

Trade Business Services Level 2

Trade Business Services is suitable for staff working in a business to business environment or within organisations that sell products or tender services to other companies, where employees may have responsibilities for some or all of the following activities:

- Building long term relationships with clients and incentivising their loyalty
- Managing client accounts, determining customer requirements, processing orders and stock control
- Promoting and providing products and services and the associated features and benefits to business customers

Job roles within Trade Business Services may include: Administrator, Business Developer, Customer Account Assistant, Trade Counter Sales, Customer Service Assistant, Warehouse Personnel, Sales Representative and Designer.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, candidates must achieve units whose total credit value equals or exceeds that required for that level. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

Level 2 NVQ Certificate in Trade Business Services (QCF)

To achieve the Level 2 Certificate the candidate will need to complete units to gain a minimum of 27 credits. The credit total is made up from:

- 5 credits must be completed from mandatory units in Group A
- 3 credits (one unit) must be completed from the units in Group B
- A minimum of 19 credits must be completed from the optional units from Group C

Intermediate Apprenticeship in Trade Business Services

To achieve the Intermediate Apprenticeship in Trade Business Services, the candidate will need to complete the following:

- 27 credits from the Level 2 NVQ Certificate in Trade Business Services (QCF)
- 13 credits from the Technical Certificate – Level 2 Certificate in Principles of Trade Business Services (QCF)

Plus Functional Skills Mathematics Level 1 and English Level 1



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Group	Unit Titles	Credit Values
Mandatory Units		
A	Communicate with customers in a trade business workplace	3
A	Reduce the risks to health and safety in a trade business workplace	2
One of the following units must be chosen		
B	Deliver reliable customer service in the trade business workplace	3
B	Contribute to the provision of customer service in the trade business workplace	3
Optional Units		
C	Use email for business to business communications (<i>cannot be selected with unit directly below</i>)	3
C	Use electronic message systems for business to business communications (<i>cannot be selected with the unit directly above</i>)	1
C	Support business to business customer service improvements	5
C	Promote products and services to business customers	6
C	Planning and delivering the features and benefits of products and services to business customers	3
C	Make telephone calls to customers in a business to business workplace	3
C	Deal with incoming telephone calls from customers in a business to business workplace	3
C	Communicate with business customers in writing	3
C	Sell face to face in a business to business workplace	4
C	Develop working relationships with colleagues in a business to business workplace	1
C	Manage personal workskills development in a business to business workplace	2
C	Keep stock at required levels in trade business operations (<i>cannot be selected with unit directly below</i>)	3
C	Check stock levels and stock records in trade business operations (<i>cannot be selected with the unit directly above</i>)	3
C	Process business customer payments	2
C	Process applications for business customer credit agreements	2
C	Process business customer sales orders	4
C	Process business expense payments	1
C	How to follow a design process in a trade business workplace	3
C	Application of techniques for the design of trade business products	3
C	Research and apply techniques for trade business customer design plans	2
C	Determine trade business customer design brief requirements	2
C	Use database software in a business to business organisation	4
C	Use imaging software in a business to business organisation	4
C	Use spreadsheet software in a business to business organisation	4