

Successful Business Skills Pilot

An award ceremony took part on 23rd January 2009 to celebrate the first completions of the pilot Business Skills Qualification.

Four Counties Training took part in the City and Guild's (C&G) pilot of the Business Skills Qualification, the new cross sector qualification which is part of the qualifications and credit framework (QCF).



Razia Allam and Penny Hazel presenting certificate to Rosalie Courtney

C&G worked with a range of standards setting bodies to develop the new qualification and to test and trial new credit based units. The qualification can incorporate the following areas: Business and Administration, Customer Service, Health and Safety, Sales and Management and be achieved at three levels Award, Certificate or Diploma.

FCT offered the Business Skills pilot to London Underground (LU) as a flexible qualification to meet the needs of their administrative staff, as the qualification can better reflect the work carried out by the administrators than the straightforward NVQs of Customer Service and Business and Administration.

19 administrators from the Jubilee line took part in the pilot with a view to achieving the Business Skills Diploma.

The QCF is a credit based framework where units are awarded credits and learners can receive credit for completing individual units as well as for gaining complete qualifications. To achieve the Diploma the participants undertook units from Business and Administration, Customer Service and Management.



Debbie Johnston, FCT's Qualifications Manager, both managed the pilot and also carried out the assessments for the qualification. She said "...the Business Skills Diploma offered breadth and flexibility to suit the needs of the learners and their organisation and it could be tailored to suit individual job roles."

Of the 19 participants, 15 have achieved the diploma, 1 has achieved an award and 3 will continue on the programme and are expected to complete in the next couple of months. At the awards ceremony the certificates were awarded to the candidates by Razia Allam, from C&G, Brian Dines, Training and Accreditation Manager, and Penny Hazel, from LU. The ceremony was held at the Thai Silk in Southwark.

George Seddon, Revenue Control LU, said "I found the process to be most enjoyable in its entirety. It created an opportunity for me to identify myself effectively with the tasks I carry out. The requirement to complete the course did not interfere with my day to day work but instead gave me a deeper insight into the volume of work carried out by me on a whole." He went on to say "...I would encourage all administrators in LUL to pursue this initiative if offered..."

If you would like further information about the Business Skills Diploma or similar qualifications please contact Debbie Johnston on 020 8840 5132 or debbie.johnston@fct.uk.com.