

# Qualification & Credit Framework- Qualification Overview



## WAMITAB Level 2 Certificate in Skills for Supporting Public Services (QCF 501/1892/4)

### Qualification summary

Achievement of the qualification demonstrates competence by the learner to operate appropriately and in accordance with employment requirements whilst operating within the public sector, either directly or indirectly.

The requirement for this qualification was assessed in an extensive consultation with public sector employers and private sector facilities services companies who provide services to employers within the public sector - such as schools, hospitals, and local authorities. Unionlearn the Trades Union Learning arm has also had extensive input into the development of this qualification.

The qualification covers the relevant skills, knowledge and understanding which are vital to those who have an element of customer facing activity within their job role.

This qualification forms part of the Public Sector Skills Framework.

This qualification is designed to provide support staff with the skills they will require to confidently interact with members of the public and to understand the culture of the public sector within which they are employed or to which they provide a service. This will allow candidates to further develop their job roles and continue further learning.

All units within mandatory group 'A' must be achieved (10 credits). A minimum of a further 13 credits should be achieved from optional group 'B'. Total minimum credit value for the qualification is 23 credits.

**A - Mandatory Group** - All units in this group must be achieved.

*Credit Value required: Minimum 10.*

*Sub-components required: Minimum 4.*

Unit reference No:	Unit Title	Credit Level	Credit Value
J/600/2605	Understand support services in the public sector	2	2
L/600/2606	Understand employment practices	2	2
J/600/2765	Work in a team and develop yourself	2	3
M/600/2775	Reduce risks to health and safety in the workplace	2	3

**B - Optional Units** - A minimum of 13 credits must be achieved from units in the group.

*Credit Value required: Minimum 13.*

*Sub-components required: Minimum 3.*

Unit reference No:	Unit Title	Credit Level	Credit Value
L/601/0933	Give customers a positive impression of yourself and your organisation	2	5
M/601/1508	Recognise and deal with customer queries, requests and problems	1	5
F/601/1609	Communicate using customer service language	1	4
L/601/1614	Follow the rules to deliver customer service	2	4