



NVQ Workshops

These one day workshops are designed to support the generic training needs of all our NVQ candidates and are provided free of charge. They are delivered on a rolling basis throughout the year.

Workshop	Content
Communication	<ul style="list-style-type: none"> • Communication methods • Sender/receiver responsibilities, including questioning techniques, barriers to listening and listening skills • Distorting the message • Non verbal communication • Behaviour styles
Time Management and Personal Effectiveness	<ul style="list-style-type: none"> • SMART objectives • How we spend our time • Time Management tools
Customer Service	<ul style="list-style-type: none"> • Who are your customers? • Customer requirements and organisation standards • What can go wrong? • Angry or difficult customers • Customer service self assessment
Employment Rights and Responsibilities	<ul style="list-style-type: none"> • Contracts of employment • Sickness and absence • Working hours and holiday • Equal opportunities • Health and safety • Data protection • Sector specific legislation • Industry and organisation
Writing Skills - Day 1	<ul style="list-style-type: none"> • Parts of speech and punctuation • Emails - language and tone • Planning, timelines and logical progression • Precis • Plain English, simple language and readability
Writing Skills - Day 2	<ul style="list-style-type: none"> • Planning, grouping and ordering • Proof reading, exchange of written material and critique • OCR literacy test