

# AY GROUP



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We offer a wide range of NCFE Levels 1, 2, 3 & 4 Award, Certificate & Diplomas to suit the needs of every individual who is seeking to gain a competitive edge in the employment markets of today.

*For further information contact our IAG Officer:  
Shani Siddiqui on: 07507 233 327*

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St. Paul's Way Centre, 83 St. Paul's Way, London E3 4AJ

Monday and Wednesday from 9.00 to 15.00



## **NCFE Levels 1, 2, 3 & 4 Award, Certificate & Diplomas**

- NCFE Level 2 - Award in Support Work in Schools
- NCFE Level 3 - Award in Supporting Teaching and Learning in Schools
- NCFE Level 2, 3 - Certificate in Supporting Teaching and Learning in Schools
- NCFE Level 2 Certificate in Cleaning and Support Services Skills
- NCFE Level 3 Diploma in Specialist Support for Teaching and Learning in Schools
- NCFE Level 3 Award in Assessing Competence in the Work Environment
- NCFE Level 3 Certificate in Assessing Vocational Achievement
- NCFE Level 3 Award in Assessing Vocationally Related Achievement
- NCFE Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice
- NCFE Level 3 Award in Understanding the Principles and Practices of Assessment
- NCFE Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- NCFE Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- NCFE Level 2 Certificate in IT User Skills (ITQ)
- NCFE Functional Skills Qualification in English at Level 1, 2
- NCFE Functional Skills Qualification in Mathematics at Level 1, 2
- NCFE Functional Skills Qualification in Information and Communication Technology (ICT) at Level 1
- NCFE Functional Skills Qualification in Information and Communication Technology (ICT) at Level 2
- NCFE Functional Skills Qualification in Mathematics at Entry Level 1,2,3
- NCFE Functional Skills Qualification in English at Entry Level 1,2,3
- NCFE Functional Skills Qualification in Information and Communication Technology (ICT) at Entry Level 1,2,3
- NCFE Level 2 Diploma in IT User Skills
- NCFE Level 3 Award in Education and Training
- NCFE Level 4 Certificate in Education and Training
- NCFE Level 1 Certificate in Business Administration
- NCFE Level 2, 3 Diploma in Business Administration
- NCFE Level 4 NVQ Diploma in Business Administration
- NCFE Level 1 Certificate in Customer Service
- NCFE Level 2, 3 Diploma in Customer Service
- NCFE Level 4 NVQ Diploma in Customer Service
- NCFE Level 2,3 Certificate in Principles of Business Administration
- NCFE Level 3 Certificate in Principles of Customer Service
- Understand Employer Organisations
- Deliver Customer Service
- Resolve Customer Service Problems
- Schools as Organisations
- Promote Children and Young People Positive Behaviour
- Support Learning Activities
- Understand the Use of Communication in Customer Service
- Principles of Marketing Theory
- Principles of Digital Marketing
- Health and Safety in a Business Environment
- Communicate Verbally with Customers
- Communicate in a Business Environment
- Prepare and Maintain Learning Environments
- Spreadsheet Software
- Exploring Social Media
- Understand Customers
- Deliver Customer Service to Challenging Customers
- Communication and Professional Relationships with Children, Young People and Adults
- Support Learning Activities
- Manage Time and Workload
- Communication in a Business Environment
- Deal with Incoming Telephone Calls from Customers
- Develop Professional Relationships with Children, Young People and Adults
- Principles of Equality and Diversity in the Workplace
- Use and Maintain Office Equipment
- Principles of Providing Administrative Services
- Principles of Customer Service
- Use Social Media to Deliver Customer Service
- Use a Telephone and Voicemail System
- Make Telephone Calls to Customers
- Resolve Customers Problems
- Manage Personal Performance and Development
- Contribute to the Organisation of an Event
- Promote Additional Products and/or Services to Customers
- Principles of Personal Responsibilities and Working in a Business Environment
- Using Email
- Database Software
- Presentation Software
- Processing Sales Orders
- Buddy a Colleague to Develop their Skills
- Promote Equality, Diversity and Inclusion in Work with Children and Young People
- Word Processing Software
- Meeting Customers After Sales Needs
- Know How To Publish, Integrate and Share Using Social Media
- Resolve Customers Complaints
- Principles of Providing Administrative Services
- Principles of Business Document Production and Information Management
- Work with Others in a Business Environment
- Produce Minutes of Meetings
- Communication in Customer Service
- Exceed Customer Expectations
- Develop Customer Relationships