



**horizons**

**ncfe horizons: issue 50**

## Contents

### Qualifications withdrawing soon

NCFE Level 1 Technical Award in Business and Enterprise (603/0835/7)

3

NCFE Level 2 Technical Award in Business and Enterprise (603/0838/2)

4

4

### New qualifications

5

NCFE Level 2 Award in Instructing Circuit Training (603/3934/2)

6

NCFE Level 2 Award in Instructing Kettlebell Training (603/3935/4)

6

NCFE Level 2 Award in Instructing Group Cycling (603/3936/6)

6

NCFE Level 2 Award in Instructing Suspension Training (603/3937/8)

6

New Unit Programmes

7

# Qualifications withdrawing soon

Qualifications	<a href="#">NCFE Level 1 Technical Award in Business and Enterprise (603/0835/7)</a> <a href="#">NCFE Level 2 Technical Award in Business and Enterprise (603/0838/2)</a>
Date registrations are closing	18 June 2019  This is the last date we can accept learner registrations.
Last assessment date	2 July 2019  If you wish for your learners' achievement of this qualification to count in the 2019 tables, then you'll need to ensure that they are entered for this assessment. This will be the final opportunity to sit the external assessment in order for the qualification to count in the 2019 tables.  Note: We will provide a further two exam windows in the 2019/2020 academic session, however results from these will not count in 2019 or 2020 performance tables.
Certification end date	Level 1: 18 June 2020 Level 2: 18 June 2021  These are the last dates we can process learner certificates.
Performance Points Tables	These qualifications will only appear in the <b>2019</b> performance tables, and will not appear in the 2020 performance tables.
Replacement / alternative qualifications	Approved for 2020 performance tables:  <a href="#">NCFE Level 1/2 Technical Award in Business and Enterprise (603/2955/5)</a>

# New qualifications

Qualifications	<a href="#">NCFE Level 2 Award in Instructing Circuit Training (603/3934/2)</a> <a href="#">NCFE Level 2 Award in Instructing Kettlebell Training (603/3935/4)</a> <a href="#">NCFE Level 2 Award in Instructing Group Cycling (603/3936/6)</a> <a href="#">NCFE Level 2 Award in Instructing Suspension Training (603/3937/8)</a>
Go-live date	29 March 2019
Useful information	<p>These qualifications are suitable for learners aged 16 or above and are aimed at existing gym instructors who wish to expand their current skills to offer circuit training, kettlebell training, group cycling or suspension training sessions. They may also be suitable for learners who wish to work in the exercise and fitness industry, who are working towards a gym instructor qualification and would also like to offer these training sessions.</p> <p>There is a free learner workbook for Unit 01 – available to download from QualHub.</p> <p>DCS will not be transferred, but approvals will be transferred from 500/8526/8 Personal Training and Nutrition Approval.</p> <p>To apply for approval for these qualifications, please visit our website <a href="#">here</a>.</p>
Stakeholder involvement	<p>The following stakeholders have been involved in the development of these qualifications:</p> <ul style="list-style-type: none"> <li>• David Lloyd Leisure</li> <li>• Abi Haywood Fitness</li> <li>• Sporting Chance North East CIC</li> <li>• Tyne Wear Sport</li> </ul> <p>Look out for company logos and a collaborative case study on QualHub, coming soon. If you would like to input into qualification developments, you can find out more and sign up <a href="#">here</a>.</p>
GLH	48 (for all 4 qualifications)
Fee	£25 per qualification

## New Unit Programmes

Unit programme	<a href="#">Deliver Customer Service in a Business Environment (M/505/9693/UNIT)</a>
Go-live date	20 March 2019
Useful information	<p>This unit provides learners with an understanding of the needs and expectations of customers, how to identify them and the importance of meeting and managing them. Learners will also learn the skills required to deliver effective customer service including how to handle customer complaints.</p> <p>This unit also covers the skills needed to monitor and review customer service.</p>
GLH	60
Credit	8
Level	2
Fee	£13

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***\* To continue to improve our levels of customer service, telephone calls may be recorded.***