



CACTUS

TRAINING

QUALIFICATIONS

HEALTH & SOCIAL CARE

V1

City & Guilds
Approved Centre

A1

ADVICE & GUIDANCE

MANAGEMENT

PTLLS

BUSINESS ADMINISTRATION

LMCS

edexcel
advancing learning, changing lives

IT USERS

CUSTOMER SERVICE

Cactus Training Ltd.
Room 113
Regent House
291 Kirkdale
Sydenham
London
SE26 4QD

Tel no. 0208 659 8200
VAT no. 994 3616 78

ENROL NOW!!

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info@cactusnvqs.com

Website:

www.cactusnvqs.com

Your NVQ Training Provider: e-mail info@cactusnvqs.com



Free APPRENTICESHIPS Available!

Cactus Training is offering **FREE APPRENTICESHIPS** in Business Administration, Health and Social Care, Customer Service and Team Leading.

The Apprenticeships are fully funded by the Government; therefore potential candidates have to meet the eligibility requirements in order to receive the full funding for the training.

The Government funded eligibility criteria for the *Apprenticeship qualification* is that the learners:

- ✚ Have been resident in the UK/EU or EEA for 3+ years
- ✚ Have a National Insurance number
- ✚ Are 16-24 years old
- ✚ Are working 30+ hours per week

The Apprenticeships consists of:

- ✚ A Work Based Qualification
- ✚ A Technical Certificate
- ✚ Functional Skills (English/Mathematics) Qualifications

Apprenticeship workshops are delivered here at our centre. You will need to attend a ½ day workshop every week.

On the Apprenticeship programme you will be assessed using a mixture of:

- ✚ On the job observations
- ✚ Coursework and written assignments

The duration of the course is approximately 7-12 months; this is dependant on your experience, your work role and the level you are on at the moment.

Interested?

Please do not hesitate to contact us by email or telephone so that we can begin the registration process!

Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706

Your NVQ Training Provider: e-mail info@cactusnvqs.com



About Us ...

Everyone has a 'spiky profile'; there are things we are good at and other areas within which we need to raise our skills.

Cactus Training is a centre set up to enable you to achieve your full potential in training and education.

Working with you as an individual, the Centre will endeavour to achieve the best possible results and positive outcomes, enabling you to overcome any barriers that you are experiencing to working and learning.

At Cactus Training, you will meet a team of highly skilled, experienced and qualified people. These are trainers, assessors and internal verifiers – all in place to help you, the learner.

The Quality Assurance Team monitors and maintains the Centre's systems and procedures to ensure that you receive the best standards of training and assessment, in line with the requirements of the Awarding Body. The Centre actively promotes Equal Opportunities and fair access to assessment.

Cactus Training also offers support, training and workshops for individuals and companies. Such workshops are Care Planning, Communication & Record Keeping, Infection Control, Dementia Awareness and many more.

Cactus Training is a centre approved by two Awarding Bodies: City & Guilds and Edexcel.

Please contact Cactus Training with any enquiries and for further information.
The Centre will always be happy to help!

Please note that all prices shown are including VAT.

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Room 113, Regent House
291 Kirkdale
Sydenham
SE26 4QD
0208 659 8200

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NEW

Level 2 Diploma In Health and Social Care (QCF - Adults)

Qualification:

L2 Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 - 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry Requirements:

Candidates who wish to undertake the award must be working within a care establishment. Candidates will be assessed on Literacy and Numeracy and the appropriate support will be offered.

Topics / Areas of Study / Unit Titles:

Learners must achieve a minimum of 46 credits to gain the Level 2 Diploma in Health and Social Care. To do this they must achieve: 24 credits from the mandatory units, a minimum of two credits and a maximum of 7 credits from the optional units. At least 15 credits from the optional competence units. The award structure has 9 mandatory units:

- Introduction to communication in Health, Social Care settings
- Introduction to personal development in Health, Social Care settings
- Introduction to equality and Inclusion in Health, Social Care settings
- Introduction to duty of care in Health, Social Care settings
- Principles of safeguarding and protection in Health and Social Care
- The role of the Health and Social Care worker
- Implement person-centred approaches in Health and Social Care
- Contribute to Health and Safety In Health and Social Care
- Handle information in Health and Social Care settings

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning/Discussion

Progression opportunities:

The candidate can progress on to a Level 3 Diploma in Health and Social Care, if their job role changes.

Fee: individuals - £1,600 (Groups of 10 or more - £1,300 per learner)
Inclusive VAT



NEW

Level 3 Diploma In Health and Social Care (QCF - Adults)

Qualification:

L3 Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

6 - 12 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

It is required that you are in a supervisory position. Candidates will be assessed on Literacy and Numeracy and the appropriate support will be offered.

Topics / Areas of Study / Unit Titles:

Learners must achieve a minimum of 58 credits to gain the Level 3 Diploma in Health and Social Care. To do this they must achieve: 29 credits from the mandatory units, a minimum of two credits and a maximum of seven credits from the optional knowledge context units and a minimum of 23 credits from the optional units. The award structure has 9 units:

- Promote communication in Health, Social Care settings
- Engage in personal development in Health, Social Care settings
- Promote equality and inclusion in Health, Social Care settings
- Principles for implementing duty of care in Health, Social Care settings
- Principles of safeguarding and protection in Health, Social Care
- The roles of the Health, Social Care worker
- Promote person centred approaches in Health and Social Care
- Promote and implement Health and Safety in Health and Social Care
- Promote good practice in handling information in Health and Social Care settings

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies

Progression opportunities:

The candidate can progress on to a L5 Diploma if their job role changes.

Fee: individuals - £1,800. (Groups of 10 or more - £1,500 per learner)
Inclusive VAT



NEW

Level 3 Diploma Health and Social Care (QCF – Children & Young People)

Qualification:

L3 Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

6 - 12 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

It is required that you are in a supervisory position. Candidates will be assessed on Literacy and Numeracy and the appropriate support will be offered.

Topics / Areas of Study / Unit Titles:

The award structure has 11 mandatory units plus optional units – a total of units. The mandatory units are:

- Understand child and young person development
- Promote child and young person development
- Understand how to safeguard the wellbeing of children and young people
- Support children and young people's health and safety
- Develop positive relationship with children, young people and others involved in their care
- Working together for the benefit of children and young people
- Understand how to support positive outcomes for children and young people
- Promote communication in health, social care children's and young people's settings
- Engage in personal development in health, social care or children's and young people's settings
- Promote equality and inclusion in health, social care or children's and young people's settings
- Principles for implementing duty of care in health, social care or children's and young people's settings

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies

Progression opportunities:

The candidate can progress on to a L5 Diploma if their job role changes.

Fee: individuals - £1,800. (Groups of 10 or more - £1,500 per learner)
Inclusive VAT

Your NVQ Training Provider: e-mail info@cactusnvqs.com



Leadership & Management for Care Services (L4)

Qualification:

National Vocational Qualification

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 – 18 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry Requirements:

It is required that you are in a managerial position. Candidates should be competent in the English language. You can opt for full qualification or unit routes.

Topics / Areas of Study / Unit Titles:

The LMCS Award comprises of 8 units; 4 are mandatory and 4 are optional. The mandatory units are:

- Manage and develop yourself and your workforce within care services
- Lead and manage provision of care services that respects, protects and promotes the rights and responsibilities of people
- Develop and maintain systems, procedures and practice of care services to manage risks and comply with health and safety requirements
- Lead and manage effective communication that promotes positive outcomes for people within care services

Assessment Methods:

Assessment is carried out by a combination of the following:

- APEL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Verbal/written questioning

Fee: £2,000 inclusive VAT

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NEW - April 2011

**Level 5 Diploma In Leadership for Health and Social Care
And Children and Young People's Services (QCF)**

Qualification:

L5 Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 – 18 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

It is required that you hold managerial responsibilities within a care service.

Topics / Areas of Study / Unit Titles:

The learner must achieve all the required units within the specified qualification structure. Learners must achieve all the specified learning outcomes, satisfy all the assessment criteria and show that the evidence is their own. The mandatory units are:

- Use and develop systems that promote communication
- Promote professional development
- Champion equality, diversity and inclusion
- Develop health and safety and risk management policies procedures and practices in health and social care or children and young people's settings
- Working in partnership in health and social care or children and young people's settings

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies/Questions

Fee: £2,000 inclusive VAT

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

Level 2 NVQ Certificate in Customer Service (QCF)

Qualification:

Level 2 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 – 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry Requirements:

Candidates who wish to undertake the award can be working within any establishment where they have contact with customers. Candidates should be competent in the English language.

Topics / Areas of Study / Unit Titles:

Learners must achieve all 8 credits from the two mandatory units. A further 20 credits must be achieved by completing a minimum of one unit from each of the four Optional Groups; at least 11 of these 20 credits must be at least Level 2. A minimum of 28 credits are required overall for completion. The mandatory units are:

- Communicate using customer service language
- Follow the rules using customer service

Candidates can choose the optional units that are most relevant to their work role. Examples are:

- Give customers a positive impression of yourself and your organisation
- Process customer service information
- Resolve customer service problems

Assessment Methods:

Assessment visits can be arranged to suit the requirements of the employer and candidates but are generally carried out on a fortnightly basis. Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a L3 Diploma if their job role changes.

Fee: £1,200 inclusive VAT

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NEW

Level 3 NVQ Diploma In Customer Service (QCF)

Qualification:

L3 Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

6 – 12 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

The Level 3 NVQ is designed for those who are responsible for the delivery of customer service, but who also have to monitor and develop the quality of customer service given, and who may be in charge of their own department or team.

Topics / Areas of Study / Unit Titles:

Learners must achieve all 12 credits from the two mandatory units. A further 30 credits must be achieved by completing a minimum of one unit from each of the four Optional Groups; at least 10 of these 30 credits must be at Level 3. A minimum of 42 credits are required overall for completion of this qualification.

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Verbal/written questioning

Fee: £1,500 inclusive VAT

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NEW

Level 1 IT Users (QCF)

Qualification:

L1 Award/Certificate/Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 – 6 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry Requirements:

Candidates who wish to undertake the award must be working out how to use IT at a basic, intermediate or complex level at work for (e.g. make selective use of IT, Internet and Intranet or Email, Word Processing Software, Spreadsheet Software, Database Software, Presentation Software). Level 1 requires competence in a range of routine tasks.

Topics / Areas of Study / Unit Titles:

The Award

The Edexcel Level 1 BTEC Award for IT Users (ITQ) (QCF) provides an introduction to the skills, qualities and knowledge that may be required for employment in a particular vocational sector. The qualification credit value is a minimum of 9 credits, a maximum of 6 credits is to be achieved at, or above the level of the qualification.

The Certificate

The 13 credit Edexcel Level 1 BTEC Certificate (QCF) extends the work related focus from the Edexcel Level 1 Award. A minimum of 13 credits is required to achieve the qualification credit value, 8 credits must be achieved at or above the level of the qualification.

The Diploma

The 37 credit Edexcel Level 1 BTEC Diploma (QCF) extends the work related focus from the Level 1 BTEC certificate. A minimum of 37 credits is required to achieve the qualification credit value, a maximum of 20 credits must be achieved at, or above the level of the qualification.

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Work products
- Witness Testimonies
- Q&A/Discussion

Progression opportunities:

The candidate can progress on to a BTEC L2 for IT Users qualification if they so wish.

Fee: £1,100 inclusive VAT



NEW

BTEC Level 2 IT Users (QCF)

Qualification:

L2 Award/Certificate/Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 – 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry Requirements:

Candidates who wish to undertake the award must be working out how to use IT for more complex tasks (e.g. producing a business letter, working out a monthly budget, creating a presentation with a sound track, editing a photo for a brochure or planning multiple web pages for a website). Candidates must show their competence in a broader range of work activities that are less routine and predictable. Their job role will need to have some autonomy and responsibility and may require them to work as part of a team.

Topics / Areas of Study / Unit Titles:

The Award

The Edexcel BTEC Level 2 Award for IT Users (ITQ) (QCF) is a 10 credit and 70-80 guided learning hour (GLH) qualification that consists of optional units. At least 7 credits must be at Level 2 or above.

The Certificate

The BTEC Level 2 Certificate is a 16 credit and 120-130 guided learning hour (GLH) qualification that consists of one mandatory unit (Improving Productivity Using IT) plus optional units. At least 10 credits must be at Level 2 or above.

The Diploma

The Edexcel BTEC Level 2 Diploma for IT Users (ITQ) (QCF) is a 38 credit and 280-300 guided learning hour (GLH) qualification that consists of one mandatory unit (Improving Productivity Using IT, Unit 201) plus optional units. At least 21 credits (including those from the mandatory unit) must be at Level 2 or above.

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Work products
- Witness Testimonies
- Q&A/Discussion

Progression opportunities:

The candidate can progress on to a BTEC L3 for IT Users qualification if they so wish.

Fee: £1,200 inclusive VAT

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

BTEC Level 3 IT Users (QCF)

Qualification:

L3 Award/Certificate/Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

6 – 12 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

Candidates who wish to undertake the award must be working out how to use IT for technically complex tasks (e.g. creating an illustrated newsletter, doing a cost benefit analysis, reporting the results of a survey about clients' needs and preferences or creating an interactive website). Candidates must show their competence by applying their knowledge and skills while carrying out a broad range of varied work activities, most of which are complex and non-routine. Their job role will have considerable autonomy or responsibility, and often require them to manage others.

Topics / Areas of Study / Unit Titles:

The Award

The Edexcel BTEC Level 3 Award for IT Users (ITQ) (QCF) is a 12 credit and 85-90 guided learning hour (GLH) qualification that consists of optional units. At least 8 credits must be at Level 3 or above.

The Certificate

The Edexcel BTEC Level 3 Certificate for IT Users (ITQ) (QCF) is 25 credit and 185-200 guided learning hour (GLH) qualification that consists of one mandatory unit (Improving Productivity Using IT, Unit 301) plus optional units. At least 15 credits (including those from the mandatory unit) must be at Level 3 or above.

The Diploma

The Edexcel BTEC Level 3 Diploma for It Users (ITQ) (QCF) is a 39 credit and 300-320 guided learning hour (GLH) qualification that consists of one mandatory unit (Improving Productivity Using IT, Unit 301) plus optional units. At least 22 credits (including those from the mandatory unit) must be at Level 3 or above.

Assessment Methods:

Assessment is carried out by a combination of the following:

- APEL
- Observation of Performance
- Work products
- Witness Testimonies
- Q&A/Discussion

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NEW

Level 3 NVQ Certificate in Advice and Guidance

Qualification:

National Vocational Qualification

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 - 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

This qualification is primarily for people who work directly with clients, disseminating information, advice and some level of guidance. They will be working with information that is often interpreted by others, and working within some clear guidelines. The learner must be employed and working at the required level in order to demonstrate their ability.

Topics / Areas of Study / Unit Titles:

To achieve the NVQ Level 3 Certificate in Advice and Guidance learners must achieve a total of 21 credits. Learners must achieve a total of 12 credits from the mandatory units and a total of 9 credits from the optional units. The mandatory units are:

Mandatory Units

- Establish communication with clients for advice and guidance
- Support clients to make use of the advice and guidance service
- Review own contribution to the service
- Understand the importance of legislation and procedures

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a Level 4 NVQ Diploma in Advice and Guidance qualification if their job role changes.

Fee: £1,500 inclusive VAT

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Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

Level 4 NVQ Diploma in Advice and Guidance

Qualification:

National Vocational Qualification

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 – 18 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

You should be working in an information, advice and guidance setting as a fully developed and experienced practitioner, particularly in guidance and formal advocacy. You might also have some management and training responsibilities. In addition, you could be a creator of information, advice and guidance either being disseminated yourself as practitioner or through your organisation in the form of publications.

Topics / Areas of Study / Unit Titles:

To achieve the Level 4 NVQ Diploma in Advice and Guidance learners must achieve a total of 37 credits. Learners must achieve a total of 17 credits from the mandatory units and a total of 20 credits from the optional units. The mandatory units are:

Mandatory Units

- Understand the importance of legislation and procedures
- Develop interactions with advice and guidance clients
- Manage personal case load
- Evaluate and develop own contribution to the service
- Operate within networks

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Fee: £2,000 inclusive VAT

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NEW

Level 1 NVQ in Business Administration (QCF)

Qualification:

L1 Award/Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 – 6 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

There are no formal entry requirements, but applicants should have good communication skills and should be committed to a career in administration or have passed at entry level. This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisation and is for those who are working with some autonomy and personal responsibility. It is aimed at the candidates who work as part of a team and ensure the provision of information and resources to others.

Topics / Areas of Study / Unit Titles:

The Award

To achieve a Level 1 Award in Business Administration, learners must complete a minimum of 9 credits: Seven credits must be completed from the mandatory units and a minimum of 2 credits from the optional units.

The Certificate

To achieve a Level 1 Certificate in Business Administration, learners must complete a minimum of 15 credits: Seven credits must be completed from the mandatory units and maximum of 8 credits from the optional units.

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a Level 2 NVQ in Business and Administration if their job role changes.

Fee: £1,100 inclusive VAT

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NEW

Level 2 NVQ in Business Administration (QCF)

Qualification:

L2 Award/Certificate/Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

4 – 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

There is a wide scope of optional units covering areas such as managing customer relations, diary systems, arranging travel and accommodation, researching and storing information, as well as a variety of units covering the use of different software and preparation of documents, so that you can tailor the qualification to your own particular job role. You should have completed the NVQ Level 1 Business Administration qualification or have evidence that you have studied to this level. You also need to be currently working in an administration role.

Topics / Areas of Study / Unit Titles:

The Award

To achieve a Level 2 Award in Business and Administration, learners must complete a minimum of 9 credits, of which at least six credits must be selected from level 2 units: five credits must be completed from the mandatory units and a maximum of 4 credits from the optional units.

The Certificate

To achieve a Level 2 Certificate in Business & Administration, you must complete a minimum of 21 credits, of which at least 14 credits must be selected from level 2 units: Nine credits must be complete from the mandatory units and a maximum of 12 credits from the optional units.

The Diploma

To achieve a Level 2 Diploma in Business & Administration, you must complete a minimum of 37 credits, of which at least 24 credits must be selected from units at level 2: Nine credits must be completed from the mandatory units and a maximum of 28 credits from the optional units.

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a Level 3 NVQ in Business and Administration qualification if their job role changes.

Fee: £1,200 inclusive VAT

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

Level 3 NVQ in Business Administration (QCF)

Qualification:

L3 Certificate/Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

6 - 12 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

This course is appropriate for students who are already in post and want to prove they are competent at what they do or wish to raise their level of practice to national standards. This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisation and is for those who are working with a high degree of autonomy and personal responsibility. It is aimed at candidates who are involved in developing, implementing and maintaining administrative services for customers and clients.

Topics / Areas of Study / Unit Titles:

The Certificate

To achieve a Level 3 Certificate in Business and Administration, the learner must complete a minimum of 30 credits, of which, at least 20 credits must be selected from Level 3 units: Thirteen credits must be completed from the mandatory units and a maximum of 17 credits from the optional units.

The Diploma

To achieve a Level 3 Diploma in Business and Administration, the learner must complete a minimum of 40 credits, of which, at least 27 credits must come from units at Level 3: Thirteen credits must be completed from the mandatory units and a maximum of 27 credits to be completed from the optional units.

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a Level 4 NVQ in Business and Administration qualification if their job role changes.

Fee: £1,500 inclusive VAT

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Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

Level 4 NVQ in Business Administration (QCF)

Qualification:

L4 Certificate/Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 - 18 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

This NVQ is designed to reflect the work of administration staff across a wide range of industries and types of organisation and is for those who are working at senior level with considerable responsibility and extensive degree of autonomy. It is aimed at candidates whose work is involved in developing and monitoring facilities and resources to maintain an administrative service within the company.

Topics / Areas of Study / Unit Titles:

The Certificate

To achieve an Edexcel Level 4 NVQ Certificate in Business and Administration, you must complete a minimum of 30 credits, of which 20 credits must be selected from units at level 4: Twenty credits must be completed from the mandatory units and a minimum of 10 credits to be completed from the optional units

The Diploma

To achieve a Level 4 Diploma in Business & Administration, you must complete a minimum of 39 credits, of which 27 credits must be selected from units at level 4. Twenty credits is to be completed from the mandatory units and a minimum of 19 credits to be completed from the optional units

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Fee: £2,000 inclusive VAT

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NEW

Level 2 NVQ Certificate in Team Leading (QCF)

Qualification:
L2 Certificate

Awarding Body:
Edexcel

Duration of Course and how it is delivered:

4 – 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

The Level 2 NVQ is designed for Candidates who are in work roles where they have a responsibility for the work of others as they lead a team (e.g. demonstrating a degree of autonomy, application of their knowledge in their role). Managers at all levels need to lead people, inspire better performance and motivate others to succeed. This requires them to develop a wide range of leadership skills as they progress through their careers.

Topics / Areas of Study / Unit Titles:

A minimum of 17 credits is required overall for completion of this qualification. The mandatory units for this qualification total 10 credits. One must be taken from Group 1 optional units (5 credits) and one unit from Group 2 optional units (minimum of 2 credits) in order to achieve the qualification.

Mandatory Units

- Manage personal development
- Develop working relationships with colleagues
- Communicate information and knowledge

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a Level 3 NVQ in Management qualification if their job role changes.

Fee: £1,500 inclusive VAT

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

Level 3 NVQ Certificate in Management (QCF)

Qualification:

National Vocational Qualification

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

6 - 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

This NVQ Level 3 is for candidates who work in an office environment or are involved in management of staff. NVQs in Management are work based learning qualifications designed to recognize the skills of management level staff. The qualification is to ensure the understanding and operational requirements of management level operative.

Topics / Areas of Study / Unit Titles:

A minimum of 25 credits is required overall for completion of this qualification, which must include a minimum of 14 credits at, or above, Level 3. You are required to choose optional units with a combined minimum total of 11 credits in order to achieve the qualification.

- Manage own professional development within an organisation
- Set objectives and provide support other team members
- Plan, allocate and monitor work of a team

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Progression opportunities:

The candidate can progress on to a Level 5 NVQ in Management qualification if their job role changes.

Fee: £1,800 inclusive VAT

Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

Level 5 NVQ Diploma in Management (QCF)

Qualification:

L5 Diploma

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 - 12 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

This Level 5 Diploma is for practicing middle managers who have responsibility for allocating work, achieving specific results, carrying out policy, controlling limited financial budgets and contributing to organisational change and recruitment.

Topics / Areas of Study / Unit Titles:

A minimum of 38 credits is required for overall completion of this qualification, which must include a minimum of 21 credits at, or above, Level 5. The mandatory units for this qualification are:

- Develop and evaluate operational plans for own area of responsibility
- Provide leadership and direction for own area of responsibility
- Plan change in own area of responsibility
- Work productively with colleagues and stakeholders

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning

Fee: £2,000 inclusive VAT

Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

A1 – Level 3 Certificate in Assessing Vocational Achievement (QCF)

Qualification:

National Vocational Qualification

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

3 - 9 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

This course is for people who assess or intend to assess NVQ candidates.

You must have access to at least 2 candidates who are registered for an NVQ and you must also have access to a recognised Assessor who can countersign your assessment decisions; plus a recognised Internal Verifier who can check your assessment decisions within your own NVQ assessment centre.

We will require you to complete a checklist, prior to enrolment, to ensure that you have access to assessment practice opportunities.

Topics / Areas of Study / Unit Titles:

This certificate is for those who use assessment methods and need to be qualified in all aspects of assessment. The Level 3 Certificate In Assessing Vocational Achievement is a 15 credit and 84 guided learning hours (GLH) qualification consisting of 3 mandatory units.

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Questioning
- Guide and advise regarding the assessment practice
- Support towards gaining A1 Assessor Award
- Portfolio of evidence

What can I do after the course?

After gaining experience as an Assessor, you can progress to becoming an Internal Verifier - this is the V1 Internal Verifiers Award.

Fee: £850 inclusive VAT

Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706

Your NVQ Training Provider: e-mail info@cactusnvqs.com



NEW

V1 - Level 4 Certificate in Leading the External Quality Assurance of Assessing Processes and Practice (QCF)

Qualification:

National Vocational Qualification

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 – 18 months, depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study.

Entry requirements:

You must have access to at least 2 assessors who are assessing 3 candidates registered for an NVQ. You must also have access to a recognised internal verifier who can countersign your internal verification decisions within your own NVQ assessment centre.

We will require you to complete a checklist prior to enrolment, to ensure that you have access to internal verification practice opportunities.

Topics / Areas of Study / Unit Titles:

This qualification is for those who have wider responsibilities and manage other external quality assurers across more than one centre. The Level 4 Certificate in the External quality Assurance of Assessment Processes and Practice is a 17 credit and 100 guided learning hour qualification consisting of 3 mandatory units.

Assessment Methods:

Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Questioning
- Guide and advise regarding the verification practice
- Support towards gaining the V1 Internal Verifier Award
- Portfolio of evidence of quality Internal Verification practice

Fee: £850 inclusive VAT



Apprenticeship at Level 2 in Health and Social Care

Qualification:

Level 2 Diploma
Functional Skills
BTEC Level 2 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 - 12 months (average), depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study. There is also an option to complete the Level 2 BTEC Certificate via Onscreen Test.

Entry Requirements:

Candidates who wish to undertake the award must be either new or existing employees of any age wishing to pursue an apprenticeship in order to further develop their skills and gain a recognised qualification. Candidates will be assessed on Literacy and Numeracy and undertake Key Skills if appropriate.

Topics / Areas of Study / Unit Titles:

The NVQ award structure has 4 mandatory units plus 2 optional units – a total of 6 units. The mandatory units are:

- Communicate with, and complete records for individuals
- Support the health and safety of yourself and individuals
- Develop your knowledge and practice
- Ensure your own actions support the care, protection and well-being of individuals

Candidates will also attend a training course which is used to support the framework requirements covering knowledge and understanding leading to an Onscreen test (optional, can be portfolio based).

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning/Discussion
- Onscreen Testing

Progression opportunities:

The candidate can progress on to a Care Level 3 Advanced Apprenticeship if their job role changes



Advanced Apprenticeship at Level 3 in Health and Social Care

Qualification:

Level 3 Diploma
Functional Skills
BTEC Level 3 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 - 18 months (average), depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study. There is also an option to complete the Level 3 BTEC Certificate via Onscreen Test.

Entry requirements:

It is required that you are in a supervisory position of any age wishing to pursue an apprenticeship in order to further develop their skills and gain a recognised qualification. Candidates will be assessed on Literacy and Numeracy and the appropriate support will be offered.

Topics / Areas of Study / Unit Titles:

The NVQ award structure has 4 mandatory units plus 4 optional units – a total of 8 units. The mandatory units are:

- Promote effective communication for and about individuals
- Promote, monitor and maintain health, safety and security in the working environment
- Reflect on and develop your practice
- Promote the well-being and protection of adults/children and young people

Candidates will also attend a training course which is used to support the framework requirements covering knowledge and understanding leading to an Onscreen test (optional, can be portfolio based).

Assessment Methods:

Assessment is carried out by a combination of the following:

- APEL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Onscreen Testing (Optional)

Progression opportunities:

Progression on to a L5 Diploma if candidate's job role changes



Apprenticeship at Level 2 in Customer Service

Qualification:

NVQ Level 2
Functional Skills
BTEC Level 2 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9 – 12 months (average), depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study. There is also an option to complete the Level 2 BTEC Certificate via Onscreen Test.

Entry Requirements:

This qualification is aimed at individuals where customer service is part of their work. They do not have to be carrying out a particular customer service role, but they should be committed to offering the best service to their customers. The customer is described as anyone that the individual provides a service to.

Topics / Areas of Study / Unit Titles:

The full NVQ award structure has 2 mandatory units plus 5 optional units – a total of 7 units. The mandatory units are:

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

Candidates will also attend a training course which is used to support the framework requirements covering knowledge and understanding leading to an Onscreen test (optional, can be portfolio based).

Assessment Methods:

Assessment visits can be arranged to suit the requirements of the employer and candidates but are generally carried out on a fortnightly basis. Assessment is carried out by a combination of the following:

- Observation of Performance/Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Questioning
- Onscreen Testing (Optional)
-

Progression opportunities:

The candidate can progress on to a Customer Service Level 3 Advanced Apprenticeship if their job role changes



Advanced Apprenticeship at Level 3 (Customer Service)

Qualification:

NVQ Level 3
Functional Skills
BTEC Level 3 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

9-18 months (average), depending on your experience and work role. Study modes can be via workshops, on-line portfolios or self-study. There is also an option to complete the Level 3 BTEC Certificate via Onscreen Test

Entry requirements:

The Level 3 NVQ is designed for those who are responsible for the delivery of customer service, but who also have to monitor and develop the quality of customer service given, and who may be in charge of their own department or team.

Topics / Areas of Study / Unit Titles:

To achieve the whole qualification at Level 3, you must prove competence in two mandatory units and six optional units. At least one optional unit should be taken from each theme. The structure for the Level 3 NVQ in Customer Service includes some Level 2 optional units. Three of these Level 2 units can be chosen. Therefore, at least five additional Level 3 units must be completed to achieve the Edexcel Level 3 NVQ in Customer Service. Candidates will also attend a training course which is used to support the framework requirements covering knowledge and understanding leading to an Onscreen test (optional, can be portfolio based).

Assessment Methods:

Assessment is carried out by a combination of the following:

- RPL
- Observation of Performance
- Professional Discussion
- Work products
- Witness Testimonies
- Written assignments/Case Studies
- Verbal/written questioning
- Onscreen Testing (Optional)

Progression opportunities:

Progression on to a Management (L5) qualification if candidate's role changes



Adult Functional Skills (Levels-Entry 1, 2, 3 and Levels 1 and 2)

Qualifications: Entry 1-3, Level 1-2 **Awarding Body:** Edexcel

Duration of Course and how it is delivered:

Dependant on the course and your individual level of commitment to learning there are various achievement times. Individuals will be advised upon successful application. The course will be delivered in workshops and some self-study will be required.

Entry requirements:

All potential candidates will be required to undertake a diagnostic assessment and an initial interview to determine the level of course to be undertaken. Initial Assessment will be made to determine starting level. Assessment is ongoing throughout the programme. Assessments for Levels one and two Mathematics and English are usually taken by onscreen testing. Once students are considered by the tutor to be in a position to pass an assessment, they will be entered.

Topics / Areas of Study / Unit Titles:

- Speaking and Listening
- Reading and Writing
- Grammar and Punctuation
- Vocabulary and Spelling
- Data Handling
- Measuring Shape and Space
- Number including Fractions, Decimals and Percentages

Assessment Methods:

Assessment is carried out by a combination of the following:

- Work products
- Written assignments
- Verbal/written question
- Onscreen Testing

Progression opportunities:

Learners can progress from these qualifications to GCSEs in English, GCSEs in Mathematics/Statistics or other related qualifications.



E.S.O.L (English for Speakers of Other Languages)

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

Dependant on the course and your individual level of commitment to learning there are various achievement times. Individuals will be advised upon successful application. The course will be delivered in workshops and some self-study will be required. ESOL is designed to support for whom English is not their first language.

Entry requirements:

All potential candidates will be required to undertake a diagnostic assessment and an initial interview to determine the level of course to be undertaken. Initial Assessment will be made to determine starting level. Assessment is ongoing throughout the programme

Topics / Areas of Study / Unit Titles:

- English Language
- Speaking and Listening
- Reading and Writing

Assessment Methods:

Assessment is carried out by a combination of the following:

- Work products
- Written assignments
- Verbal/written question
- Onscreen Testing

Progression opportunities:

Progression to the level above of the course you're studying e.g. progression from Entry 3 to Level 1

Your NVQ Training Provider: e-mail info@cactusnvqs.com



EDEXCEL LEVEL 3 BTEC AWARD IN PREPARING TO TEACH IN THE LIFELONG LEARNING SECTOR (PTLLS)

HOURS: 30 GLH

LENGTH OF COURSE: 4-12 WEEKS

FEES: £600 (DISCOUNTS AVAILABLE FOR GROUPS)
To be paid up front

DELIVERY MODES: GROUP/SELF-STUDY/ON-LINE/BLENDED LEARNING (TO SUIT YOUR ORGANISATIONAL NEEDS)

START DATES: WEEKLY

LOCATION: SYDENHAM/YOUR WORKPLACE

GENERAL INFORMATION:

THIS COURSE PROVIDES THE LICENCE TO TEACH IN THE LIFELONG LEARNING SECTOR. IT IS APPROPRIATE FOR TUTORS, WORK-BASED TRAINERS, NVQ ASSESSORS AND THOSE WHO ARE NEW TO TEACHING OR ARE JUST GETTING QUALIFIED!

WHAT WILL I STUDY?

1. UNDERSTAND OWN ROLE, RESPONSIBILITIES, AND BOUNDARIES OF ROLE IN RELATION TO TEACHING
2. UNDERSTAND APPROPRIATE TEACHING AND LEARNING APPROACHES IN THE SPECIALIST AREA
3. DEMONSTRATE SESSION PLANNING SKILLS
4. UNDERSTAND HOW TO DELIVER INCLUSIVE SESSIONS WHICH MOTIVATE LEARNERS
5. UNDERSTAND THE USE OF DIFFERENT ASSESSMENT METHODS AND THE NEED FOR RECORD KEEPING

ASSESSMENT METHODS: ASSIGNMENTS & MICRO-TEACH OBSERVATION

ENTRY REQUIREMENTS:

YOU SHOULD HAVE VOCATIONAL/SUBJECT QUALIFICATIONS TO AT LEAST LEVEL 3, ALONG WITH EVIDENCE OF EXPERIENCE AND RELEVANT PROFESSIONAL QUALIFICATIONS. YOU NEED TO HAVE A GOOD COMMAND OF THE ENGLISH LANGUAGE (AT LEVEL 2)

Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706

Your NVQ Training Provider: e-mail info@cactusnvqs.com



EDEXCEL LEVEL 4 BTEC AWARD IN PREPARING TO TEACH IN THE LIFELONG LEARNING SECTOR (PTLLS)

HOURS: 60 GLH

LENGTH OF COURSE: 12-26 WEEKS

FEES: £800 (DISCOUNTS AVAILABLE FOR GROUPS)
To be paid up front

DELIVERY MODES: GROUP/SELF-STUDY/ON-LINE/BLENDED LEARNING (TO SUIT YOUR ORGANISATIONAL NEEDS)

START DATES: WEEKLY

LOCATION: SYDENHAM/YOUR WORKPLACE

GENERAL INFORMATION:

THIS COURSE PROVIDES THE LICENCE TO TEACH IN THE LIFELONG LEARNING SECTOR. IT IS APPROPRIATE FOR TUTORS, WORK-BASED TRAINERS, NVQ ASSESSORS AND THOSE WHO ARE NEW TO TEACHING OR ARE JUST GETTING QUALIFIED!

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Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706



1 day staff Courses (10am-4pm)

- Effective Communication (With record keeping)
- Moving & Handling (With Risk Assessment)
- Health & Safety (With Risk Assessment)
- Safeguarding of Vulnerable Adults
- Safe Handling of Medication
- Nutrition and Wellbeing
- Equality and Diversity
- Infection Control
- Law & Legislation
- Care Planning
- Dementia
- Abuse

Fee: £75 per learner or £450 per group (minimum 6 - maximum 10)

3 day staff courses (1 day a week: 10am-4pm)

- Induction to Care (based on Skills for Care Common Induction Standards)

Fee: £215 per learner or £1,200 per group (minimum 6 - maximum 10)

1 day supervisor courses

- D32/33-A1 Conversion (Update)
- NVQ Assessor Refresher

Fee: £120 per learner or £450 per group (maximum 5)

3 day supervisor courses

- Training the Trainer

Fee: £350 per learner or £1,200 per group (maximum 5)
All Prices include VAT

Many more courses are available at your request and designed to your requirements; weekends and evening courses to suit you and your work force.

A Course folder with materials and Certificate of Attendance is given upon assessment and completion of training.

Your NVQ Training Provider: e-mail info@cactusnvqs.com



Individual Prices and Payment Methods

| QUALIFICATION | Price |
|--|--------|
| Health and Social Care L2 | £1,600 |
| Health and Social Care L3 | £1,800 |
| Leadership and Management for Care Services L5 (FROM APRIL 2011) | £2,000 |
| LMCS (L4) | £2,000 |
| Customer Service L2 | £1,200 |
| Customer Service L3 | £1,500 |
| IT Users L1 | £1,100 |
| IT Users L2 | £1,200 |
| IT Users L3 | £1,500 |
| Advice & Guidance L2 | £1,200 |
| Advice & Guidance L3 | £1,500 |
| Advice & Guidance L4 | £2,000 |
| Business Administration L1 | £1,100 |
| Business Administration L2 | £1,200 |
| Business Administration L3 | £1,500 |
| Business Administration L4 | £2,000 |
| Team Leading L2 | £1,500 |
| Management L3 | £1,800 |
| Management L5 | £2,000 |
| A1/V1 | £850 |
| PTLLS L3 | £600 |
| PTLLS L4 | £800 |

Tel: 0208 659 8200 Email: info@cactusnvqs.com Mobile: 07931 672 706



Instalment Plan

Cactus Training offers an easy instalment plan. A non-refundable deposit of £250.00 is made upon registering with the Centre. Payments can then be spread over a 6 month period. These can be paid by Direct Debit. A £50 charge is made for this service, which is included in the deposit.

| NVQ | Deposit | 6 Monthly Payments of |
|----------------------------|---------|-----------------------|
| Care Level 2 | £250.00 | £233.33 |
| Care Level 3 | £250.00 | £266.66 |
| LMCS L4 | £250.00 | £300 |
| LMCS (L5) FROM APRIL 2011 | £250.00 | £300 |
| Customer Service L2 | £250.00 | £166.66 |
| Customer Service L3 | £250.00 | £216.66 |
| IT Users L1 | £250.00 | £150 |
| IT Users L2 | £250.00 | £166.66 |
| IT Users L3 | £250.00 | £216.66 |
| Advice & Guidance L2 | £250.00 | £166.66 |
| Advice & Guidance L3 | £250.00 | £216.66 |
| Advice & Guidance L4 | £250.00 | £300 |
| Business Administration L1 | £250.00 | £150 |
| Business Administration L2 | £250.00 | £166.66 |
| Business Administration L3 | £250.00 | £216.66 |
| Business Administration L4 | £250.00 | £300 |
| Team Leading L2 | £250.00 | £216.66 |
| Management L3 | £250.00 | £266.66 |
| Management L5 | £250.00 | £300 |
| A1 | £250.00 | £133.33 |
| V1 | £250.00 | £133.33 |

Cancellation Policy: All fees will be due, in FULL.