



CACTUS
TRAINING

NVQ TRAINING!

HEALTH & SOCIAL CARE

BUSINESS ADMINISTRATION

City & Guilds
Approved Centre

MANAGEMENT

V1

ADVICE & GUIDANCE

edexcel
advancing learning, changing lives

A1

IT USERS

LMCS

CUSTOMER SERVICE

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ENROL NOW!!

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Free NVQ Level 2 and 3 Available!

Cactus Training currently offers **FREE** NVQs Levels 2 & 3 under **NEW** Train to Gain funding requirements.

Cactus Training offers a wide choice of NVQ courses in Health and Social Care, Customer Service, IT, Advice and Guidance, Business Administration, Team Leading and Management, as well as the A1 (Vocational Assessors Award) and V1 (Internal Verifier Award).

NVQs funded by Train to Gain, are an initiative of the Government's Learning and Skills Council; therefore potential candidates have to meet eligibility requirements in order to receive the full funding.

The Train to Gain eligibility for a *fully funded NVQ Level 2* is that the candidates:

- ✚ Have been resident in the UK/EU or EEA for 3+ years unless Spouse Dependent
- ✚ Be aged 19+ years
- ✚ **NEW:** Volunteers and self employed are also now eligible

The Train to Gain eligibility for *NVQ Level 3* is that the candidates:

- ✚ Have been resident in the UK/EU or EEA for 3+ years unless Spouse Dependent
- ✚ Be aged 19+ Years
- ✚ *Fully or co-funded Dependent upon prior qualifications and age*
- ✚ **You must be in or have access to a SUPERVISORY ROLE.**

The programmes consist of 15+ hours training (if required), which can be delivered at our centre or at your workplace, at times and dates to suit you and your staff.

Cactus Training also offers NVQs via alternative delivery methods including self-study workbooks and on-line portfolios.

The Programmes can be completed within 4 - 12 months depending on your experience, your work role and the level you are on.

Interested?

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

Your NVQ Training Provider: e-mail Jodie.temple@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 and Guilds & Edexcel.

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

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NVQ Level 2 Health and Social Care (Adults)

Qualification:

National Vocational Qualification

Awarding Body:

City & Guilds/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:

The 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

Assessment Methods:

Assessment is carried out by a combination of the following:

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

Progression opportunities:

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

Fee: individuals - £1,350 (Groups of 10 or more - £1,000 per learner)

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

Qualification:

National Vocational Qualification

Awarding Body:

City & Guilds/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 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

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

Progression opportunities:

The candidate can progress on to a Care Level 4 NVQ qualification if their job role changes.

Fee: individuals - £1,500. (Groups of 10 or more - £1,250 per learner)

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NVQ Level 4 Health and Social Care (Adults/Children & Young People)

Qualification:

National Vocational Qualification

Awarding Body:

City & Guilds/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 award structure has 4 mandatory units plus 4 optional units – a total of 8 units. The mandatory units are:

- Use and develop methods and systems to communicate record and report.
- Contribute to the development and maintenance of healthy and safe practices in the working environment.
- Take responsibility for the continuing professional development of self and others
- Develop practices which promote choice, well-being and protection of all individuals.

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/Questions

Fee: £1700

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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 Health & Social Care Award & the LMCS both comprise 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: £1700

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NVQ Level 2 Customer Service

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:

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:

The full 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 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 Customer Service Level 3 NVQ qualification if their job role changes.

Fee: £1,000

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NVQ Level 3 Customer Service

Qualification:

National Vocational Qualification

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:

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.

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: £1,250

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NVQ Level 1 IT Users

Qualification:

National Vocational

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:

This course includes:

- Mandatory Unit undertaken in the workplace demonstrating competence in 3 straightforward tasks (15 points awarded)
- A choice of 14 optional units including word processing, spreadsheets, presentations, database, e-mail, intranet/internet, bespoke software, IT artwork and images, operate a computer, IT security for users etc. (25 points awarded)

Assessment Methods:

Assessment is carried out by a combination of the following:

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

Progression opportunities:

The candidate can progress on to an IT Users Level 2 NVQ qualification if their job role changes.

Fee: £900

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NVQ Level 2 IT Users

Qualification:

National Vocational Qualifications

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:

Each unit is assigned a value according to its level and size and to achieve a full IT Users NVQ, candidates must achieve a minimum total of unit values. 100 points for a Level 2 qualification including 1 mandatory: Make selective use of IT (25 points) candidates can then select a combination of other units worth 15-20 points per unit.

Assessment Methods:

Assessment is carried out by a combination of the following:

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

Progression opportunities:

The candidate can progress on to an IT Users Level 3 NVQ qualification if their job role changes.

Fee: £1,000

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NVQ Level 3 IT Users

Qualification:

National Vocational Qualification

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:

Each unit is assigned a value according to its level and size and to achieve a full IT Users NVQ, candidates must achieve a minimum total of unit values. 180 points for a level 3 qualification including 1 mandatory: Make selective use of IT (35 points) Candidates can select a combination of other units 25-30 points per unit.

Assessment Methods:

Assessment is carried out by a combination of the following:

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

Fee: £1,250

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NVQ Level 2 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 Level 2 NVQ has been developed for learners working within advice and guidance services who may not be directly involved in advising clients but who interact closely as a first point of contact. In order to enrol on this qualification, candidates must be employed or work voluntarily within the advice and guidance sector. Candidates must also be in possession of good literacy and numeracy skills.

Topics / Areas of Study / Unit Titles:

Candidates must complete 6 units (3 mandatory and 3 optional units) to gain the full NVQ.

Mandatory Units

- Support clients to make use of the advice and guidance service
- Interact with clients using a range of media
- Develop personal performance through delivering customer service

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 an Advice and Guidance Level 3 NVQ qualification if their job role changes.

Fee: £1,000

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NVQ Level 3 Advice and Guidance

Qualification:

National Vocational Qualification

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 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 this qualification, candidates must achieve six units made up of three mandatory units and three optional units.

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

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 an Advice and Guidance Level 4 NVQ qualification if their job role changes.

Fee: £1,250

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NVQ Level 4 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 whole qualification at Level 4, you must prove occupational competence in four mandatory units and four optional units.

Mandatory Units

- 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: £1,700

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NVQ Level 1 Business Administration

Qualification:

National Vocational Qualification

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:

To achieve the whole qualification at Level 1, you must prove occupational competence in two mandatory units and two optional units.

Mandatory Units

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

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 Business and Administration Level 2 NVQ qualification if their job role changes.

Fee: £900

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NVQ Level 2 Business Administration

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:

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:

To achieve the whole qualification at Level 2, you must prove occupational competence in two mandatory units and three optional units.

Mandatory Units

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

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 Business and Administration Level 3 NVQ qualification if their job role changes.

Fee: £1,000

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NVQ Level 3 Business Administration

Qualification:

National Vocational Qualification

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:

To achieve the whole qualification at Level 3, you must prove that you are competent in two mandatory units and four optional units

Mandatory Units

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

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 Business and Administration Level 4 NVQ qualification if their job role changes.

Fee: £1,250

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NVQ Level 4 Business Administration

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:

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:

To achieve the whole qualification at Level 4, you must prove that you are competent in two mandatory units and four option units.

Mandatory Units

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

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: £1,700

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NVQ Level 2 Team Leading

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:

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:

To achieve the full award, learners must be assessed for four mandatory units plus two optional units, making a total of six units.

Mandatory Units

- Ability to demonstrate the management of your own resources.
- Provide leadership for your team.
- The development of a productive working relationship with your work colleagues.
- Ensure by your own actions you reduce Health and Safety Risks.

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 Management Level 3 NVQ qualification if their job role changes.

Fee: £1,250

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NVQ Level 3 Management

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. NVQ 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:

To gain the full NVQ Candidates must complete 7 units. The candidate is required to complete all four mandatory units and three optional Units:

- 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

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 Management Level 4 NVQ qualification if their job role changes.

Fee: £1,500

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NVQ Level 4 Management

Qualification:

National Vocational Qualification

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 NVQ Level 4 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:

To gain the full NVQ Candidates must complete 8 units. The candidate is required to complete all 5 mandatory units (and at least 3 optional units):

- Develop and implement operational plans
- Encourage innovation
- Develop productive working relationships with colleagues and stakeholders
- Ensure health and safety requirements are met
- Manage business processes

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: £1,700

TEL: 0208 659 8200

EMAIL: info@cactusnvqs.com

MOBILE: 07931 672 706

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



A1 - Vocational Assessors Award (Previously D32/33)

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:

- The course consists of a half day Introductory Workshop, followed by continuous open learning
- You will receive guidance on assessing candidates (within your occupational area) using a wide range of assessment methods; giving candidates feedback on your assessment decisions and contributing to the internal quality assurance processes within your assessment centre.
- You will also be provided with course handbooks to provide further assessment practice information

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

TEL: 0208 659 8200

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



V1- Internal Verifier Award (Previously D34)

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 course consists of a half day Introductory Workshop, followed by continuous supported open learning
- You will receive guidance on internally verifying candidates (within your occupational area) using a range of verification methods; giving assessors feedback on your verification methods and decisions
- You will manage the internal quality assurance processes within your assessment centre
- You will also receive a handbook that provides information on verification practice

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

TEL: 0208 659 8200

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



Apprenticeship at Level 2 in Health and Social Care

Qualification:

NVQ Level 2
Key Skills Certificate
BTEC Level 2 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

12 - 15 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:

- APEL
- 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 Apprenticeship if their job role changes

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



Advanced Apprenticeship at Level 3 in Health and Social Care

Qualification:

NVQ Level 3
Key Skills Certificate
BTEC Level 3 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

18 - 24 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 Care Level 4 NVQ qualification if candidates role changes

TEL: 0208 659 8200 EMAIL: info@cactusnvqs.com MOBILE: 07931 672 706



Apprenticeship at Level 2 in Customer Service

Qualification:

NVQ Level 2
Key Skills Certificate
BTEC Level 2 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

12 – 15 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

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



Advanced Apprenticeship at Level 3 (Customer Service)

Qualification:

NVQ Level 3
Key Skills Certificate
BTEC Level 3 Certificate

Awarding Body:

Edexcel

Duration of Course and how it is delivered:

18-24 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:

- APEL
- 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 (L4) qualification if candidate's role changes

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



Adult Literacy and Numeracy (Levels-E1, E2, E3, L1, L2, L3)

Qualifications: Entry 1 to Level 3 **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 Literacy and Numeracy are usually held in the onscreen testing room. 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:

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

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



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

Your NVQ Training Provider: e-mail Jodie.temple@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: £500 (DISCOUNTS AVAILABLE FOR GROUPS)

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)

Your NVQ Training Provider: e-mail Jodie.temple@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: £650 (DISCOUNTS AVAILABLE FOR GROUPS)

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?

6. UNDERSTAND OWN ROLE, RESPONSIBILITIES AND BOUNDARIES OF ROLE IN RELATION TO TEACHING
7. UNDERSTAND APPROPRIATE TEACHING AND LEARNING APPROACHES IN THE SPECIALIST AREA
8. DEMONSTRATE SESSION PLANNING SKILLS
9. UNDERSTAND HOW TO DELIVER INCLUSIVE SESSIONS WHICH MOTIVATE LEARNERS
10. 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)

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



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: £60 per learner or £350 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: £175 per learner or £995 per group (minimum 6 - maximum 10)

1 day supervisor courses

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

Fee: £95 per learner or £375 per group (maximum 5)

3 day supervisor courses

- Training the Trainer

Fee: £295 per learner or £995 per group (maximum 5)

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 Jodie.temple@cactusnvqs.com



Individual Prices and Payment Methods

NVQ	Price
Health and Social Care L2	£1,350
Health and Social Care L3	£1,500
Health and Social Care L4	£1,700
LMCS (L4)	£1,700
Customer Service L2	£1,000
Customer Service L3	£1,250
IT Users L1	£900
IT Users L2	£1,000
IT Users L3	£1,250
Advice & Guidance L2	£1,000
Advice & Guidance L3	£1,250
Advice & Guidance L4	£1,700
Business Administration L1	£900
Business Administration L2	£1,000
Business Administration L3	£1,250
Business Administration L4	£1,700
Team Leading L2	£1,250
Management L3	£1,500
Management L4	£1,700
A1	£850
V1	£850

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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. 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	£191.66
Care Level 3	£250.00	£216.66
Care Level 4	£250.00	£250
LMCS (L4)	£250.00	£250
Customer Service L2	£250.00	£133.33
Customer Service L3	£250.00	£175
IT Users L1	£250.00	£116.66
IT Users L2	£250.00	£133.33
IT Users L3	£250.00	£175
Advice & Guidance L2	£250.00	£133.33
Advice & Guidance L3	£250.00	£175
Advice & Guidance L4	£250.00	£250
Business Administration L1	£250.00	£116.66
Business Administration L2	£250.00	£133.33
Business Administration L3	£250.00	£175
Business Administration L4	£250.00	£250
Team Leading L2	£250.00	£175
Management L3	£250.00	£216.66
Management L4	£250.00	£250
A1	£250.00	£108.33
V1	£250.00	£108.33

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

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