



Business Support Training

Staff training can reap high rewards for employers and huge benefits for employees. With unprecedented levels of government funding now available there has never been a better time to release the power of your workforce.

Business Support Training

NVQ Training

Our range of, government funded, National Vocational Qualifications in Business Support topics will release the power of your workforce so you can reap the rewards.

Employer Benefits:

- Improved performance.
- Better quality.
- Reduced Costs.
- Higher sales.
- Increased profits.
- Improved Health and Safety.
- Motivated Workforce.
- Lower staff turnover.
- Strength to grow.

Employee Benefits:

- Improved skills and knowledge.
- Personal and professional development.
- Nationally recognised qualification.
- Improved promotional prospects.
- Safer working environment.

National Vocational Qualifications

NVQ's are the standard qualification used to improve skills, knowledge and performance in the workplace. Candidates are assessed on their current skills and knowledge in their chosen occupational area and a programme of training fills any gaps needed to take them to the required level to achieve their qualification. NVQ's are normally available at Levels 2 and 3 and sometimes level 4.

UNOCO Training

Our unique methods of delivering NVQ's in the workplace, provide the greatest improvements and highest achievement rates, in record time, with minimum disruption to the working environment.

Delivery Team

Our delivery team of fully qualified Assessors, Tutors and Internal verifiers with a successful background in their specialist area, provide national coverage of flexible delivery to the very highest standards of quality and customer service. A qualification in Teaching and Skills for Life, ensures they are fully qualified to provide the very best support for candidates and their employers.

Award Winning Candidate Resources

The key element in our successful delivery model are the award winning workbooks and candidate portfolios.

The workbooks explain in simple language and bite size sections, the underpinning knowledge needed for successful completion of the NVQ. This allows the candidate to absorb the information in their own time and at their own pace, with the support provided by their tutor/assessor. A short assessment at the end of each section allows the candidate and the assessor to monitor progress.

Easy to follow Portfolios guide the candidate through the evidence they need to gather for the NVQ qualification.

Rapid Certification of Achievement

Our sustained quality of delivery over the last 10 years has earned the coveted Direct claim status with leading awarding bodies, enabling us to certify candidate achievements shortly after completion.

Courses Available

Customer Service Level 2 and 3

This course focuses on problem solving, developing good customer service and supporting new improvements in customer service.

Business Administration Level 2 and 3

NVQs in Business Administration allow an organisation to check the competency of staff within their roles, rectify any weaknesses and therefore improve the efficiency of the system.

Team Leading Level 2

This qualification has been designed for people who lead a team and are responsible for the team's performance.

Management Level 3 and 4

This course has been designed to reflect the most up to date thinking on the role of the First Line Manager.

IAG (Information Advice and Guidance) Level 2 and 3

This course is for people working in a frontline role within a service providing information, advice and guidance. You will be providing information for clients and administrative support for the service team.

Business Improvement Techniques (BIT) Level 2 and 3

For businesses that are interested in the quality and costs at their work place.

Skills for Life

Many candidates take the opportunity to improve their literacy or numeracy skills and gain extra qualifications while achieving their NVQ. These are fully funded and embedded into the delivery of the NVQ programme.

