

VOLTRAIN – QUALIFICATIONS AVAILABLE

Children’s Care, Learning & Development - NVQ levels 2, 3

For individuals working, or seeking to work, in nurseries, schools, crèche facilities, children’s centres or children’s services, or as childminders, nannies, team leaders etc. This NVQ covers work with children to age 16 – the level taken is according to the candidate’s role.

Health and Social Care - NVQ levels 2 and 3

Aimed at individuals working with either older people or children and young people in essential care environments, day care settings or palliative care. They are also suitable for those working with people with learning disabilities or challenging behaviour. Level 3 is aimed at individuals in supervisory positions or workers who have greater autonomy and authority – the level taken is according to the candidate’s role.

Advice and Guidance - NVQ levels 2, 3, 4

For anyone working in any setting that involves advice and guidance; for example, working in advice centres or training establishments as a customer service advisor, help desk advisor or careers advisor. The higher levels are aimed at individuals who have roles such as customer service manager, careers guidance manager or counsellor - the level taken is according to the candidate’s role.

Team Leading - NVQ level 2

Designed for those who are responsible for supervising others in an operational role. This qualification represents an excellent opportunity to develop skills such as working with others, managing one-self, and coordinating the work of others. Individuals who have responsibility for larger or multiple teams may be better directed towards Management NVQ level 3.

Management - NVQ level 3

Designed for first line managers with responsibility for: managing budgets, allocating work to team members/colleagues/contractors, achieving specific results and for some decision making. The skills developed and assessed in this qualification are applicable across all business sectors and organisations.

Management of Volunteers - NVQ levels 3, 4

For individuals responsible for managing individual volunteers or groups of volunteers, directly, on a day-to-day basis, enabling them to apply the knowledge and skills needed to bring tangible benefits to their organisation.



IT User (ITQ) - NVQ level 2

Aimed at people who use IT as part of their work, this qualification covers word processing, spreadsheets, databases, email, internet use and working with artwork and imaging.

Business and Administration - NVQ levels 2, 3

Administration skills are crucial to the effectiveness and efficiency of any organisation, and these qualifications demonstrate a thorough understanding of current theory and practice. Appropriate for everyone who is involved in routine office-based activities, through to administration managers who may hold additional strategic and managerial responsibilities - the level taken is according to the candidate's role.

Customer Service - NVQ level 2, 3

Level 2 is intended for people whose customer service role requires well developed behavioural competence but whose scope for independent decision making and bringing about change is limited. Level 3 is for those who have the scope to bring about permanent improvements in service delivery that benefit customers and their organisation. Level 3 candidates do not have to be in roles with direct line responsibility for colleagues.

Skills for Life - Entry Level 1 to Level 2

Providing assistance and guidance for individuals to improve their language skills (listening, speaking, reading, and writing) and number skills to level 1 or level 2 (depending on the candidate's current assessed level).

Community Development Work - NVQ levels 2, 3

Aimed at individuals who work with communities, these qualifications are based on core values and processes characterised by autonomy of individuals and groups, change and development, justice and equality, collective action and skills of participatory learning. They seek to develop the necessary skills of engaging with people and communities, participatory learning, communication, management, planning and self-awareness.

At level 2, the qualification is intended for people in an assisting or supporting role to enable their community group to develop.

Level 3 is for people who are working on their own initiative in neighbourhood and/or issue based groups or communities of interest, and will have responsibility for determining the direction of their own work and providing guidance and support for other workers.

Youth Work - NVQ levels 2

Provides a route for individuals into professional youth work or working with young people such as youth justice, leisure, arts or health and social care.

Course dates and venues are subject to demand.

Places on courses are subject to eligibility and assessment of course suitability for the candidate.

