



**HARGREAVES**  
TRAINING SERVICES LTD

# NVQ LEVEL 2

# QUALIFICATIONS

EMPLOYER INFORMATION PACK



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## INTRODUCTION

Hargreaves Training Services Ltd work in partnership with a range of organizations to ensure we can meet all your training needs, from apprenticeships to Level 5 qualifications.

There are a variety of funding sources to maximize your training budget including Train To Gain, Learndirect and Work Based Learning Apprenticeships.

Train to Gain has been rolled-out nationally by the Learning and Skills Council across England and has been developed from the highly successful Employer Training Pilots. The Train to Gain service's primary aim is to assist businesses in improving both productivity and competitiveness by ensuring their workforce is equipped with the appropriate skills and abilities to do the job and play a key role in the company's future growth and success.

Hargreaves Training Services Ltd has been awarded contract's to deliver this employer demand-led initiative nationally. Through Train to Gain Hargreaves are now able to offer the following training services:

- Train To Gain is fully supported by a Sector Skills Brokerage.
- Impartial Information, Advice and Guidance for all your business needs
- Skills for Life - Numeracy and Literacy support for employee's up to Level 2 including National Tests
- A range of NVQ's to suit your business needs



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## Contact Details

To assist you in making the most of the government funding that is available to your company Hargreaves Training Services employ a dedicated team of Business Development Executives throughout England. Our highly knowledgeable team can arrange to visit your company and discuss all aspects of training and how it can benefit your company. They will also be able to work with you to develop bespoke courses that suit your business needs. To arrange a visit from a member of the team please call our Head Office on:-

**0113 3859890**

Alternatively you can contact a member of the Business Development Team in your nearest training centre.

|                        |                     |
|------------------------|---------------------|
| <b>Leeds</b>           | <b>0113 3859890</b> |
| <b>Manchester</b>      | <b>0161 8727916</b> |
| <b>Sheffield</b>       | <b>0114 2709669</b> |
| <b>Bury St Edmunds</b> | <b>01284 765808</b> |
| <b>Hexham</b>          | <b>01434 608410</b> |
| <b>Nottingham</b>      | <b>0115 9762708</b> |
| <b>Watford</b>         | <b>01923 231010</b> |
| <b>Blaydon</b>         | <b>COMING SOON</b>  |



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## Qualifications removing Level 2 entitlement

A learner holding one of the following qualifications at Level 2 and above would be rendered ineligible for fee remission under current Level 2 Entitlement criteria.

This list is designed to be descriptive of the qualification type which would render learners ineligible and is not exhaustive.

### Qualification

5 GCSEs (Grades A\* - C)

5 'O' Level passes

5 CSE (Grade 1)

2 AS levels or more

1 A LEVEL or more

NVQ 2

NVQ 3

NVQ 4

INTERMEDIATE GNVQ or higher

Edexcel / BTEC First Diploma or higher

City & Guilds Craft (Part 2)

Access Course

HND/HNC

First Degree / Higher Degree

## **WHAT IS “TRAIN TO GAIN” AND HOW CAN BROKERS ADVISE YOUR COMPANY**

- The qualifications that members of your staff are undertaking are National Vocational Qualification's (NVQ's)
- A sector specific Brokerage Service now operates across England. Highly experienced Train to Gain Skills Brokers can help to source quality, affordable training for all areas of your business. Together with the broker you can take your company through the following five stages:
  - **Identify the skills your business needs**
  - **Signpost you the right training**
  - **Agree a tailored training package**
  - **Source available funding**
  - **Review the progress you're making**
- There are a number of courses available to employers and their employees through Train To Gain ranging from Customer Service, Finance, IT and Management to Transport & Logistics and Distribution.
- In order to access Train To Gain courses the eligibility criteria is as follows:
  - **Aged 19+**
  - **Fully employed (contract of employment)**
  - **Not already achieved a full Level 2 qualification**
  - **Not in possession of 5 or more GCSE's grade A-C (see page 3)**
- Basic Skills courses are available to those learners who wish to achieve a certificate in either Adult Literacy or Numeracy at levels 1 or 2. These nationally recognised qualifications can help reassure staff that they are able to read and understand items such as Health & Safety information and responsibilities, take orders and telephone messages correctly, as well as making accurate calculations - all valuable skills to help make sure your business runs more efficiently.
- All learners enrolled to learning will, as part of the programme, receive Information, Advice and Guidance (IAG) on commencement at the mid-point and completion of their qualification.

This will include discussion on further qualifications, career development opportunities and progressions within their job role. This element of the learners programme will be provided by our appropriately qualified Matrix accredited team.



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## The Train To Gain Skills Brokerage Service

Train To Gain Brokers will provide a free, independent and impartial assessment to identify what skills your business needs, now and in the future. They can then help you arrange training and provide information about possible sources of funding.

### There are five easy steps to all your training needs:

- Step 1 – Identify the skills your business needs
- Step 2 – Signpost you the right training
- Step 3 – Agree a tailored training package
- Step 4 – Source available funding
- Step 5 – Review your progress against objectives

### Broker Contact Number

**0800 015 55 45**

[www.traintogain.gov.uk](http://www.traintogain.gov.uk)



Learning and  
Skills Council



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## **INFORMATION, ADVICE AND GUIDANCE**

### **Impartial Information, Advice and Guidance (IAG)**

Hargreaves Training Services Ltd. offers learners enrolled on its programmes, and their employers, the benefits of impartial IAG. IAG is delivered at the start, middle and end of any funded training programme.

Dedicated IAG support staff are available to formulate and discuss developing and continuing learning aims, referring clients to the services and/or providers that can best meet their needs.

### **What you can expect from us**

Hargreaves is committed to ensuring that the needs of the learner are fully met. We will respond to all IAG enquiries within 24 hours, sign-posting learners to alternative provision where required.

IAG is ideally delivered in-person in a one-to-one situation. We would be happy to arrange a personal appointment where necessary. Alternatively Hargreaves' IAG services are also available by phone and e-mail.

**For more information contact  
the Business Development Team:**

**Email : [info@hargreavestraining.com](mailto:info@hargreavestraining.com)**

**Tel : 0800 161 3025**



**Committed to Equality and Diversity**



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## **IMPROVING WORKPLACE SKILLS – THE REAL BOTTOM LINE**

### **Release the potential of your employees**

Staff at any level have gaps in their Numeracy and Literacy skills which can affect growth, profitability and organisational image. Improving essential skills to fill these gaps will make your business more profitable

### **Delivered at “No Cost” to you or your employees**

Training to improve essential skills is provided “Free of Charge” and can be delivered either in the place of work or at one of Hargreaves’ many training centres. This training is delivered either in conjunction with or prior to commencing the NVQ

### **Recognising Achievement**

Your employees will have the opportunity to take a National Test in Numeracy and/or Literacy at Level 1 or 2. These nationally recognised qualifications will help reassure you that your staff are able to carry out tasks such as reading Health & Safety information, take orders and telephone messages correctly, as well as making accurate calculations – all valuable skills to help make sure your business runs more efficiently

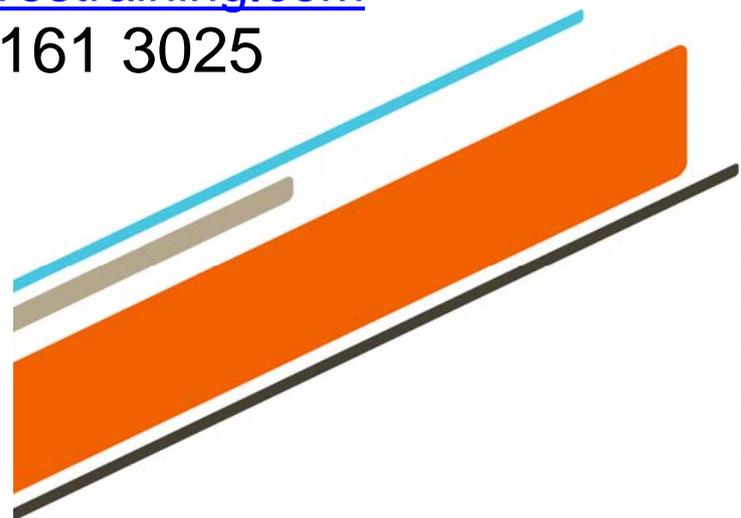
## **Contact our Business Development Team on**

**Email :** [info@hargreavestraining.com](mailto:info@hargreavestraining.com)

**Tel :** 0800 161 3025



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## **FULLY FUNDED LEVEL 2 NVQ IN SPMO “FORK LIFT TRUCK OPERATIONS”**

### **MANDATORY UNITS**

- Contribute to effective working relationships
- Maintaining the safety and security of the load, self and property
- Operate specialised plant and machinery to performance requirements  
(Lifting and transferring)
- Lift, transfer and position loads (PR10)

This course is assessed in the workplace only when a learner possesses the correct Fork Lift Truck Operators licence to use the equipment on site.

Incorporated into this course are workbooks on Health & Safety, Equal Opportunities and Lift Truck Operations to keep your employees up to date with the latest legislative requirements.

**This course can include “FREE” RTITB accredited fork lift truck training on a variety of fork lift trucks including counter balance, reach, bendi & very narrow isle**

**Learners need to fulfil the Train to Gain criteria to be eligible**

Hargreaves Training Services Limited is an equal opportunities training provider

[www.hargreavetraining.com](http://www.hargreavetraining.com)





## **FULLY FUNDED LEVEL 2 NVQ IN “STORAGE AND WAREHOUSING”**

### **MANDATORY UNITS (2)**

- Contribute to effective working relationships
- Contribute to the maintenance of health, safety and security in the workplace

### **OPTIONAL UNITS (Select any 3 units from 5)**

- Receiving loads and dispatching goods
- Placing goods in storage
- Assemble orders for dispatch
- Maintain the safety and quality of goods
- Maintain hygiene standards in handling and storing goods

### **ADDITIONAL UNITS**

- Operate specialised plant and machinery to performance requirements  
Lifting and transferring
- Lift, transfer and position loads

**This course can include “FREE” RTITB accredited fork lift truck training on a variety of fork lift trucks including counter balance, reach, bendi & very narrow isle**

**Learners will need to fulfil the Train to Gain criteria to be eligible**

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## **FULLY FUNDED LEVEL 2 NVQ IN “DRIVING GOODS VEHICLES”**

### **MANDATORY UNITS (7)**

- Monitoring the loading of the vehicle by others
- Completing pre-driving preparations
- Maintaining the safety and the security of the load, self and property
- Awareness of driving conditions
- Operating the vehicle systems
- Driving the vehicle on public roads
- Driving the vehicle in restricted spaces

### **ADDITIONAL UNITS (If required)**

- Unloading the vehicle
- Coupling and uncoupling the vehicle

Assessments for this course take place out on the road during a driver's normal working hours. This means if you driver starts at 4am **so do we!**

**This course can include discounted driver training in Classes C or C+E. Alternatively it may incorporate discounted ADR training. Ask for details!**

**Learners will need to fulfil the Train to Gain criteria to be eligible**

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## **FULLY FUNDED LEVEL 2 NVQ IN “CARRY AND DELIVER GOODS”**

### **MANDATORY UNITS (6)**

- Contribute to effective working relationships
- Maintaining the safety and security of the load, self and property
- Contribute to the provision of customer service
- Complete pre-journey and post-journey procedures
- Planning the route and timing for the delivery and collection of loads
- Transport goods and materials

### **OPTIONAL UNITS (Select 1 unit from 2)**

- Handling goods and materials
- Handling goods (Motorcycle and pedal cycle)

### **ADDITIONAL UNITS (If required)**

- Dealing with payment transactions
- Operate specialised plant and machinery to performance requirements
- Lifting and transferring
- Lift, transfer and position loads

**This course can include “FREE” RTITB accredited fork lift truck training on a variety of fork lift trucks including counter balance, reach, bendi & very narrow isle**

**Learners will need to fulfil the Train to Gain criteria to be eligible**

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## **FULLY FUNDED LEVEL 2 NVQ IN “TRAFFIC OFFICE”**

### **MANDATORY UNITS (8)**

- Contribute to effective working relationships
- Ensure your own actions reduce the risks to health and safety
- Contribute to the provision of customer services
- Plan, organise and improve your work
- Investigate the suitability of collection or delivery points for loading and unloading
- Routing and scheduling of loads
- Allocate the resources for the transportation of loads
- Quote for the transportation of loads

### **ADDITIONAL UNITS (If required)**

- International road transport operations

This course is an ideal building block to a learner who's goal is to become a qualified Transport Manager within a company. Many of the above units contain valuable information needed to help prepare individuals for attendance on a CPC course.

**Learners will need to fulfil the Train to Gain criteria to be eligible**

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## Learndirect NVQ's

- The following NVQ's are funded through Learndirect
  - Customer Service Level 2
  - Business Improvement Techniques Level 2
  - ITQ Level 2
  - Business Administration Level 2
  - Team Leader Level 2
  - Management Level 3
- In order to access these Learndirect courses learner eligibility criteria is as follows:
  - **Aged 19+**
  - **Fully employed**
  - **Not already achieved a full Level 2 qualification**
  - **Not in possession of 5 or more GCSE's grade A-C (See page 3)**
- Learners must have access to a PC either in their workplace or at home in order to complete any online elements of the training.
- Basic Skills courses are available to those learners who wish to achieve a certificate in either Adult Literacy or Numeracy at levels 1 or 2. These nationally recognised qualifications can help reassure staff that they are able to read and understand items such as Health & Safety information and responsibilities, take orders and telephone messages correctly, as well as making accurate calculations - all valuable skills to help make sure your business runs more efficiently.
- All learners enrolled onto the programme will, as part of the programme, receive Information, Advice and Guidance (IAG) on commencement at the mid-point and completion of their qualification.

This will include discussion on further qualifications, career development opportunities and progressions within their job role. This element of the learners programme will be provided by our appropriately qualified Matrix accredited team.

- Also available are a number of online Learndirect courses that can help to increase the skills of your workforce. These cover topics such as Literacy, Numeracy, ECDL and Various home and office courses which usually take between 5 to 10 hours to complete. If you are interested in these course please contact Hargreaves Training Services Ltd on 0113 3859890 or contact the Business Development Executive that has visited your company.





## **FULLY FUNDED LEVEL 2 NVQ IN “CUSTOMER SERVICE”**

### **MANDATORY UNITS (2)**

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

### **OPTIONAL UNITS – (select 5 optional units at least one unit from each group plus one from any group)**

#### **Group 1**

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone

#### **Group 2**

- Deliver reliable customer service
- Deliver customer service on your customers premises
- Recognise diversity when delivering customer service

#### **Group 3**

- Recognise and deal with customers queries, requests and problems
- Resolve customer service problems

#### **Group 4**

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service

### **Learners need to fulfil the Learndirect criteria to be eligible**

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## **FULLY FUNDED LEVEL 2 NVQ IN “BUSINESS ADMINISTRATION”**

### **MANDATORY UNITS (2)**

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

### **OPTIONAL UNITS (select 3 optional units from 16)**

- Ensure own actions reduce risks to health and safety
- Manage customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customers financial transactions
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT systems
- Use IT to exchange information
- Word processing software
- Spreadsheet software
- Database software
- Presentation software

Plus a choice of 7 other units

**Learners need to fulfil the Learndirect  
criteria to be eligible**

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## **FULLY FUNDED LEVEL 2 NVQ IN “ITQ”**

To reflect the diverse range of activities that can occur within ITQ the NVQ is structured slightly differently to other NVQ's. Each unit has a credit value, which is recording in brackets below. To complete a Level 2 NVQ in ITQ each candidate must achieve 100 credits

### **MANDATORY UNIT**

- Make selective use of IT (25)

### **OPTIONAL UNITS**

- Operate a computer (20)
- IT maintenance for users (15)
- IT trouble shooting for users (15)
- IT security for users (15)
- Artwork and imaging software (20)
- Internet and intranets (15)
- Email (15)
- Word processing software (20)
- Spreadsheet software (20)
- Database software (20)
- Website software (20)
- Presentation software (20)
- Specialist or bespoke software (20)
- Evaluate the impact of IT (15)

### **Learners need to fulfil the Learndirect criteria to be eligible**

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## **FULLY FUNDED LEVEL 2 NVQ IN “TEAM LEADING”**

### **MANDATORY UNITS (4)**

- Manage your own resources
- Provide leadership for your team
- Develop productive working relationships with colleagues
- Ensure your own actions reduce risks to health and safety

### **OPTIONAL UNITS (Select 2 optional units from 5)**

- Encourage innovation in your team
- Allocate and check work in your team
- Provide learning opportunities for your colleagues
- Resolve customer service problems
- Support customer service improvements

This level 2 NVQ in Team Leading is designed for those who are team leaders with some degree of responsibility, collaborates with others through membership of a team and whose work involves applying knowledge & skills in a range of varied work activities.

**Learners need to fulfil the Learndirect criteria to be eligible**

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## **FULLY FUNDED LEVEL 3 NVQ IN “MANAGEMENT”**

### **MANDATORY UNITS (4)**

- Manage your own resources and professional development
- Provide leadership in your area of responsibility
- Allocate and monitor the progress and quality of work in your area of responsibility
- Ensure health and safety requirements are met in your area of responsibility

### **OPTIONAL UNITS (Select 3 optional units from 12)**

- Encourage innovation in your team
- Allocate and check work in your team
- Provide learning opportunities for your colleagues
- Plan change
- Implement change
- Develop productive working relationships with colleagues
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Manage a budget
- Manage a project
- Monitor and solve customer service problems
- Work with others to improve customer service

**Learners need to fulfil the Learndirect  
criteria to be eligible**

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**LEARN DIRECT  
LEVEL 2 NVQ  
EXPRESSION OF INTEREST**



Please either fax the completed form to:-

**0113 2772260**

Or return by post to:-

**Business Development Department  
Hargreaves Training Services Ltd  
Hargreaves House  
Millshaw III  
Millshaw  
Leeds  
LS11 8EG**

|  |            |
|--|------------|
| Company Name                               |            |
| Company Contact                            |            |
| Tel Number                                 | Fax Number |
| Industry Sector                            |            |
| Number of Employees                        |            |
| How many employees would you like trained? |            |
| How soon can you start?                    |            |

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**SPMO FORK LIFT TRUCK LEVEL 2 NVQ  
EXPRESSION OF INTEREST**



Please either fax the completed form to:-

**0113 2772260**

Or return by post to:-

**Business Development Department  
Hargreaves Training Services Ltd  
Hargreaves House  
Millshaw III  
Millshaw  
Leeds  
LS11 8EG**

|  |            |
|--|------------|
| Company Name                               |            |
| Company Contact                            |            |
| Tel Number                                 | Fax Number |
| Industry Sector                            |            |
| Number of Employees                        |            |
| How many employees would you like trained? |            |
| How soon can you start?                    |            |

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**TRAIN TO GAIN  
LEVEL 2 NVQ  
EXPRESSION OF INTEREST**



Please either fax the completed form to:-

**0113 2772260**

Or return by post to:-

**Business Development Department  
Hargreaves Training Services Ltd  
Hargreaves House  
Millshaw III  
Millshaw  
Leeds  
LS11 8EG**

|  |            |
|--|------------|
| Company Name                               |            |
| Company Contact                            |            |
| Tel Number                                 | Fax Number |
| Industry Sector                            |            |
| Number of Employees                        |            |
| How many employees would you like trained? |            |
| How soon can you start?                    |            |



