

## **Public services NVQ Level 2**

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<b>Description</b>	A generic qualification, this is particularly relevant for those individuals working in, or seeking work in, the uniformed public sector, including affiliated services. They may be employed in the Army, Royal Air Force or the Police.
<b>Qualification</b>	The qualification covers topics such as dealing with information relating to parking control and good customer service.
<b>Timescale</b>	3 to 9 months, depending on the individual candidates circumstances.
<b>Content</b>	<p><b>Core units</b></p> <ul style="list-style-type: none"><li>• Promote and maintain health, safety and security in the workplace</li><li>• Utilise resources to maintain personal effectiveness</li><li>• Establish, develop and maintain effective working relationships</li><li>• Administer first aid</li><li>• Maintain personal level of physical fitness for duty</li></ul> <p><b>Optional units</b></p> <ul style="list-style-type: none"><li>• Safeguard people, property and the environment</li><li>• Support action to ensure security of property and premises</li><li>• Develop and improve personal skills in close combat</li><li>• Plan and navigate routes</li><li>• Participate in parade and ceremonial duties</li><li>• Operate communication links to receive and transmit information</li><li>• Handle information with differing levels of precedence and sensitivity</li><li>• Participate in adventurous activities</li></ul>
<b>Awarding body</b>	The awarding body for this qualification is EDEXCEL.
<b>Assessment</b>	The candidate is required to complete the 5 core units and 2 optional units. Candidates will be assessed in their work setting through a variety of means including observation and samples of work.
<b>Contact us</b>	For more information please contact Mapalim on <a href="mailto:info@mapalim.com">info@mapalim.com</a> or by telephone on 020 7284 3215.  181-187 Queen's Crescent, London NW5 4DS <a href="http://www.mapalim.com">www.mapalim.com</a>

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