

Skills for Supporting Public Services Unit Titles

Mandatory Units

- Understand support services in the public sector
- Understand employment practices
- Work in a team and develop yourself
- Reduce risks to health and safety in the workplace

Optional Units

- Give customers a positive impression of yourself and your organisation
- Recognise and deal with customer queries, requests and problems
- Communicate using customer service language
- Follow the rules to deliver customer service

Copies of the units included in this qualification are available to download from our website.

Who are we?

The National Open College Network (NOCN) is a leading UK Awarding Organisation that is recognised by the Regulatory Authorities in England, Wales, Scotland and Northern Ireland.

- We provide flexible, credit-based qualifications to a range of education and training providers and employers.
- The emerging Qualifications and Credit Framework (QCF), endorses the Open College Network's 25 years' experience in the recognition of flexible, bite size learning to meet the needs of adults and young people.
- We work in partnership with Open College Networks (OCNs) which are licensed by us (NOCN) to offer our national qualifications.

What to do now

- Visit our Website www.nocn.org.uk
- Contact your Open College Network (OCN)
- Give us a call on 0114 227 0500

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NOCN Level 2 Certificate in Skills for Supporting Public Services (QCF)

Information for
learning providers

This qualification

NOCN Level 2 Certificate in Skills for Supporting Public Services (QCF)

The NOCN Level 2 Certificate in Skills for Supporting Public Services (QCF) is a key qualification within the Public Sector Skills Framework, which aims to improve the quality of customer service by expanding the skills, learning opportunities and job satisfaction of public sector employees. The qualification has been developed by the Sector Skills Council (SSC) Asset Skills in response to employer demand.

Aimed at public sector employers and private facilities companies offering outsourced services to public organisations, the NOCN Level 2 Certificate in Skills for Supporting Public Services (QCF) is designed to set customer service training in a public sector context. It provides achievable learning opportunities in the workplace for workers who are in regular contact with the public, but have received no formal training in customer service as it is not their main job role.

Who is the qualification for?

The qualification is aimed at staff working for:

- public sector organisations in a supporting role
- outsourcing organisations who contract with public sector organisations
- facilities services companies.

The qualification is particularly suitable for those already in work who provide facilities and other support services to the public sector (whether directly employed in local authorities or in outsourcing companies).

The minimum age for access to this qualification is 19.

Key benefits for your Learners

This qualification will allow your Learners:

- to achieve a qualification that is nationally recognised
- to work towards a qualification at their own pace
- the opportunity to receive certification for individual units
- flexibility, allowing them to take assessments at anytime, using methods to suit their learning aims and styles
- the opportunity for progression onto other training and qualifications within the Qualifications and Credit Framework.

Key benefits for your Centre

This qualification is:

- accredited by the regulatory authorities
- nationally recognised and quality assured
- flexible and learner-centred to enable courses to be structured to meet the particular needs of target learners.

All our providers have access to good practice, curriculum advice and support through their Open College Network (OCN).

To locate your OCN visit: www.nocn.org.uk/about-us/ocn-locations

Assessment and Achievement Information

Learners are assessed through internally set assessments. These are then internally marked and verified by the Centre and externally verified by NOCN.

All NOCN qualifications are credit-based and consist of individual units of assessment, each with an assigned level and credit value. Qualifications are awarded to learners who achieve the approved combination of units.

To achieve the:	The learners must successfully complete:
NOCN Level 2 Certificate in Skills for Supporting Public Services (QCF)	23 Credits = 168 - 171 Guided Learning Hours <ul style="list-style-type: none">• 4 Mandatory units = 10 Credits at Level 2• a minimum of 3 out of 4 Optional units = 13 credits at Level 1 and/or Level 2

For further assessment information, download a copy of our Skills for Supporting Public Services (QCF) Qualification Guide from our website..