

Health & Social Care

These qualifications are designed to equip learners with the skills and knowledge needed to care for others in a broad range of health or social care settings. A Diploma in Health and Social Care is flexible to suit all fields of health and social care. Learners can select a pathway that suits their role - for example, working with people with a learning disability, people with dementia or children and young people.

Level 2

You are a care worker or want to get your first care job. If you're already working in care, you probably work mainly under supervision. You want to increase your skills and take on more responsibility.

Which level is right for me?

Level 3

You're a care worker, and you have some responsibility in your workplace. You sometimes work without supervision. You want to develop or demonstrate your skills, perhaps to become a senior care worker.

On completion of level 2, you can progress to level 3

What career can this lead you to?

This qualification can help you succeed in a wide range of healthcare settings, such as:

- residential care
- community and primary care
- acute health environments (e.g. hospitals)
- domiciliary services (home care / home help)
- supported living projects
- community-based care
- Private care for a person or family.

You might also be interested in these qualifications:

- Certificate in Working in the Health Sector
- Certificate in Mental Health
- Promoting the Mental Health and Well Being of Older People
- Certificate/Diploma for the Children and Young People's Workforce
- Diploma in Leadership in Health and Social Care

Business Administration.

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're in. Areas covered include administration, communication, providing reception services, IT skills.

Level 2

Will suit you if 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. Work in a business environment Communicate in a business environment.

Level 3

Is ideal if 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. Both the certificate and the diploma at this level comprise four mandatory units: Manage own performance in a business environment. Evaluate and improve own performance in a business environment.

Which level is right for me?

What career can this lead you to?

An NVQ in Business and Administration can help you succeed in a support role in any size or type of organisation. These roles include:

- Secretary
- Receptionist
- Administrator
- Personal assistant
- Office supervisor team leader
- Manager.

You might also be interested in these qualifications:

- Level 1 Award/Certificate in Business Administration
- Level 2 and 3 Medical Administration/Secretarial qualifications
- Level 2 and 3 Certificates in Principles of Business and Administration
- Level 2 and 3 Legal Secretaries qualifications
- Level 2 and 3 Business Skills qualifications
- Level 1-4 NVQs in Customer Service
- ITQ Award/Certificate/Diploma for IT Users
- Leadership and management qualifications from the ILM.

Customer service

These qualifications cover Levels appropriate for learners at any stage of a career in Customer Service, from those who are just starting out - handling customer queries - to those responsible for an organisation's overall customer-service strategy - analysing customer feedback and planning improvements. The NVQ Certificate/Diploma in Customer Service is in a customer-facing role.

Level 2

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

***Which level is
Right for me?***

Level 3

You are able to respond to customer issues at a strategic level, suggesting improvements to customer service strategy and helping in their implementation.

What career can this lead you to?

These qualifications can help you get ahead in almost any industry, as good customer-service skills are essential for many jobs.

Those looking to start a customer-service focused career may want to take these qualifications as part of an Apprenticeship. The Apprenticeship in Customer Service helps you build your skills while you gain valuable work experience

You might also be interested in these qualifications:

- Level 4 NVQ Diploma in Customer Service
- Level 3 NVQ Certificate in Customer Service
- Customer Service Advanced Apprenticeship
- Institute of Leadership and Management (ILM) qualifications.

Childcare Courses

These qualifications are designed for learners who want to develop a career as a childminder, youth worker, nursery nurse or nursery manager.

You'll need to be working or volunteering in a child care role - but other than that, these qualifications are suitable for anyone starting their first child care job or already managing a child care centre.

Level 2

Will suit you if you work, or are about to work, in a supporting role as a nursery assistant, Crèche worker or special educational needs assistant. You want to work with children, but you'll generally work under supervision.

Which level is Right for me?

Level 3

Is aimed at those people already working in the Children and Young People sector. For example, you may be working as a childminder, day care supervisor, community nursery nurse or as a learning mentor. You may or may not have some supervisory responsibilities. You want to be in sole charge of children, for example managing a room in a nursery.

What career can this lead you to?

There is a diverse range of job roles for people with child care qualifications. These qualifications can help you find work as a:

- Nursery Nurse
- Childminder
- SureStart Worker
- Special Educational Needs assistant
- Childcare Centre Manager
- Preschool Advisor.

All the Awarding Bodies have their own requirements, however we recommend that applicant holds GCSE grade A-C or equivalent to enrol on level 3 qualifications.

On completion of level 2 qualification, you can progress to level 3 in your chosen sector.

Applicants undertaken level 3 qualification can also progress to level 4 or level 5 Diploma in their chosen sector.

JFC is accredited with various Awarding Bodies including Pearson (Edexcel) CACHE, Highfield to delivery their qualification from Level 1 to Level 7.

