

Summary of CFA Pan Sector SASE Frameworks

	Qualification Content	Total GLH	Off-the-Job GLH	Transferable Skills	ERR requirement	PLTS
Business & Administration						
Business & Administration Level 2	L2 NVQ Certificate in B&A + L2 Certificate in Principles of B&A	413	141	English – Level 1 Maths – Level 1 ICT – Level 1	Embedded in knowledge qualification	Mapped and Embedded*
Legal Administration Level 2	L2 NVQ Certificate in B&A + L2 Certificate OR Diploma for Legal Secretaries	432	151	English – Level 1 Maths – Level 1 ICT – Level 1	ERR workbook	Mapped and Embedded*
Medical Administration Level 2	L2 NVQ Certificate in B&A + L2 Diploma in Medical Administration	614	242	English – Level 1 Maths – Level 1 ICT – Level 1	ERR workbook	Mapped and Embedded*
Business & Administration Level 3	L3 NVQ Diploma in B&A + L3 Certificate in Principles of B&A	550	169	English – Level 2 Maths – Level 2 ICT – Level 2	Embedded in knowledge qualification	Mapped and Embedded*
Legal Administration Level 3	L3 NVQ Diploma in B&A + L3 Certificate OR Diploma for Legal Secretaries	704	246	English – Level 2 Maths – Level 2 ICT – Level 2	ERR workbook	Mapped and Embedded*
Medical Administration Level 3	L3 NVQ Diploma in B&A + L3 Diploma for Medical Secretaries	804	296	English – Level 2 Maths – Level 2 ICT – Level 2	ERR workbook	Mapped and Embedded*
Business & Professional Administration Level 4	L4 NVQ Diploma in B&A + L4 HNC Dip. in Business OR L4 Diploma in B&A Mgmt OR L4 Foundation degree in Professional Education Admin OR L4 Diploma in B&A	617	247	English – Level 2 Maths – Level 2 ICT – Level 2	ERR workbook or via professional discussion	Fully covered in L4 NVQ Diploma
Contact Centres						
Contact Centre Operations Level 2	L2 NVQ Certificate in Contact Centre Operations + L2 Certificate in Contact Centre Operations OR L2 Certificate in Principles of Contact Centre Operations	369	126	English – Level 1 Maths – Level 1	Embedded in knowledge qualification	Mapped and Embedded*
Contact Centre Operations Level 3	L3 NVQ Diploma in Contact Centre Operations + L3 Certificate in Contact Centre Operations OR L3 Certificate in Principles of Contact Centre Operations	399	144	English – Level 2 Maths – Level 2	Embedded in knowledge qualification	Mapped and Embedded*
Contact Centre Operations Management Level 4	L4 NVQ Diploma in Contact Centre Operations + Foundation Degree in Customer Service and Contact Centre Management	794	466	English – Level 2 Maths – Level 2	ERR workbook or via professional discussion	Fully covered in L4 NVQ Diploma

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Customer Services						
Customer Services Level 2	L2 NVQ Certificate in Customer Service + L2 Certificate in Customer Service OR L2 Certificate in Customer Service for the Automotive Industry OR L2 Certificate in Principles of Customer Service OR L2 Certificate in Customer Service Knowledge	455	159	English – Level 1 Maths – Level 1	ERR workbook	Mapped and Embedded*
Customer Services Level 3	L3 NVQ Diploma in Customer Service + L3 Certificate in Customer Service OR L3 Certificate in Customer Service for the Automotive Industry OR L3 Certificate in Principles of Customer Service	566	171	English – Level 2 Maths – Level 2	ERR workbook	Mapped and Embedded*
Management						
Team Leading Level 2	L2 NVQ Certificate in Team Leading + L2 Certificate in Team Leading OR L2 Certificate in Team Leading Principles OR L2 Certificate in Team Leading Knowledge OR L2 Certificate in Principles of Team Leading	403	138	English – Level 1 Maths – Level 1 ICT – Level 1	ERR workbook	Mapped and Embedded*
Management Level 3	L3 NVQ Certificate (or Diploma) in Management + L3 Certificate in First Line Management OR L3 Certificate in Management OR L3 Certificate in Management Principles OR L3 Certificate in Effective Management OR L3 Certificate in Leadership OR L3 Certificate in Leadership and Management Skills or L3 Certificate in Principles of Management	433	133	English – Level 2 Maths – Level 2 ICT – Level 2	ERR workbook	Mapped and Embedded*
Leadership & Management Level 5	L5 NVQ Diploma in Management + L5 Diploma in Management and Leadership Or L5 Diploma in Management OR L5 Diploma in Leadership and Management or L5 Extended Diploma in Leadership and Management or L5 Diploma in Principles of Management and Leadership OR L5 Diploma in Business and Administrative Management	606	197	English – Level 2 Maths – Level 2 ICT – Level 2	ERR workbook or via professional discussion	Fully covered in L5 NVQ Diploma

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Marketing						
Marketing Level 2	L2 NVQ Certificate in Marketing + L2 Certificate in Principles of Marketing	421	147	English – Level 1 Maths – Level 1 ICT – Level 1	Embedded in knowledge qualification	Mapped and Embedded*
Marketing Level 3	L3 NVQ Diploma in Marketing + L3 Certificate in Principles of Marketing	472	156	English – Level 2 Maths – Level 2 ICT – Level 2	Embedded in knowledge qualification	Mapped and Embedded*
Sales & Telesales						
Sales & Telesales Level 2	L2 NVQ Certificate in Sales + L2 Certificate in Principles of Sales OR L2 Certificate in Principles of Selling	433	153	English – Level 1 Maths – Level 1	Embedded in knowledge qualification	Mapped and Embedded*
Sales & Telesales Level 3	L3 NVQ Diploma in Sales + L3 Certificate in Principles of Sales	473	145	English – Level 2 Maths – Level 2	Embedded in knowledge qualification	Mapped and Embedded*
Human Resource Management						
Human Resource Management Level 5	L5 Diploma in Applied Human Resources	587	170	English – Level 2 Maths – Level 2 ICT – Level 2	Embedded in combined qualification	Fully covered in L5 Diploma
Project Management						
Project Management Level 5	L4 Diploma in Project Management	808	249	English – Level 2 Maths – Level 2 ICT – Level 2	ERR workbook or via professional discussion	Fully covered in L4 Diploma

*PLTS only partially covered within the mandatory units. Therefore, training providers must ensure that blank spaces in the Skills CFA PLTS mapping documents be covered within the apprenticeship delivery. It is a requirement that a PLTS declaration form be uploaded with all other evidence when claiming for certification.