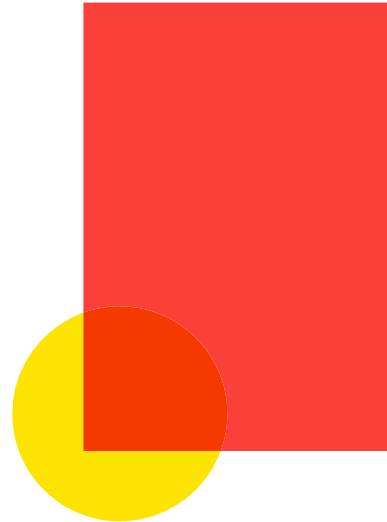


# Business & ILM in the Prison Sector

August 2019



# All about Business & ILM

## Prison Sector Issue

August 2019

A newsletter from City & Guilds on education updates in both the Business and ILM sector for prisons.

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Welcome to our very first prison focused newsletter for both the Business and ILM Sectors. Business and ILM are closely aligned and provide a natural progression route for learners wishing to improve their knowledge and skills via qualifications. This issue will focus on all things business and leadership and management. Let's meet who's in each team.

## Meet the Teams

### The Business Team



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## The ILM Team



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Your first point of contact would be the Technical Advisor for the relevant sector. Alongside our Technical Advisors support can be found from our Business Development Manager, Kevin Wilkinson. Kevin focuses on the Ministry of Justice and is more than happy to support with sales enquiries.

## **Our Business Offer**

Our business offer is very popular with the prison sector. It can give a fantastic starting point for many offender learners and offers the basic skills and knowledge required to find employment upon their release. Of course, many require up skilling and can build on previous experience. We also have a range of qualifications to suit higher level learning.

Many prisons focus on Customer Service qualifications as well as Business Administration. Below is a brief overview of our most popular qualifications in these areas suitable for the prison sector.

### **[Customer Service Foundation Learning \(4411\) Available at Entry 3 & Level 1](#)**

At entry level 3 a learner maybe looking to work in the customer service industry but currently has no knowledge and experience. At Entry level 3 they will develop their basic customer service knowledge. Progression can then be upwards to level 1.

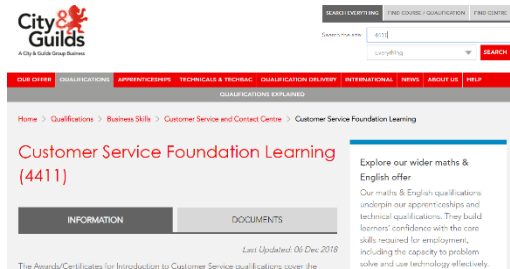
At level 1 a learner will have some basic knowledge but no previous experience. They will be looking to develop their skills to work in the customer service industry. Level 1 allows learners to develop their knowledge and demonstrate their customer service skills.

Depending on which units you choose, learners will cover areas such as:

- Legislation, regulation and procedures to follow in customer service
- Working in customer service
- Understand how to deal with queries and requests
- Communicate customers problems with others
- Handling telephone calls from customers
- Communicate effectively with customers.



For further information visit our website and in the search bar type 4411.



Customer Service & 3

(4477) Available at Level 2

This qualification is for those learners who wish to progress from a level 1 qualification or have a previous knowledge and skill set they wish to develop further. While completing this qualification, the learner will cover areas such as:

- Understanding the principles of good customer service
- Meeting and greeting customers
- Supporting the customer service environment.

SmartScreen is available for this qualification and can provide sample questions, schemes of work and lesson plans.

### Customer Service (4430) Level 1-4

This qualification is quite specific and is only available to learners who have access to work or simulated workplaces. This NVQ comes in either a certificate or diploma sized qualification and can be studied from levels 1 to 4.

Depending on which level you take, you'll cover areas such as:

- Communicate using customer service language
- Follow the rules to deliver customer service
- Maintain a positive and customer-friendly attitude
- Deal with customers face to face
- Do your job in a customer friendly way
- Organise the delivery of reliable customer service.

To gain an NVQ, you need to show you've got a particular set of skills. You usually work with your training provider to review your current skills and find the best way to gain new ones - perhaps by trying new things at work, or by studying.

NVQs are assessed at work or in a simulated workplace. For each unit your assessor watches and asks questions as you perform a task, or looks at a portfolio of work that you've built as formal evidence of your learning. Then they confirm you've got the skills to do the job well.

Which level is right for me?

#### Level 1

You are new to customer service, and are looking to gain basic knowledge, understanding and experience of dealing with customers.

#### Level 2

You have some experience in customer service and are able to handle more difficult customers. You are looking to improve your own skills and to become more involved in making improvements to your team's level of customer service.

#### Level 3

At this level, you are able to respond to customer issues at a strategic level, suggesting

improvements to customer service strategy and helping in their implementation. You may also have significant responsibility for delivering internal and external customer service in your team or organisation.

#### Level 4

You are responsible for developing and implementing customer-service strategies for your team, department or organisation. You're looking to develop the skills needed to manage and resolve challenging issues raised by customers.

### Business and Administration (4428) Level 1 - 4

NVQs in Business and Administration are for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills.

These flexible qualifications can be tailored to individual learners' and employers' needs – no matter what industry they are in.

At Level 1 you will learn how to carry out everyday administrative tasks.

Level 2 will help you gain practical know-how in providing routine and more complex administrative support.

At Levels 3 and 4, you can build on your achievements to gain greater technical and managerial skills, as well as supervising others and contributing to the wider strategy of your organisation or department.

To gain an NVQ, you need to show you've got a particular set of skills. You usually work with your training provider to review your current skills and find the best way to gain new ones - perhaps by trying new things at work, or by studying.

NVQs are assessed at work or in a simulated workplace. For each unit, your assessor watches and asks questions as you perform a task, or looks at a portfolio of work that you have built as formal evidence of your learning. Then they confirm you've got the skills to do the job well.

Which level is right for me?

#### Level 1

You are just starting out and want to learn how to carry out basic administrative tasks. You need everyday skills, including handling mail and working and communicating with others.

#### Level 2

You are in a junior role and want to develop your skills to become a future team leader or business manager. You need practical knowledge of more complex administrative support, perhaps supporting meetings and events or retrieving information

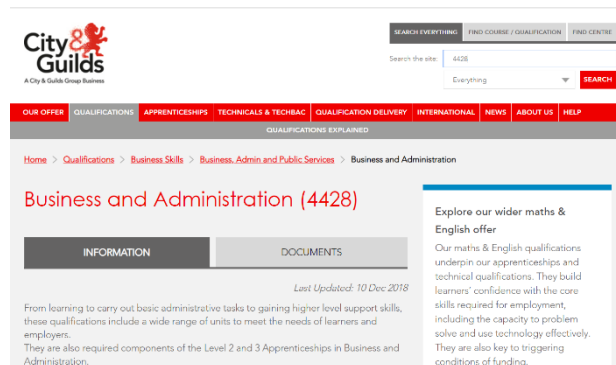
### Level 3

You have some knowledge and experience of administration systems. You want to develop your skills to implement and monitor administrative procedures and systems, perhaps to move into a management role.

### Level 4

You deliver administrative support services and contribute at a strategic level. You may lead or manage a team, or want to move in to that role. You need a range of administrative and management skills such as budget management and promoting innovation.

SmartScreen is available for this qualification. For further information on this qualification please visit our website [www.CityandGuilds.com](http://www.CityandGuilds.com) and in the search bar type 4428.



The screenshot shows the City & Guilds website interface. At the top left is the City & Guilds logo. To the right is a search bar with the text '4428' and a 'SEARCH' button. Below the search bar is a navigation menu with tabs for 'OUR OFFER', 'QUALIFICATIONS', 'APPRENTICESHIPS', 'TECHNICALS & TECHBAC', 'QUALIFICATION DELIVERY', 'INTERNATIONAL', 'NEWS', 'ABOUT US', and 'HELP'. The 'QUALIFICATIONS EXPLAINED' section is active, showing a breadcrumb trail: 'Home > Qualifications > Business Skills > Business, Admin and Public Services > Business and Administration'. The main heading is 'Business and Administration (4428)'. Below this are two tabs: 'INFORMATION' (selected) and 'DOCUMENTS'. The 'INFORMATION' tab contains the text: 'Last Updated: 10 Dec 2018. From learning to carry out basic administrative tasks to gaining higher level support skills, these qualifications include a wide range of units to meet the needs of learners and employers. They are also required components of the Level 2 and 3 Apprenticeships in Business and Administration.' To the right of the main content is a sidebar with the heading 'Explore our wider maths & English offer' and the text: 'Our maths & English qualifications underpin our apprenticeships and technical qualifications. They build learners' confidence with the core skills required for employment, including the capacity to problem solve and use technology effectively. They are also key to triggering conditions of funding.'

## Our ILM Offer

We offer a range of qualifications which can be delivered in a prison setting, including our Leadership & Management and Coaching & Mentoring suites of qualifications.

### Leadership & Management

#### **Level 2**

- Award & Certificate in [Leadership and Team Skills](#)
- Certificate in [Team Leading](#)

This qualification is designed for new and aspiring team leaders – get an in-depth introduction to the role and its responsibilities. This is a nationally recognised qualification – the ideal launch pad for your management career.

Level 2 is an entry-level/first line management position, job roles associated with this level are generally supervisory roles with responsibility for small/medium teams.

#### **Level 3**

- Award, Certificate and Diploma in [Leadership & Management](#)
- Certificate in [Principles of Leadership & Management](#)

This qualification is ideal if you have management responsibilities but no formal training, and are serious about developing your abilities. It's particularly suited to practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures

Level 3 is a step up from entry-level management and usually taken by those candidates looking to progress and develop their management career. Job roles associated with this level are usually around the Team Leader role, or those managers looking to progress from a Team Leader role into the next level of management.

### **Level 5**

- Award, Certificate and Diploma in [Leadership & Management](#)
- Certificate in [Principles of Leadership & Management](#)

This qualification is designed for project managers, department heads, and other practising middle managers. Develop your skills and experience, improve your performance and prepare for senior management responsibilities.

Level 5 is for a higher-level manager, operational or departmental manager. Being at level 5 the content within qualifications at this level goes into a greater level of detail and depth than those at levels 2 & 3, with the aim of providing learners with a deeper knowledge of management from both a people and operations perspective.



## Benefits

- These qualifications offer a large amount of flexibility in terms of the units that can be taken – with over 60 units that can be selected from at each level – this allows for the qualification content to be chosen which is most suitable for the learners and their learning environment, for example a selection of knowledge only units can be taken to provide the knowledge required to be an effective leader or manager, potentially removing barriers to achievement created by competence-based content in a prison environment.
- Our “Principles of” qualifications which provide knowledge-based qualifications allowing learners to demonstrate that they have developed and possess the knowledge needed to become effective leaders and managers.
- Flexibility of assessment – ILM assignments, that can then be contextualised to more closely link to the learners working environment.
- [ILM Assessment Service](#) – whereby evidence is submitted to ILM for assessment.

## Coaching & Mentoring

We also offer a range of Coaching and Mentoring qualifications, details on all of which can be accessed via this page of our website - <https://www.i-l-m.com/learning-and-development/coaching-and-mentoring-qualifications>.

Through our coaching and mentoring qualifications, we help organisations create a workplace environment where individuals are empowered to make vital decisions with belief and confidence. These qualifications in turn improve team performance by giving you the toolkit to build relationships, set powerful goals, unlock staff potential, increase engagement and enable change within the workplace.

We have collaborated with the European Mentoring and Coaching Council UK (EMCC UK) to develop our latest suite of Coaching and Mentoring qualifications.

[Level 2 Award in Effective Coaching and Mentoring Skills](#) - This qualification is for those who wish to develop their knowledge and skills in order to understand and undertake effective mentoring in a range of situations, such as an organisation, the voluntary sector, community groups, etc.

[Level 3 Award and Certificate in Effective Mentoring](#) - These qualifications are for learners at all levels who want to develop their knowledge and skills in effective mentoring within an organisational context. They are ideal for both new and existing mentors.

[Level 3 Award and Certificate in Effective Coaching](#) - These qualifications are for learners at all levels who want to develop their knowledge and skills in effective coaching within an organisational context. They are ideal for both new and existing coaches.

## Qualifications Cross Boundaries

This leaflet gives a comparison of levels of qualifications from England, Scotland, Wales and Northern Ireland

**Comparisons between UK and IR Frameworks with European Qualifications**

While Europe has common qualification frameworks to which the following qualifications framework (CCF) is aligned, the CCF is not a qualification framework in itself. It provides a common language for the UK and Ireland to describe their qualifications in terms of levels and credit values.

**Table 1: The correspondence of the CCF levels between national qualification frameworks and the CCF**

UK Level	IR Level	ECVET Level
Level 1	Level 1	Level 1
Level 2	Level 2	Level 2
Level 3	Level 3	Level 3
Level 4	Level 4	Level 4
Level 5	Level 5	Level 5
Level 6	Level 6	Level 6
Level 7	Level 7	Level 7
Level 8	Level 8	Level 8
Level 9	Level 9	Level 9
Level 10	Level 10	Level 10

**Table 2: The level of credit value of the CCF levels**

UK Level	IR Level	ECVET Level	ECVET Credit Value
Level 1	Level 1	Level 1	10
Level 2	Level 2	Level 2	20
Level 3	Level 3	Level 3	30
Level 4	Level 4	Level 4	40
Level 5	Level 5	Level 5	50
Level 6	Level 6	Level 6	60
Level 7	Level 7	Level 7	70
Level 8	Level 8	Level 8	80
Level 9	Level 9	Level 9	90
Level 10	Level 10	Level 10	100

### Qualifications can Cross Boundaries

A guide to comparing qualifications in the UK and Ireland

**How to use this leaflet:**

- This leaflet provides information that allows you to look at the main qualifications on offer in the UK and Ireland.
- If there are any differences in other countries, you should compare your own qualifications or those that you are interested in taking.
- For the sake of the public tables you will find the main stages of education or employment – you can find where you are in these stages.
- The next column shows the qualifications framework for your country.
- To the right of this you can see the relevant levels and credit values of qualifications that are used in the other countries.
- This makes it possible to check small comparisons, rather than direct equivalences, between qualifications and their needs for each country.
- The back page indicates how UK and Irish qualifications frameworks relate to qualifications frameworks in Europe.
- This leaflet is open access. Check one of the websites for the most up-to-date version.

**Table 3: Comparison of qualifications frameworks**

Country	Qualification Framework	Levels	Qualification Examples
England	Qualifications Framework for England (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Scotland	Qualifications Framework for Scotland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Wales	Qualifications Framework for Wales (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Northern Ireland	Qualifications Framework for Northern Ireland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Europe	European Qualifications Framework (EQF)	1-8	Primary School, Secondary School, University, Doctorate

**Table 4: Comparison of qualifications frameworks**

Country	Qualification Framework	Levels	Qualification Examples
England	Qualifications Framework for England (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Scotland	Qualifications Framework for Scotland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Wales	Qualifications Framework for Wales (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Northern Ireland	Qualifications Framework for Northern Ireland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Europe	European Qualifications Framework (EQF)	1-8	Primary School, Secondary School, University, Doctorate

**Table 5: Comparison of qualifications frameworks**

Country	Qualification Framework	Levels	Qualification Examples
England	Qualifications Framework for England (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Scotland	Qualifications Framework for Scotland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Wales	Qualifications Framework for Wales (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Northern Ireland	Qualifications Framework for Northern Ireland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Europe	European Qualifications Framework (EQF)	1-8	Primary School, Secondary School, University, Doctorate

**Table 6: Comparison of qualifications frameworks**


Country	Qualification Framework	Levels	Qualification Examples
England	Qualifications Framework for England (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Scotland	Qualifications Framework for Scotland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Wales	Qualifications Framework for Wales (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Northern Ireland	Qualifications Framework for Northern Ireland (QCF)	1-10	GCSE, A-Level, Bachelor's Degree, PhD
Europe	European Qualifications Framework (EQF)	1-8	Primary School, Secondary School, University, Doctorate

To download this brochure visit

[https://www.sqa.org.uk/sqa/files\\_ccc/QualificationsCanCrossBoundaries.pdf](https://www.sqa.org.uk/sqa/files_ccc/QualificationsCanCrossBoundaries.pdf)

## **Functional Skills Reforms 2019**

Keep up to date with the changes within functional skills by accessing our monthly webinars delivered by the City & Guilds dedicated maths and English team. Use the readiness checklist to support your own transition and development to the functional skills reforms.



#FunSkills2019

## Register for the Functional Skills 2019 reforms webinar series

This monthly series of webinars will update you on the reforms.

**REGISTER NOW >**

**Functional Skills: 2019 reforms monthly update webinar series**

Watch all the webinars in our #FunSkills2019 webinar series.

- ♦ September 2018
- ♦ August 2018

**Resources**

- ♦ Functional Skills reforms 2019 Readiness checklist

**Contact Us**

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

T: [0844 543 0000](tel:08445430000)

For more information on offering our qualifications at your organisation, visit our [Offer our qualifications](#) page.

A full list of upcoming and past webinars is shown below:

Upcoming webinars	Time
Wednesday 24 October 2018	15:30 – 16:30 BST
Wednesday 28 November 2018	15:30 – 16:30 GMT
Wednesday 9 January 2019	15:30 – 16:30 GMT
Wednesday 6 February 2019	15:30 – 16:30 GMT
Wednesday 6 March 2019	15:30 – 16:30 GMT
Wednesday 3 April 2019	15:30 – 16:30 BST
Wednesday 1 May 2019	15:30 – 16:30 BST
Wednesday 5 June 2019	15:30 – 16:30 BST
Wednesday 3 July 2019	15:30 – 16:30 BST

Weblink to access page

<https://www.cityandguilds.com/what-we-offer/centres/maths-and-English/functional-skills-assessment-updates>.

**Supporting your transition to the 2019 reformed Functional Skills qualifications Readiness checklist**

Version 1.0  
November 2018

#FunSkills2019





## Keep in touch and up to date

### Tell us what you think

*All about Business & ILM* is a newsletter that brings together all of the key developments from City & Guilds relevant to skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to **[dominic.green@cityandguilds.com](mailto:dominic.green@cityandguilds.com)** or **[brett.keegan@cityandguilds.com](mailto:brett.keegan@cityandguilds.com)**

For specific queries and enquiries please contact our dedicated customer support team:  
**[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

Thank you for your continued support.

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