

Summary of CFA Pan Sector SASW Frameworks

	Qualification Content	Total training hours	Off-the-Job GLH	Transferable Skills	ERR requirement	WKS
Business & Administration						
Business & Administration Level 2	L2 NVQ Certificate in B&A + L2 Certificate in Principles of B&A	433	151	Comms– Level 1 AON – Level 1 ICT – Level 1	Embedded in knowledge qualification	Not required, but mapping available
Legal Administration Level 2	L2 NVQ Certificate in B&A + L2 Certificate OR Diploma for Legal Secretaries	452	161	Comms – Level 1 AON – Level 1 ICT – Level 1	ERR workbook	Not required, but mapping available
Medical Administration Level 2	L2 NVQ Certificate in B&A + L2 Diploma in Medical Administration	634	252	Comms – Level 1 AON – Level 1 ICT – Level 1	ERR workbook	Not required, but mapping available
Business & Administration Level 3	L3 NVQ Diploma in B&A + L3 Certificate in Principles of B&A	570	179	Comms– Level 2 AON – Level 2 ICT – Level 2	Embedded in knowledge qualification	Not required, but mapping available
Legal Administration Level 3	L3 NVQ Diploma in B&A + L3 Certificate OR Diploma for Legal Secretaries	724	256	Comms – Level 2 AON – Level 2 ICT – Level 2	ERR workbook	Not required, but mapping available
Medical Administration Level 3	L3 NVQ Diploma in B&A + L3 Diploma for Medical Secretaries	824	306	Comms – Level 2 AON – Level 2 ICT – Level 2	ERR workbook	Not required, but mapping available
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 Diploma in B&A	637	257	Comms– Level 2 AON – Level 2 ICT – Level 2	ERR workbook or via professional discussion	Not required, but mapping available
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	374	131	Comms – Level 1 AON – Level 1 ICT – N/A	Embedded in knowledge qualification	Not required, but mapping available
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	404	149	Comms– Level 2 AON – Level 2 ICT – N/A	Embedded in knowledge qualification	Not required, but mapping available

	Qualification Content	Total training hours	Off-the-Job GLH	Transferable Skills	ERR requirement	WKS
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	460	164	Comms– Level 1 AON – Level 1 ICT – N/A	ERR workbook	Not required, but mapping available
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	571	176	Comms– Level 2 AON – Level 2 ICT – N/A	ERR workbook	Not required, but mapping available
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	433	148	Comms – Level 1 AON – Level 1 ICT – Level 1	ERR workbook	Not required, but mapping available
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	453	143	Comms – Level 2 AON – Level 2 ICT – Level 2	ERR workbook	Not required, but mapping available
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	626	207	Comms – Level 2 AON – Level 2 ICT – Level 2	ERR workbook or via professional discussion	Not required, but mapping available

	Qualification Content	Total training hours	Off-the-Job GLH	Transferable Skills	ERR requirement	WKS
Marketing						
Marketing Level 2	L2 NVQ Certificate in Marketing + L2 Certificate in Principles of Marketing	441	157	Comms – Level 1 AON – Level 1 ICT – Level 1	Embedded in knowledge qualification	Not required, but mapping available
Marketing Level 3	L3 NVQ Diploma in Marketing + L3 Certificate in Principles of Marketing	492	166	Comms – Level 2 AON – Level 2 ICT – Level 2	Embedded in knowledge qualification	Not required, but mapping available
Sales & Telesales						
Sales & Telesales Level 2	L2 NVQ Certificate in Sales + L2 Certificate in Principles of Sales OR L2 Certificate in Principles of Selling	438	158	Comms– Level 1 AON – Level 1 ICT – N/A	Embedded in knowledge qualification	Not required, but mapping available
Sales & Telesales Level 3	L3 NVQ Diploma in Sales + L3 Certificate in Principles of Sales	478	150	Comms – Level 2 AON – Level 2 ICT – N/A	Embedded in knowledge qualification	Not required, but mapping available
Project Management						
Project Management Level 5	Level 4 Diploma in Project Management	853	264	Comms – Level 2 AON – Level 2 ICT – Level 2	ERR Workbook Level 2 Award in Employee Rights and Responsibilities or professional discussion	Not required, but mapping available