

Important Update on NVQ Apprenticeships in:

- **Leadership and Management**
- **Business Administration**
- **Customer Service**

We've been working closely with Skills CfA to redevelop the NVQs and knowledge qualifications in the above subject areas. The new qualifications replaced the current versions on 1 September 2014. The Apprenticeship frameworks have been updated to include the new qualifications.

Please note that many of the new qualifications are **combined qualifications**, meaning that they combine the knowledge and competence elements into a single qualification. We will continue to offer standalone knowledge qualifications, however these **do not** form part of the new Apprenticeship frameworks. Learners registered onto Frameworks on or after 1 September 2014 will have to complete the qualifications under the 'replacement qualifications' headings. For Level 4 and 5 Apprenticeships, learners will have to also complete a separate knowledge qualification.

Approvals and Direct Claims Status (DCS)

If you're already approved to offer the previous versions of these qualifications, we've automatically approved you to offer the new versions too. Because of the nature of the changes, we are only able to transfer DCS for the following:

- NCFE Level 2 Certificate in Principles of Business and Administration (501/1224/7) - DCS transferred to new version NCFE Level 2 Certificate in Business and Administration Knowledge (601/3557/8)
- NCFE Level 2 Certificate in Customer Service Knowledge (600/1772/7) - DCS transferred to new version NCFE Level 2 Certificate in Principles of Customer Service (601/3172/5)

Key to colours below:

Yellow = Knowledge qualification

Blue = Competence qualification

Green = Combined knowledge and competence qualification

| Previous qualification | Status of previous qualification | Replacement qualification (L2 and above valid in new Apprenticeships) |
|--|----------------------------------|---|
| Business and Administration | | |
| NCFE Level 1 NVQ Award in Business and Administration (501/0416/0) | Expired 31/08/14 | NCFE Level 1 Certificate in Business Administration (601/3963/8) |
| NCFE Level 1 NVQ Certificate in Business and Administration (501/0152/3) | Expired 31/08/14 | |
| NCFE Level 2 Certificate in Principles of Business and Administration (501/1224/7) | See below* | NCFE Level 2 Diploma in Business Administration (601/3964/X) |
| NCFE Level 2 NVQ Award in Business and Administration (501/0874/8) | Expired 31/08/14 | |
| NCFE Level 2 NVQ Certificate in Business and Administration (501/0150/X) | Expired 31/08/14 | |
| NCFE Level 2 NVQ Diploma in Business and Administration (501/0151/1) | Expired 31/08/14 | |
| NCFE Level 3 Certificate in Principles of Business and Administration (501/1233/8) | Extended until 31/08/15 | NCFE Level 3 Diploma in Business Administration (601/3965/1) |
| NCFE Level 3 NVQ Certificate in Business and Administration (501/0875/X) | Expired 31/08/14 | |
| NCFE Level 3 NVQ Diploma in Business and Administration (501/0464/0) | Expired 31/08/14 | |
| NCFE Level 4 NVQ Certificate in Business and Administration (501/0853/0) | Expired 31/08/14 | NCFE Level 4 NVQ Diploma in Business Administration (601/3966/3) |
| NCFE Level 4 Diploma in Business and Administration (600/5979/5) | Extended until 30/04/15 | |
| NCFE Level 4 NVQ Diploma in Business and Administration (601/2743/0) | Expired 31/08/14 | |

| Current qualification | What will happen to it? | Replacement qualification (valid in new Apprenticeships) |
|---|-------------------------|---|
| Customer Service | | |
| NCFE Level 1 NVQ Certificate in Customer Service (501/0287/4) | Expired 31/08/14 | NCFE Level 1 Certificate in Customer Service (601/3972/9) |
| NCFE Level 2 Certificate in Customer Service (600/1772/7) | See below** | NCFE Level 2 Diploma in Customer Service (601/3973/0) |
| NCFE Level 2 NVQ Certificate in Customer Service (501/0263/1) | Expired 31/08/14 | |
| NCFE Level 3 Certificate in Principles of Customer Service (600/2922/5) | Extended until 31/08/15 | NCFE Level 3 Diploma in Customer Service (601/3974/2) |
| NCFE Level 3 NVQ Diploma in Customer Service (501/0231/X) | Expired 31/08/14 | |
| NCFE Level 4 NVQ Diploma in Customer Service (501/0232/1) | Expired 31/08/14 | NCFE Level 4 NVQ Diploma in Customer Service (601/4056/2) |

| Current qualification | What will happen to it? | Replacement qualification <i>(valid in new Apprenticeships)</i> |
|---|-------------------------|--|
| Team Leading and Management | | |
| NCFE Level 2 Certificate in Team Leading Knowledge (600/2029/5) | Extended until 31/8/15 | NCFE Level 2 Diploma in Team Leading (601/3967/5) |
| NCFE Level 2 NVQ Certificate in Team Leading (501/0935/2) | Expired 31/08/14 | |
| NCFE Level 3 Certificate in Management (600/2145/7) | Extended until 31/7/15 | NCFE Level 3 Diploma in Management (601/4032/X) |
| NCFE Level 3 NVQ Certificate in Management (501/0994/7) | Expired 31/08/14 | |
| NCFE Level 5 NVQ Diploma in Management (601/2669/3) | Expired 31/08/14 | NCFE Level 4 NVQ Diploma in Management (601/4033/1) |
| | | NCFE Level 5 NVQ Diploma in Management and Leadership (601/4034/3) |

* NCFE Level 2 Certificate in Principles of Business and Administration (501/1224/7) expired on 31/08/14 but has been replaced by NCFE Level 2 Certificate in Business and Administration Knowledge (601/3557/8)

** NCFE Level 2 Certificate in Customer Service Knowledge (600/1772/7) expired on 31/08/14 but has been replaced by NCFE Level 2 Certificate in Principles of Customer Service (601/3712/5)

Please note that the two knowledge qualifications above are not valid in the new Apprenticeships (launched 1 September 2014).