

# Mapping Ascentis qualifications to the Ofsted Education Inspection Framework 2019

From September 2019, the Education Inspection Framework has been used by Ofsted when making judgements during inspections of maintained schools, academies, non-association independent schools, further education and skills providers and registered early years settings in England.

It is evident that Ofsted are now placing great emphasis on 'personal development', suggesting that the curriculum should now extend beyond the academic, technical or vocational, helping learners to grow in all aspects and enabling them to discover their own 'interests and talents'. In particular, a primary focus is that the curriculum should now support learners in developing their character (including their resilience, confidence and independence), with an emphasis on helping them to remain physically and mentally healthy.

In addition, providers are expected to prepare learners for life in modern Britain by equipping individuals to be responsible, respectful, active citizens who contribute positively to society; developing their understanding of fundamental British values; and developing their understanding and appreciation of diversity, focusing on celebrating what we have in common and promoting respect for the different characteristics as defined by law.

Whilst making a judgement on the provider's 'overall effectiveness', inspectors will also make graded judgements using a four-point scale of '1: Outstanding, 2: Good, 3: Requires Improvement and 4: Inadequate' on the following key areas.

- Quality of Education
- Behaviour and Attitudes
- Personal Development
- Leadership and Management

The following mapping grid highlights how Ascentis' Short Online Qualifications (SOQs), Progression to Further Learning and Work Qualifications (PFLW) and Vocational Qualifications (VOC) can contribute to Ofsted's expectations in respect of elements of 'Quality of Education', 'Behaviours and Attitudes' and 'Personal Development'.

The qualifications are <a href="https://example.com/hyperlinked">hyperlinked to their relevant section on the Find a Learning Aim website</a> so that you can check available funding and GLH with ease. Please make sure you select the correct <a href="#">'Academic Year'</a> using the drop down box to check the relevant year.

Ofsted criteria to make graded judgements	Mapping to Ascentis qualifications
Quality of Education	
Preparing learners for the next stage of education, employment or training.	Ascentis Level 1 Award in Understanding Employment, Business and Enterprise (SOQ) — provides learners with knowledge and understanding of basic principles of employment, business and enterprise. The programme introduces the importance of entrepreneurial skills within business and encourages learners to consider their own role in employment, business and enterprise. This qualification may be used in an induction programme or integrated with a longer programme of study in a vocational area.
	Ascentis Level 1 Award in Managing Transitions (PFLW) – designed to recognise the transition between different environments, for example from school to college, this programme supports learners to adapt to new settings and cope with change, whilst promoting personal development, self-improvement and interaction with others.
	Ascentis Level 1 Award in Understanding Career Planning and Development (EPLY) — prepares learners for their career aspiration through the identification of existing skills, preferences, values and interests and matching these against career opportunities, and identifies areas for personal and career development. The programme supports learners to plan short- and long-term goals and produce a career action plan to achieve these goals. It encourages learners to explore a range of search techniques for jobs and further learning opportunities and enables them to complete effective application documents and make a positive impression at interviews.
	Ascentis Entry 3 <u>Award</u> and <u>Certificate</u> , <u>Level 1 Award</u> , <u>Certificate</u> and <u>Diploma</u> in <u>Identity and Belonging in Modern Britain</u> (PFLW) – helps learners to explore their identities and work towards understanding their own sense of belonging, in order to

achieve a skill set that will enable them to operate independently and effectively in every part of work, education and life in modern Britain.

Ascentis Level 1 Award in Supporting a Child's Learning and Development (PFLW) – this programme is designed to give formal recognition to the achievement of adult learners taking family learning courses. The accreditation is very flexible: there are a range of optional units which can be packaged in a number of ways. These reflect the wide variation of family learning courses on offer, each tailored to their target market, including Family Literacy, Language and Numeracy (FLLN) and Wider Family Learning.

#### **Behaviours and Attitudes**

Developing the learner's attitude and commitment to learning, ensuring resilience to set-backs and taking pride in their achievements.

Ascentis Entry 3 and Level 1 Award in Personal Development (PFLW) – promote the skills required for independent living and learner self-confidence, and encourage learners to acquire the skills to progress towards employment. They further recognise and reward learners for the skills they have developed and achieved.

Ascentis Entry 3 and Level 1 Award in the Importance of Resilience and Grit (PFLW) — introduce learners to what is meant by the terms 'resilience' and 'grit' and how they can be developed and used to support own behaviour and character.

Ascentis Entry 3 <u>Award</u> and <u>Certificate</u>, <u>Level 1 <u>Award</u>, <u>Certificate</u> and <u>Diploma</u> and <u>Level 2 <u>Award</u> and <u>Certificate</u> in <u>Progression</u> (PFLW) – enable learners to overcome barriers which are preventing them from achieving what they want to achieve in life and work, and encourage them to operate independently and effectively in life, learning and work.</u></u>

Developing an environment whereby bullying, peer-on-peer abuse and discrimination is not tolerated by leaders, teachers and learners and where issues that do occur are dealt with quickly and effectively, preventing them from spreading.

Ascentis Entry 3 Award in Internet Safety for IT Users (SOQ) – provides learners with an understanding of the risks of using the internet. It explores negative online behaviours and the precautions necessary to safeguard themselves and others, including protecting their online reputation and digital footprint. In addition, learners will know how to guard against viruses and other threats, why it is important to follow guidelines to work safely and responsibly online and where to report concerns with online content.

Ascentis Level 1 Award in Internet Safety for IT Users (SOQ) – develops an understanding of the risks that can exist when using the internet and ways to safeguard self and others when working online. It further explores ways to maintain data security and the guidelines and procedures that apply when working online.

<u>Ascentis Level 1 Award in Awareness of Social Media and Online Safety</u> (SOQ) – provides learners with an understanding of the impact of internet technologies on society and explores the issues and potential risks that users face when online. It further develops ways in which an individual may identify and manage risk and take preventative measures to stay safe online.

Ascentis Entry 3 Award in Introduction to Safeguarding (SOQ) – introduces learners to safeguarding, including the meaning and basic principles of safeguarding, types of abuse and their recognition features and possible safeguarding issues caused by modern technology.

Ascentis Level 1 Award in Understanding Safeguarding for Work, Education and Life (SOQ) – this programme is designed to give learners knowledge and understanding of safeguarding in work, education and life contexts. This includes the different types of abuse and how to recognise them, possible safeguarding issues caused by modern technology, the meaning of discrimination and victimisation and the importance of disclosing safeguarding concerns to professionals.

### **Programmes for professionals**

Ascentis Level 2 Certificate in Mental Health Awareness (VOC) — designed for staff, volunteers and carers who do not hold a professional qualification in mental health but are involved in the delivery of mental health services, this programme develops an understanding of the nine specified mental health conditions and how to respond to and manage mental health disorders. Mental health conditions include: stress, anxiety, phobias, depression, post-natal depression, bipolar disorder, schizophrenia, dementia and eating disorders.

# **Personal Development**

Providing learners with broad learning, enabling them to develop and discover their interests and talents.

<u>Ascentis Level 1 Award in Health and Safety</u> (SOQ) – explores the importance of following health and safety procedures and an individual's rights and responsibilities in relation to health and safety. It further develops a basic awareness of potential hazards and risks and identifies safe practice and the use of protective equipment.

<u>Ascentis Level 1 Award in Managing Personal Finance</u> (SOQ) – enables learners to identify and balance income and expenditure in terms of personal finance and introduces methods of reducing expenditure where an overspend exists. It further explores some financial products provided by banks and building societies to aid personal finance management and considers the advantages and disadvantages of borrowing money.

Ascentis Entry 1 <u>Award</u> and <u>Certificate</u> and <u>Entry 2 Award</u> and <u>Certificate</u> in <u>Life Skills</u> (PFLW) – promote independent living skills and confidence in learners and help them to progress towards literacy, numeracy, ICT and vocational qualifications. They further recognise and reward learners for the skills they have developed and achieved.

Ascentis <u>Level 1</u> and <u>Level 2</u> Award in Environmental Sustainability (SOQ) – these programmes outline the basic principles of sustainability and environmental impacts. It explores the ley issues of sustainability, raising awareness of the topic and encouraging individuals to consider their role in helping to make sustainable choices. The qualification can be used in an induction programme or integrated with a longer programme of study in a vocational area.

Ascentis Level 1 Award in Infection Control and Prevention (SOQ) - introduces learners to the principles of infection control and prevention in daily life. It considers the different causes of infection and how infection is spread. Learners will also be able to identify their responsibilities and that of others in controlling and preventing infection and gain a clear understanding of the importance of good personal hygiene.

<u>Ascentis Level 2 Award in Infection Prevention and Control</u> (VOC) – designed for individuals working, either in a paid or voluntary capacity in roles, where they may be at

risk of contracting or spreading infection. Knowledge of infection control is essential for all those working in hospital, nursing and care settings. It is also often now considered relevant for those working in other types of group settings where there may be a risk of infection spreading, such as prisons, schools and hostels. The programme gives learners a good understanding of the causes of infection and how these can be controlled in relevant settings, such as hospitals and care homes.

Ascentis Level 1 Award in Preventing Plastic Pollution (SOQ) – provides individuals with an understanding of different types of plastics and their uses, as well as how to reduce pollution. The topic of plastic pollution has been well covered in the media and this qualification aims to help learners understand the subject and its impacts.

Ascentis Level 2 Award in Food Safety in Catering (SOQ) — outlines the principles of keeping food safe. The qualification introduces the learner to key issues in food safety: taking responsibility for their own food safety and hygiene, keeping work areas clean and keeping food safe. The qualification can be used in an induction programme or integrated with a longer programme of study within a vocational area.

Ascentis Entry 3 Award and Certificate, Level 1 Award, Certificate and Diploma and Level 2 Award and Certificate in Progression (PFLW) – enable learners to overcome barriers which are preventing them from achieving what they want to achieve in life and work, and encourage them to operate independently and effectively in life, learning and work.

Ascentis Level 1 Award in Tenancy Skills (PFLW) – designed to equip people with the skills and knowledge they need to sustain their private rented accommodation. It aims to educate learners on their rights and responsibilities in the private rented sector and teach them skills on how to maintain a tenancy.

Ascentis Level 1 Award and Certificate in Introduction to Health and Social Care (PFLW)

- offers opportunities for learners to explore and develop knowledge about the health and social care sector to help them decide whether working in the sector is the right choice for them. The qualification's comprehensive coverage of the roles within health

and social care allows learners to make decisions with confidence around their first steps in a learning pathway working towards their chosen career.

Ascentis Level 1 Award and Certificate in Introduction to Animal Care and Garden Horticulture (PFLW) – these programmes offer learners the opportunity to acquire knowledge and understanding that underpin skills in the principles of animal care and garden horticulture. There are a wide range of pathways to choose, giving the flexibility to develop individual routes tailored to specific interests and desired outcomes. These qualifications provide links between education and employment through the development of academic, practical and personal skills in work-related situations.

Ascentis Level 1 Certificate in Creative Industry Skills (VOC) - this qualification has been designed to help individuals to develop skills to move towards future employment in creative industries. It enables learners to try out different areas of the creative industries and develop a range of basic skills for use in the creative industries. The primary purpose of the qualification is to support learners to the next level of vocational learning in skills needed for the creative industry.

Ascentis Level 1 Certificate for Introduction to Customer Service (VOC) - Customer Service is not a discrete sector and the key skills relate to a wide variety of sector areas. The Certificate for Introduction to Customer Service provides an introduction to the knowledge and skills needed in order to provide effective customer service in a range of sectors. It also gives learners the core knowledge of working within customer service and legislation.

Ascentis Level 1 Award in Supporting a Child's Learning and Development (PFLW) – this programme is designed to give formal recognition to the achievement of adult learners taking family learning courses. The accreditation is very flexible: there are a range of optional units which can be packaged in a number of ways. These reflect the wide variation of family learning courses on offer, each tailored to their target market, including Family Literacy, Language and Numeracy (FLLN) and Wider Family Learning.

Developing learners' character, including confidence, resilience and independence, to stay physically and mentally healthy.

Ascentis Entry 3 Award in Healthy Living and Well-Being and Mental Health (SOQ) – provides learners with the knowledge and understanding of the basic principles of healthy living, including the importance of mental health, healthy eating and the principles of physical activity to support health.

**Ascentis Level 1** Award and 2 Award in Healthy Living (SOQ) – outline the importance of keeping a healthy body weight and develop an understanding of the importance of a healthy lifestyle and the requirements of a healthy diet.

Ascentis Level 1 Award in Mental Health and Well-Being (SOQ) – explores the meaning of 'mental health' and 'well-being' and develops an understanding of mental health conditions and treatment. In addition, it outlines how to find support for mental health conditions and ways of managing own mental health and well-being.

Ascentis Level 1 Award in Personal Health and Well-Being (SOQ) — introduces the importance of a healthy lifestyle, including an understanding of sex and relationships. It provides learners with ways in which they can build confidence and self-esteem and an understanding of the impact of body image.

Ascentis Entry 1 <u>Award</u> and <u>Certificate</u> and <u>Entry 2 Award</u> and <u>Certificate</u> in <u>Life Skills</u> (PFLW) – promote independent living skills and confidence in learners and help them to progress towards literacy, numeracy, ICT and vocational qualifications. They further recognise and reward learners for the skills they have developed and achieved.

Ascentis Entry 1 Award and Certificate, Entry 2 Award and Certificate and Entry 3 Award and Certificate in Independent Living (PFLW) – enable learners to gain skills which will help them to live more independently, such as personal care, accessing community facilities, personal development and household skills (Entry 1), and leisure activities and rights and responsibilities (Entry 2 and 3).

Ascentis Entry 3 and Level 1 Award in Personal Development (PFLW) – promote the skills required for independent living and learner self-confidence, and encourage learners

to acquire the skills to progress towards employment. They further recognise and reward learners for the skills they have developed and achieved.

Ascentis Entry 3 Award and Certificate, Level 1 Award, Certificate and Diploma and Level 2 Award, Certificate and Diploma in Progression (PFLW) – enable learners to overcome barriers which are preventing them from achieving what they want to achieve in life and work, and encourage them to operate independently and effectively in life, learning and work.

Ascentis Entry Level 3 <u>Certificate</u> and Level 1 <u>Award</u> and <u>Certificate</u> in Character Education (PFLW) – designed for learners who would benefit from reflection and adaption of their own behaviours and character in order to establish themselves in modern society, the programme develops the skills necessary to work effectively with others, whether in the world of work or in further study.

Ascentis Entry 3 Award and Level 1 Award and Certificate in Personal Health and Relationships (PFLW) – these qualifications offer learners the opportunity to explore a wide range of different subject areas associated with health and relationships, and discover the associated skills, attributes, risks and benefits that enable these to be successful and rewarding. They provide the learner with the knowledge and skills to explore issues relating to the society in which they live and topics which may be relevant to their own lives.

### **Programmes for professionals**

Ascentis Level 2 Certificate in Mental Health Awareness (VOC) — designed for staff, volunteers and carers who do not hold a professional qualification in mental health but are involved in the delivery of mental health services, this programme develops an understanding of the nine specified mental health conditions and how to respond to and manage mental health disorders. Mental health conditions include: stress, anxiety, phobias, depression, post-natal depression, bipolar disorder, schizophrenia, dementia and eating disorders.

Ascentis Level 2 Award in Developing Therapeutic Skills (VOC) — aimed at individuals who have little or no prior knowledge of applying therapeutic skills, this programme introduces health, social care, education and youth work professionals to therapeutic skills, developing an understanding of the purpose of therapy and exploring basic principles of therapeutic skills in order to further develop their skills in working with young people in relation to their emotional health and well-being.

Ascentis Level 3 Certificate in Applied Therapeutic Skills (VOC) – suitable for professionals in health and social care and education who work with vulnerable people and want to develop a better understanding of psychotherapy and counselling relevant to their job role but do not wish to train as therapeutic clinicians. It enables individuals to support vulnerable children, young people and adults to bring about social, emotional and behavioural changes to maximise their individual potential.

Supporting readiness for the next phase of education, training or employment.

Ascentis Entry 3 Award in Induction to a Learning Environment (PFLW) — provide learners with essential information and skills needed when starting in a learning environment, including an understanding of health and safety in the learning environment and the support available to them throughout their learning. In addition, learners will develop an understanding of their own responsibilities and ways to study and learn effectively.

Ascentis Level 1 Award in Managing Transitions (PFLW) – designed to recognise the transition between different environments, for example from school to colleges, the programme explores ways to adapt to new settings and cope with change, whilst promoting personal development, self-improvement and interaction with others.

Ascentis Entry Level 1 Award and Certificate in Personal Progress (PFLW) – designed for learners operating at the earliest communication levels, or those who are working at or just below the Application stage of the Achievement Continuum, this programme promotes the development of life skills and functional skills in English, maths and ICT

below the level of the Functional Skills qualifications. It further supports the horizontal and lateral progression of learners whilst recognising their learning achievements. Ascentis Entry 3 Award and Certificate and Level 1 Award and Certificate in Skills Towards Enabling Progression (Step Up) (PFLW) - these qualifications are designed to help individuals to achieve a skill set that will enable them to operate independently and effectively in life, learning and work. It supports young people and adults to overcome barriers which are preventing them from achieving what they want to in life and work. Ascentis Level 1 Award in Supporting a Child's Learning and Development (PFLW) – this programme is designed to give formal recognition to the achievement of adult learners taking family learning courses. The accreditation is very flexible: there are a range of optional units which can be packaged in a number of ways. These reflect the wide variation of family learning courses on offer, each tailored to their target market, including Family Literacy, Language and Numeracy (FLLN) and Wider Family Learning. Equipping individuals to be responsible, respectful and Ascentis Level 1 Award in Citizenship (SOQ) – explores the political system in the UK and active citizens who contribute positively to society. the role of government in public spending. In addition, learners will develop an understanding of the justice system. Ascentis Level 1 Award in Health and Safety (SOQ) – explores the importance of following health and safety procedures and an individual's rights and responsibilities in relation to health and safety. It further develops a basic awareness of potential hazards and risks, and identifies safe practice and the use of protective equipment Ascentis Level 1 Award in Managing Personal Finance (SOQ) – enables learners to identify and balance income and expenditure in terms of personal finance and introduces methods of reducing expenditure when an overspend exists. It further explores some financial products provided by banks and building societies to aid personal finance management and considers the advantages and disadvantages of borrowing money.

<u>Ascentis Level 1 Award in Personal Safety</u> (SOQ) – introduces the principles of own personal safety. It further explores the impact of crime, drugs and alcohol on society and develops an understanding of the actions to take in an emergency.

Ascentis <u>Level 1</u> and <u>Level 2</u> Award in Environmental Sustainability (SOQ) – these programmes outline the basic principles of sustainability and environmental impacts. It explores the ley issues of sustainability, raising awareness of the topic and encouraging individuals to consider their role in helping to make sustainable choices. The qualification can be used in an induction programme or integrated with a longer programme of study in a vocational area.

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Ascentis Entry 1 <u>Award</u> and <u>Certificate</u> and <u>Entry 2 Award</u> and <u>Certificate</u> in <u>Life Skills</u> (PFLW) – promote independent living skills and confidence in learners and help them to progress towards literacy, numeracy, ICT and vocational qualifications. They further recognise and reward learners for the skills they have developed and achieved.

Ascentis Entry 1 Award and Certificate, Entry 2 Award and Certificate and Entry 3 Award and Certificate in Independent Living (PFLW) — enable learners to gain skills which will help them to live more independently, such as personal care, accessing community facilities, personal development and household skills (Entry 1), and leisure activities and rights and responsibilities (Entry 2 and 3).

Ascentis Entry Level 3 <u>Certificate</u> and Level 1 <u>Award</u> and <u>Certificate</u> in Character <u>Education</u> (PFLW) – designed for learners who would benefit from reflection and adaption of their own behaviours and character in order to establish themselves in modern society, the programme develops the skills necessary to work effectively with others, whether in the world of work or in further study.

Preparing learners for life in modern Britain, including an understanding of the core British values and the rule of law.

<u>Ascentis Entry 3 Award in Introduction to British Values</u> (SOQ) – introduces the meaning of democracy, the rule of law, individual liberty, and mutual respect and tolerance in relation to British values.

Ascentis Entry 3 Award and Certificate and Level 1 Award, Certificate and Diploma in Identity and Belonging in Modern Britain (PFLW) – helps learners to explore their identities and work towards understanding their own sense of belonging, in order to achieve a skill set that will enable them to operate independently and effectively in every part of work, education and life in modern Britain.

Developing an understanding and appreciation of diversity and promoting an inclusive environment that celebrates and promotes respect for different protected characteristics.	Ascentis Entry 3 Award in Equality and Diversity (SOQ) – introduces the meaning of equality, diversity, discrimination and prejudice. It further explores how organisations can promote best practice in relation to equality and diversity.
	Ascentis Level 1 Award in Equality and Diversity (SOQ) — provides learners with an understanding of the legal and moral principles of equality and diversity, including the current equality laws and how they impact on equality and diversity, and the groups offered legal protection when providing goods, facilities and services to the public. It further identifies negative behaviours and actions, and the actions necessary to remain lawful and support equality and diversity when providing goods and services.
	Ascentis Entry 3 Award in Introduction to an Inclusive Environment (SOQ) – introduces the challenges to developing an inclusive environment, including how people feel marginalised when they are bullied or abused including how abuse takes lots of different forms and has negative impact for the victim and the abuser. In addition, this qualification explores how individuals can make and keep healthy friendships and also recognise unhealthy friendships and know the action to take if they suspect someone in the community is being abused.
	Ascentis Level 1 Award in Understanding an Inclusive Environment (SOQ) – provides learners with an understanding of the laws that protects vulnerable people in society to promote an inclusive environment and the benefits to society of an inclusive environment. Learners will learn that poor and abusive family relationships can marginalise individuals and that bullying and abuse have serious long-term impacts for both the victim and abuser. In addition, the qualification promotes how to conduct healthy, intimate relationships and recognise abusive ones, and how to support a victim of abuse.
Developing an age-appropriate understanding of healthy relationships.	Ascentis Level 1 Award in Personal Health and Well-Being (SOQ) – introduces the importance of a healthy lifestyle, including an understanding of sex and relationships. It

provides learners with ways in which they can build confidence and self-esteem and an understanding of the impact of body image.

Ascentis Level 1 Award in Understanding an Inclusive Environment (SOQ) – provides learners with an understanding of the laws that protects vulnerable people in society to promote an inclusive environment and the benefits to society of an inclusive environment. Learners will learn that poor and abusive family relationships can marginalise individuals and that bullying and abuse have serious long-term impacts for both the victim and abuser. In addition, the qualification promotes how to conduct healthy, intimate relationships and recognise abusive ones, and how to support a victim of abuse.

Ascentis Level 1 Award in Personal Well-Being (PFLW) — provides learners with knowledge and skills enabling them to make balanced and informed choices about their life, both now and in the future, and to develop confidence in their own abilities. The programme develops an understanding of diversity, interpersonal communication, motivation, assertiveness and self-esteem. In addition, through the wide range of units offered, learners can explore topics relevant to their lives, including body image, bullying, drugs, eating disorders, sex and relationships, and drugs and substance misuse.

Providing career programmes that offer advice, training or employment opportunities.

Ascentis Level 1 Award in Understanding Employment, Business and Enterprise (SOQ) – provides learners with knowledge and understanding of basic principles of employment, business and enterprise. The programme introduces the importance of entrepreneurial skills within business and encourages learners to consider their own role in employment, business and enterprise. This qualification may be used in an induction programme or integrated with a longer programme of study in a vocational area.

Ascentis Level 1 Award in Understanding Career Planning and Development (EPLY) — prepares learners for their career aspiration through the identification of existing skills, preferences, values and interests and matching these against career opportunities, and identifies areas for personal and career development. The programme supports learners to plan short- and long-term goals and produce a career action plan to achieve these goals. It encourages learners to explore a range of search techniques for jobs and further

learning opportunities and enables them to complete effective application documents and make a positive impression at interviews.

Ascentis Level 1 Award and Certificate in Introduction to Health and Social Care (PFLW) - offers opportunities for learners to explore and develop knowledge about the health and social care sector to help them decide whether working in the sector is the right choice for them. The qualification's comprehensive coverage of the roles within health and social care allows learners to make decisions with confidence around their first steps in a learning pathway working towards their chosen career.

Ascentis Level 1 Award and Certificate in Introduction to Animal Care and Garden Horticulture (PFLW) – these programmes offer learners the opportunity to acquire knowledge and understanding that underpin skills in the principles of animal care and garden horticulture. There are a wide range of pathways to choose, giving the flexibility to develop individual routes tailored to specific interests and desired outcomes. These qualifications provide links between education and employment through the development of academic, practical and personal skills in work-related situations.

Ascentis Level 1 Certificate in Creative Industry Skills (VOC) - this qualification has been designed to help individuals to develop skills to move towards future employment in creative industries. It enables learners to try out different areas of the creative industries and develop a range of basic skills for use in the creative industries. The primary purpose of the qualification is to support learners to the next level of vocational learning in skills needed for the creative industry.

Ascentis Level 1 Certificate for Introduction to Customer Service (VOC) - Customer Service is not a discrete sector and the key skills relate to a wide variety of sector areas. The Certificate for Introduction to Customer Service provides an introduction to the knowledge and skills needed in order to provide effective customer service in a range of sectors. It also gives learners the core knowledge of working within customer service and legislation.