be selected which reflect the current work of the candidate with the guidance from an approved Assessor. The Assessor will carry out an initial assessment of your experience, current skills, knowledge and understanding and look at your real work situation and job role to enable you to select the most appropriate and apply to your competencies in your individual workplaces. For example: If you use manual handling equipment Optional Unit 360 would be appropriate as it covers these aspects.

Qualifications will be:

OCR NVQ Level 3 and Children and young people Health & Social Care

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NVQ – BUSINESS AND ADMINISTRATION LEVEL 2

Level 2 Business and Administration units have been identified as units that allow the production of evidence through activities carried out in a realistic working environment.

A realistic working environment is one in which a candidate is subjected to a work environment and producing performance evidence subject to the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

Mandatory units

- 201 Carry out your responsibilities at work
- 202 Work within your business environment

Optional units

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT Systems Level 2
- 213 Use IT to exchange information Level 2
- 214 Word processing software Level 2
- 215 Spreadsheet software Level 2
- 216 Database software Level 2
- 217 Presentation software Level 2
- 218 Specialist or bespoke software Level 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

Qualifications will be:

OCR NVQ Level 2 Business and Administration

Romney Resource 2000 Limited trading as Romney Resource Centre
Units 4 & 12, Mountfield Road, New Romney, Kent TN28 8LH

Tel: 01797 367455 Fax: 01797 363675

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Romney Resource Centre

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BUSINESS ADMINISTRATION LEVEL 3

The qualification is designed to recognise candidates understanding of complex administrative functions and activities. It recognises the candidate's abilities to carry out a range of non-routine administrative tasks in a senior and/or supervisory role. It encompasses the full breadth of essential knowledge, understanding and skills that would be needed by a competent employee functioning in a senior administrative job role. Candidates are required to reflect the following essential skills: working with colleagues and customers, communicating in writing, following office procedure, working in business organisations and using ICT.

- Producing complex business documents
 - Using accepted formats and conventions when composing business documents e.g. Agendas, minutes, reports, job descriptions.
 - Analyse, extract, synthesise and adapt complex information to meet a given purpose.
 - Use appropriate tone, vocabulary and style of writing for a range of written communications.
- Promoting effective working relationships
 - Work with others to set realistic objectives
 - Contribute to planning as a member of a team
 - Agree working arrangements with others
 - Work with other to monitor progress
 - Communicate effectively with others
 - Providing effective service to customers
- Reviewing the organisation of business activities
 - Analyse and compare different forms of business organisations
 - Explain the need for an organisation to make clear its aims and objectives
 - Explain the importance of prioritising work and the need for flexibility
 - Outline the role and responsibilities of senior management in determining corporate objectives
 - Outline the responsibilities of employers and employees as set out in employment protection and equal opportunities legislation
- Reviewing and Developing Office Procedures
- Creating an IT solution
 - Identify and produce a detailed specification of a document-based IT solution to a professional standard

Qualifications will be:

OCR Level 3 Certificate in Administration

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