



 **Alliance**
Sector Skills Councils
Scotland

National Occupational Standards MANUAL

INTRODUCTION



National Occupational Standards, or NOS, are the building blocks for jobs and qualifications, and define how a skilled and competent worker would carry out each function of their job. NOS describe a range of attributes, behaviours and competences that a typical job might require for it to be successfully performed. These can help employers and individuals to monitor their performance and plan any developmental activity. There are close to 50,000 NOS jobs across nearly 100 sectoral areas across the UK.

They are a useful tool to assist employers in developing their workforce and have a wide-range of uses, can provide recognised benchmarks for competent performance and can be a particularly useful Human Resources tool in assisting professionals in recruitment, training needs analysis and appraisals.

It gives me great pleasure to be able to provide such a critical resource for employers, stakeholders and education providers in Scotland. One I hope will be used for years to come to help these organisations understand NOS, who has responsibility for them, where they can be found, what they contain, their relationship to qualifications development and their many other uses.

The Alliance of Sector Skills Councils in Scotland (Alliance Scotland) acknowledges that information was sourced from a variety of areas while compiling this manual. In particular, we acknowledge the helpful material sourced from the UK Commission for Employment and Skills and Lifelong Learning UK.

I wish to thank the team at the Alliance Scotland, particularly my Qualifications Manager and Communications Officer, and to acknowledge the invaluable contribution made by the Sector Manager of Lifelong Learning UK in Scotland, Marian Healy, in bringing this manual to completion.



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EXECUTIVE SUMMARY

This manual has been produced by the Alliance of Sector Skills Councils in Scotland (Alliance Scotland) to assist employers, stakeholders and education providers operating in Scotland to understanding the benefits of National Occupational Standards. The following areas are covered in detail in the manual:

- What National Occupational Standards are;
- Why National Occupational Standards are used;
- The development of National Occupational Standards;
- The approval of National Occupational Standards;
- The relevance of National Occupational Standards to the 4 nations of the UK;
- The Benefits of using National Occupational Standards;
- How National Occupational Standards help employers;
- How National Occupational Standards help employees;
- How National Occupational Standards help regulatory / awarding bodies and education and training providers;
- How National Occupational Standards support the development of the workforce
- How National Occupational Standards, developed by separate organisations, relate to one another;
- The review cycle for National Occupational Standards;
- The organisations responsible for National Occupational Standards;
- The Relationship between National Occupational Standards and Qualifications Development;
- What a Sector Qualification Strategy is; and
- The relationship between National Occupational Standards and Modern Apprenticeships (MAs).

Appendix 1 lists 115 potential uses for National Occupational Standards.

Appendix 2 lists all those professions for which National Occupational Standards have been developed.

Appendix 3 contains details of every Sector Skills Council – address, contact details and the National Occupational Standards each has responsibility for.

SECTION 1

Alliance of Sector Skills Councils, Scotland

The Alliance Scotland was established in 2008 as the collective voice of the Sector Skills Councils (SSCs) in Scotland - the employer-led authoritative voice on skills for sectors across the economy. By working together as a strong Alliance, SSCs have positioned themselves for increased impact in which the whole is greater than the sum of the parts.

During 2008 / 2009 the Alliance Scotland established itself with a period of sustained investment and activity. As a consequence the Alliance Scotland is now well placed to fulfil its key role as the champion for all its SSC members and to build on these achievements in the period 2009-2012.

One of the five strategic priorities and objectives for the period 2009-2012 is to position SSCs collectively for optimum impact and act as a catalyst for change within the skills and employment system. The National Occupational Standards User Guide for Scottish Employers sits within this strategic priority area of work.

The Alliance Scotland Qualifications and Learning Group

The Qualifications and Learning Group of the Alliance Scotland set out six key priority areas of work for the Group for 2009 / 2010, key amongst them being the promotion of the full range of uses of National Occupational Standards to employers, stakeholders and awarding bodies such as colleges and universities.

The group agreed that the wealth of information available from sources such as the UK Commission for Employment and Skills (UKCES) and individual SSCs should be brought together into a concise, user-friendly, manual for use primarily by Scottish employers and organisations within Scotland that need an appreciation of NOS when developing qualifications and / or Modern Apprenticeship Frameworks.

It was agreed the manual would be “launched” at a specific event to be organised by the Alliance Scotland. Individual SSCs would thereafter be called upon to “market” the manual to their respective employer and stakeholders. Finally, the Alliance Scotland Qualifications and Learning Group would monitor National Occupational Standard developments and update the manual on a regular basis.

SECTION 2

What are National Occupational Standards?

Whenever anyone thinks about personal development, whether about their own or their colleagues', one of the first things they tend to consider is "what are the skills and knowledge that we have?" and "what are the skills and knowledge that we need?" Breaking down the skills, knowledge and understanding needed to undertake a particular task or job is often difficult. Recognising if a colleague or a job interviewee possesses those skills can be even harder.

National Occupational Standards (NOS for short) describe what a person needs to do, know and understand in their job to carry out their role in a consistent and competent way. Competence is defined as an individual's ability to apply skills, knowledge and understanding in the workplace to a standard agreed by employers. NOS are the building blocks for many UK-wide qualifications, such as Scottish Vocational Qualifications (SVQs), and for numerous professional or business improvement tools.

NOS were first established in the UK in 1986. They are sponsored and promoted by key government departments and agencies with responsibility for education, training and qualifications, as well as all local government employers and organisations. NOS have been widely used by individuals and organisations throughout the UK for many years.

- NOS are **National** because they apply to and are used across each of the four nations of the UK where the functions are carried out;
- NOS are **Occupational** because they describe the performance required of individuals to deliver functions of their occupations in their workplaces; and
- NOS are **Standards** because they are statements of effective performance for the things individuals do and the outcomes they achieve which have been agreed by a representative sample of employers and key stakeholders and approved by the UK NOS Panel.

What are NOS used for?

NOS have been developed for the majority of occupations across the public, private and voluntary sectors and are well used in industries such as retail, manufacturing, the fire service, and throughout management and leadership roles, for example.

NOS are developed to help employers in all sectors quantify the skills, knowledge and understanding needed to perform at all levels of the respective sector. Each set of NOS provide a statement of effective performance which can then be measured.

Awarding organisations will use NOS to inform the development of public qualifications such as vocational qualifications and apprenticeships.

Private training organisations and professional bodies will use NOS to inform private qualifications and training for in-house training schemes and / or courses which are relevant for that particular audience.

Organisations will use NOS to measure performance and / or competency in a job role; agree job descriptions; determine recruitment advertisements; identify and support skills and / or training needs (at the level of both the organisation and the individual).

NOS are also used for regulatory and continuous professional developmental needs.

Appendix 1 contains a leaflet which identifies one hundred and fifteen (115) distinct uses of NOS. This may help with understanding the variety of ways NOS can be beneficial to internal processes.

Who develops NOS?

NOS are developed by groups of employers for their employees through a SSC or Standards Setting Body (SSB). SSCs and SSBs must demonstrate to the UKCES that a rigorous process of employer consultation was undertaken in determining the NOS as part of the ratification process.

Full details of the UKCES approvals process are available from the UKCES website:
www.ukces.org.uk/our-work/qualifications

SSCs and SSBs are custodians of the NOS they produce and together with sector employers and partners develop, maintain and update NOS as the needs of industry change, as work patterns shift and as new operational practices, legislation and technologies change.

Who approves NOS?

The UKCES is responsible for approving NOS through the UK NOS Panel. Representatives from the four UK nations' respective qualifications regulators are involved in the approval process.

Since April 2007, all NOS are approved against the NOS Quality Criteria which includes requirements, such as:

- Evidencing the support of employers and interest groups across the UK;
- Providing free access to NOS; and
- Developing plans to increase the usage of NOS.

Full details of the UKCES criteria SSCs and SSBs must meet is available from the UKCES website:
www.ukces.org.uk

How is UK relevance ensured in NOS?

All SSCs must ensure they meet the interests of England, Scotland, Wales and Northern Ireland throughout the NOS development or review process. Differences must be taken into account from any or all of the following areas:

- Differences in policies and priorities across the devolved administrations;
- The training infrastructure;
- The legislation and regulation context;
- Structure of the sector and the context it works in; and
- The types of public sector organisations and their roles.

SSCs will be expected to collate evidence to show consideration of individual nation differences was part of the employer engagement and consultation process. SSCs also have to demonstrate that specific activities were undertaken in the devolved administration such as focus group events, specific research activities, and one-to-one interviews. They must also encourage any participants representing organisations operating across the UK, but whose roles covers just one nation, to consult with colleagues based in the other nations.

Employer and stakeholder representation from all four nations in Project Steering Groups, Expert Working Groups and consultation events must be included when seeking approval of all NOS development and review from the UK NOS Panel.

The benefits of using NOS

Benefits associated with using NOS include:

Flexibility: NOS can make a valuable contribution to almost any human resource development purpose. Based on discrete functions and expressed as modules they can be used independently or in combination to meet a wide variety of needs. Irrespective of whether NOS are used to support management activities or used to support personal development needs, time invested in familiarising oneself with NOS is well spent because of the vast array of activities NOS can support.

Dependability: Developed through national consultation with the respective sector employers can be certain that the standards described in the NOS have widespread acceptability. NOS represent a nationally agreed benchmark, expressing competent performance throughout the industry / sector.

- Cost effective:** The economic gains from using NOS are easily recognised. Unlike most other human resource tools, NOS are free to obtain. Being crown copyright, they can also be adapted to meet distinct needs, without implication. NOS have the ability to speed up any activity related to the development of human resources, from conducting self-appraisals to writing job descriptions and providing the formal for appraisals. The resource expenditure they save in terms of both time and money is therefore potentially immeasurable.
- Convenience:** All accredited NOS are stored on a government website, so downloading exactly what is needed, when needed, could not be simpler.
- Recognising achievement:** The modular nature of NOS means the NOS can be used to recognise individual performance by indicating when an employee has reached the required level of competence. As NOS also underpin qualifications the additional benefit is that by working towards meeting the criteria specified in a standard, individuals can also be simultaneously working towards obtaining a qualification.

How do NOS help employers?

Performance management is concerned with the effective management of people, once they have been employed, in order to achieve high levels of organisational performance, involving for example target-setting, supervision, performance review, appraisal and feedback.

It involves establishing a shared understanding of what is to be achieved and requires the adoption of an appropriate management approach to lead, support and develop people to ensure the achievement of identified goals. In its most positive form, performance management will help individuals not just to understand what is expected of them but also to recognise how they contribute to achieving organisational goals.

All approved NOS titles clearly summarise the content of the NOS, define in detail in the performance criteria (PC) what is expected of an individual, set out clearly what an individual needs to know and / or understand, both essential and generic, to enable them to meet the performance criteria.

NOS are available for a wide range of professions and can be utilised by employers to:

- Improve quality of goods and services;
- Increase productivity;
- Reduce costs for recruitment by facilitating the selection of new employees;
- Provide a means for better human resources planning;
- Help effective skills upgrading; and
- Act as a benchmark for rewarding experience, knowledge and competence.

How do NOS help employees?

Open access to NOS can be beneficial to employees in a number of ways as NOS can assist employees to:

- Identify skills and knowledge needed for occupations;
- Help make sure work conforms to best practice by supporting activities associated with self-appraisal, benchmarking and identifying role-related development needs;
- Stimulate constructive and objective feedback from co-workers and managers by using the standards to encourage objective comment according to the areas outlined in NOS;
- Provide a framework for collecting evidence of work performance to support recognition through sector specific competency frameworks and relevant professional development schemes;
- Provide guidelines for certification/accreditation;
- Create a bridge between current roles and related occupations; and
- Increase mobility within industries.

NOS are available for a wide range of professions. A full list of the professional occupations listed on the UKCES website is provided in **Appendix 2**.

How do NOS help regulatory / awarding bodies and education and training providers?

NOS should be the bedrock of qualifications development and underpin all training and qualifications provision for the relevant workforce. As NOS materials are refreshed, regulatory / awarding bodies and all education and training providers should review current qualifications provision with a view to updating materials in line with the revised and / or new NOS.

Education and training providers can also map their current provision of course materials and qualifications against the relevant NOS and thus identify gaps in provision and potential new areas for qualifications and/or training opportunities. NOS are a key tool in assisting workforce development planning.

How do NOS support the development of the workforce?

Workforce development is the business process for ensuring that an organisation has suitable access to the talent required to enable quality or service and future business success. It includes the activities associated with attracting suitable staff and is closely related to performance management.

Workforce development activities that NOS contribute to include:

- Managing organisational change;
- Designing and implementing recruitment and selection processes;
- Quality assuring staff performance across the organisation;
- Meeting the indicators for external accreditation / quality assurance, such as Investors in People;
- Planning workforce requirements; and
- Partnership and corporate image by working to common standards across organisations.

How do NOS relate to one another?

All SSCs and SSBs have a responsibility to ensure that NOS are developed in a responsible manner. It should not be necessary to develop discreet standards for a sector where appropriate standards exist elsewhere, developed by a sister SSC or SSB.

Where there is an existing NOS which accurately describes the standard of performance required to carry out a function this NOS may be imported into a new NOS set with amendment. NOS brought in from other NOS sets is known as an “imported NOS”. Demonstrated competence in imported NOS is also deemed to demonstrate competence in the original NOS, and vice versa.

Where NOS accurately describes the standard of performance required for functions but the working is unclear, ambiguous or not meaningful to those carrying out this function in the new context, the NOS may be tailored for use in a new NOS set. However, changes made must not change the demands of the NOS in terms of the standard of performance or knowledge and understanding required.

Full guidance on how to tailor NOS without changing the demands of the NOS is provided in the UKCES NOS Guidance publication:

www.ukces.org.uk//upload/doc/NOS_Quality_Criteria_Final.doc

A partnership and collaborative approach is recommended where more than one SSC or SSB has an interest in a particular occupational area. Involving all relevant parties in the development and/or review of the NOS will reduce complexities and aid understanding of the common functions contained within many occupational roles across many sectors.

Are NOS regularly reviewed?

The UKCES expect SSCs and SSBs to review NOS for which they are responsible on a regular basis. SSCs and SSBs are expected to follow a three stage evaluation and quality review process:

- Gather information on the use of NOS;
- Record feedback on NOS; and
- Evaluate the impact of NOS.

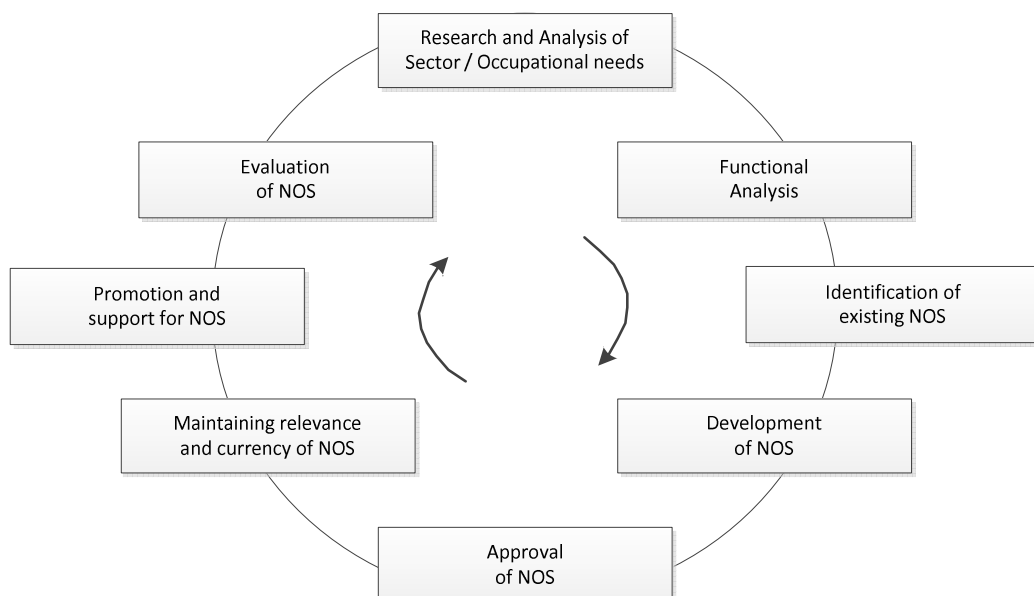
The first level of evaluation is knowing who is using NOS and for what purpose. This provides quantitative data to gauge the depth and breadth of use. It also provides a database for gathering feedback on the NOS and a means of developing case studies on how they are being used.

The second level of evaluation is gathering and analysing feedback from users on the NOS and NOS based products which will inform changes and developments.

The third level of evaluation is about measuring the impact of NOS on both skills development and business outcomes in the sector and / or occupation.

Many SSCs and SSBs review their NOS on a regular basis, usually within a three to five year cycle. However if a substantial body of evidence is provided by employers that existing NOS are not meeting the needs of the sector because of changes in the occupation earlier reviews may be facilitated. Similarly new NOS can be developed if SSCs / SSBs can demonstrate there is a gap in current provision and they can identify who the NOS will be used by and what for.

UKCES recommend a whole system approach to NOS as follows:



SOURCE: www.ukces.org.uk/upload/doc/Guide_Developing_NOS_Final_1.doc

What organisations are responsible for NOS?

SSCs are independent, employer-led, UK-wide organisations designed to build a skills system that is driven by employer demand. SSCs have strong working relationships with the UK Government and the devolved administrations, training providers, bodies which fund training and other skills stakeholders. The role of SSBs is to represent industrial sectors on matters such as training, skills, and business development, and to develop industry specific NOS which form the basis of vocational qualifications such as SVQs and MAs. The role of SSBs is in many ways similar to that of SSCs, working closely in partnership with the UKCES.

Currently twenty four (24) SSCs and a number of specific SSBs have responsibility for the development and ongoing refresh / maintenance of the NOS for which they are distinctly responsible. **Appendix 3** gives details of each individual SSC or SSB and lists the NOS they each have responsibility for. Where possible, the currency of the NOS is also identified as is the contact name for NOS-related enquiries.

What is the relationship between NOS and qualifications development?

The most important products developed from NOS are qualifications. It is a key responsibility of SSCs and SSBs that fit-for-purpose qualifications are available for employers and the wider workforce of the United Kingdom and Scotland. The development of qualifications is undertaken as a distinct phase after standards development is complete. Awarding bodies will expect to work closely with relevant SSCs and / or SSBs when developing specific qualifications.

Each devolved nation will have a distinct approach to the development of qualifications. In Scotland the Scottish Government's "Skills for Scotland: A Lifelong Skills Strategy" is very specific about the involvement of employers in the development of qualifications. It sets out what the Scottish Qualifications Authority (SQA) and other Awarding Bodies need to do:

- "Involve employers in the development of qualifications through more active engagement with the Sectors Skills Councils;
- Work towards placing their qualifications in the Scottish Credit and Qualifications Framework (SCQF) and making links with other qualifications to open up opportunities for individuals; and
- Continue to ensure that essential skills are visible in qualifications."

Current and future learning and qualifications needs of respective employers and sectors are set out in specific Sector Qualifications Strategies (SQS).

What is a Sector Qualification Strategy?

SQs were developed following the initial Sector Skills Agreement (SSA) process carried out by each SSC. Through SSAs each SSC identifies the skills needs of their sector/s, analyse the current provision and agree interventions with key partners in an effort to improve the match between education and training supply and employer needs.

SQs set out the sector's vision for qualifications and are used by qualifications regulatory bodies in the four nations and by SSCs to influence provision. SSCs must comply with specific Quality Standards when submitting SQs to the UKCES. SQs that have met the UKCES Quality Standard are published on the UKCES website:

[www.ukces.org.uk/our-work/qualifications/sector-qualifications-strategies-\(sq\)](http://www.ukces.org.uk/our-work/qualifications/sector-qualifications-strategies-(sq))

What relationship does NOS have with MAs?

Scottish Government expects the majority of MAs to be SVQs. However it has recently indicated it now permits other forms of competence-based qualifications where an SSC, working from current NOS, wishes to develop an alternative competence based qualification to the SVQ providing that:

- “There is clear historical evidence that the sector has not supported SVQs (i.e. SVQs in the sector have had little or no take-up);
- There is clear and significant evidence of support from Scottish employers that SVQs are not the preferred qualification (we would expect to see support from Scottish employers rather than UK-wide employers based in Scotland to ensure that the needs of Scottish employers are met).”

Where there is current evidence of SVQs being used by the sector and the SSC wishes to move away from developing a SVQ structure as part of the NOS developments, the SSC will need to demonstrate the support of Scottish employers as outlined above and also show this reflected in the LMI which supports the SQS.

The five Core Skills (literacy, numeracy, information technology, problem solving and working with others) must be included and / or embedded in all MA Framework. All Core Skills must be applied at a minimum required level according to the level of the MA. In some instances, different levels may be acceptable but SSCs would need to provide evidence to justify different levels.

SECTION 3

Using this manual

This manual has been produced by the Alliance Scotland to assist employer, stakeholder and education providers understanding of NOS – who has responsibility for them, where they can be found, what they contain, their relationship to qualifications development and their many uses.

The manual will updated regularly and updates sent to employers, etc. The manual will also be made available on the Alliance website:

www.alliancescotland.org/publications

The UKCES NOS Directory

The UKCES NOS directory provides a powerful resource to the public, enabling free access to the full range of NOS. The directory contains information on all of the NOS produced by SSCs and SSBs.

Each set of NOS referenced in this manual can be downloaded from the UKCES website as a when needed – the link is:

www.ukstandards.org.uk/find_occupational_standards.aspx

APPENDIX 1

115 USES OF NOS

Performance Management

- 1 linking business objectives to team and individual objectives
- 2 setting standards for achievement
- 3 planning and implementing changes in people's roles and performance
- 4 monitoring the outcomes of people's performance
- 5 assessing the added value that people's performance contributes to the business
- 6 reviewing and rewarding performance
- 7 giving structured and constructive feedback to people on their performance
- 8 benchmarking to identify the nature and level of future standards

Assurance of Product and Service

- 9 a quality specification for work processes and outcomes
- 10 structuring and 'loading' production systems
- 11 monitoring work processes
- 12 guaranteeing customer service standards by licensing job holders
- 13 specifications for contract tendering
- 14 judging potential suppliers'/contractors' competence
- 15 monitoring contract delivery/compliance
- 16 evidence of competence for compliance with international standards

Organisation Development

- 17 specifying the competence needs of an organisation
- 18 auditing the competence of an organisation
- 19 comparing the organisation's skills profile to the level of competitors' competence
- 20 benchmarking key areas of competence with the best in that area
- 21 assessing the consequences of change for the organisation's competence
- 22 assessing the organisation's capacity to cope with change
- 23 determining the structures and systems needed to enable people to exercise their full competence
- 24 reviewing and assessing the distribution of authority and autonomy
- 25 linking training and development policy and strategy to business objectives

Recruitment and Selection

- 26 identifying the performance requirement of a role/job
- 27 identifying the performance requirement of an anticipated/future role/job
- 28 preparing recruitment specifications
- 29 preparing job advertisements
- 30 a format for collecting information from referees
- 31 a format for giving advance information to job candidates
- 32 an interview checklist for selectors
- 33 specifying induction and initial training

Job Design and Evaluation

- 34 developing job specifications
- 35 regular updating of job/role descriptions
- 36 monitoring the pattern of role/job responsibilities in parts or the whole of an organisation
- 37 job design and redesign
- 38 criteria for job evaluation
- 39 criteria for job grading
- 40 criteria for payment and reward systems

Labour Market Analysis & Planning

- 41 identifying trends in skill requirements
- 42 analysing and quantifying skills availability within labour markets
- 43 monitoring national and local skill supply shortages and gaps
- 44 providing training/learning guarantees
- 45 highlighting links and routes between current and emerging jobs/occupations
- 46 identifying transition points between declining and emerging occupations/ roles
- 47 identifying factors which promote unfair exclusion in occupational and career structures
- 48 developing strategies for changing occupational and career structures

Identifying Training Needs

- 49 developing a strategic view of future learning requirements
- 50 identifying individual learning needs
- 51 a format for planning individual learning and development
- 52 identifying group/organisational learning needs
- 53 identifying previously acquired competence
- 54 co-ordinating different HRD processes

Structuring Learning Programmes

- 55 linking training to strategic economic needs
- 56 increasing the relevance and credibility of training/learning programmes
- 57 allowing new learners to see the 'whole picture' in a simple format
- 58 broadening the scope and relevance of traditional skills training
- 59 identifying learning opportunities in the work environment
- 60 integrating on and off-the- job training provision
- 61 sequencing training activities
- 62 developing learning contracts
- 63 developing specific learning objectives
- 64 developing knowledge content
- 65 specifying learning processes to meet needs
- 66 specifying the outcomes and targets required from external training providers

Delivering and Evaluating Learning Programmes

- 67 evaluating & selecting learning resources against organisational requirements
- 68 integrating different kinds of training and development
- 69 a format for structured learning in the work environment
- 70 identifying progression routes for learners
- 71 providing clear goals for learners
- 72 evaluating individual/group training programmes
- 73 monitoring external training providers

Assessing Achievement

- 74 identifying assessment opportunities
- 75 specifying assessment methods and processes
- 76 a specification for formative assessment
- 77 a specification for internal assessment and appraisal
- 78 a format for joint review of learner progress
- 79 a format for individual review of progress/ achievement
- 80 criteria for the recording achievement
- 81 a basis for self-assessment
- 82 a basis for peer/group assessment
- 83 a format for the collection of evidence for NVQs/SVQs

Industry Regulation

- 84 assessing compliance with regulators' competence requirements
- 85 assessing the relevance of qualifications to regulators' requirements

Careers Guidance and Counselling

- 86 a basis for information/advice for people entering a first career/job
- 87 a basis for information and advice for people changing to new careers/jobs
- 88 assessing aptitude and potential for careers/occupational areas
- 89 identifying common and potentially transferable skills in different careers/ occupations
- 90 analysing local and national career opportunities in outcome terms
- 91 a framework for career planning and review
- 92 a framework for monitoring and evaluating the career progress of groups of people (e.g. school leavers)

Development of Publicly Funded Training Regimes

- 93 assessing requirements for national and local training provision
- 94 developing assessable outcomes for national targets
- 95 assessing funding requirements for national training programmes
- 96 allocating funding for national training programmes
- 97 monitoring the success of publicly funded programmes

Public Recognition/ Certification of Competence

- 98 a coherent system for publicly recognising competence
- 99 providing coherence for national provision of qualifications
- 100 development of formal assessment systems
- 101 a specification for summative assessment for public certification
- 102 monitoring and assessing priorities for the development of new qualifications
- 103 development of NVQs/SVQs
- 104 updating NVQs/SVQs
- 105 providing criteria for equivalence between national and international qualifications

Management Information

- 106 a database of the competence of employees (local/national)
- 107 evaluating the cost effectiveness of the organisation's training budget
- 108 tracking the progress of individuals towards qualifications
- 109 evaluating the effectiveness of the organisation's employment policies and strategies

Regulating Professional & Occupational Qualifications and Institutions

- 110 profiling the membership requirements of a professional body
- 111 defining the institutions requirements for CPU
- 112 relating and harmonising professional requirements with other professional bodies'
- 113 mutual recognition of vocational qualifications
- 114 identifying and describing new and emerging occupations and professional groups
- 115 assessing the relevance of professional qualifications to the demands of industry standards.

APPENDIX 2

PROFESSIONAL OCCUPATIONS WHICH HAVE NOS

Professional Occupations

- Information and Communication Technology Professionals
- Research Professionals
- Librarians and Related Professionals
- Engineering Professionals
- Science Professionals
- Health Professionals
- Teaching Professionals
- Legal Professionals
- Business and Statistical Professionals
- Architects, Town Planners and Surveyors
- Public Service Professionals

Managers and Senior Officials

- Corporate Managers and Senior Officials
- Managers and Proprietors in Hospitality and Leisure Services
- Production Managers
- Functional Managers
- Quality and Customer Care Managers
- Financial Institution and Office Managers
- Managers in Distribution, Storage and Retailing
- Protective Service Officers
- Health and Social Services Officers
- Managers in Farming, Horticulture, Forestry and Fishing
- Managers and Proprietors In Other Service Industries

Associate Professionals and Technical Occupations

- Science and Engineering Technicians
- Draughtpersons and Building Inspectors
- IT Service Delivery Occupations
- Health Associate Professionals
- Therapists
- Social Welfare Associate Professionals
- Protective Service Occupations
- Artistic and Literary Occupations
- Design Associate Professionals
- Media Associate Professionals
- Sports and Fitness Occupations
- Transport Associate Professionals
- Legal Associate Professionals
- Business and Finance Associate Professionals
- Sales and Related Associate Professionals
- Conservation Associate Professionals
- Public Service and Other Associate Professionals

Administration and Secretarial Occupations

- Government and Related Organisations
- Finance
- Records
- Communications
- General
- Secretarial and Related Occupations

Skilled Trades Occupations

- Skilled Agricultural Trades
- Metal Forming, Welding and Related Trades
- Metal Machining, Fitting and Instrument Making Trades
- Vehicle Trades
- Electrical Trades
- Construction Trades
- Building Trades
- Textile and Garment Trades
- Printing Trades
- Food Preparation Trades
- Skilled Trades NEC

Personal Service Occupations

- Healthcare and Related Personal Services
- Childcare and Related Personal Services
- Animal Care Services
- Leisure and Travel Service Occupations
- Hairdressers and Related Occupations
- Housekeeping Occupations
- Personal Services Occupations NEC

Sales and Customer Services Occupations

- Sales Assistants and Retail Cashiers
- Sales Related Occupations
- Customer Service Occupations

Process, Plant and Machine Operatives

- Process Operatives
- Plant and Machine Operatives
- Assemblers and Routine Operatives
- Construction Operatives
- Transport Drivers and Operatives
- Mobile Machine Drivers and Operatives
- Elementary Occupations
- Elementary Agricultural Occupations
- Elementary Construction Occupations
- Elementary Process Plant Occupations
- Elementary Goods Storage Occupations
- Elementary Administration Occupations
- Elementary Personal Services Occupations
- Elementary Cleaning Occupations
- Elementary Security Occupations
- Elementary Sales Occupations
- Importing National Occupational Standards

APPENDIX 3



Sector Skills Councils

Note: All the NOS listed here are correct at the time of writing. For absolute up to date NOS it is advisable to visit the respective SSC / SSB / SSO website.

ASSET SKILLS

Property Services, Housing, Cleaning Services and Facilities Management

Sol House, St Katherine's Street, Northampton, NN1 2QZ

Contact details for NOS enquiries – vwilliams@assetskills.org

Asset Skills Scottish contact – Tim Pogson – tpogson@assetskills.org

Asses Skills NOS are as follows:

Approved NOS Title

Cleaning and Support Services – Clean Rooms
Cleaning and Support Services – Fire and Floods
Cleaning and Support Services – Generic
Cleaning and Support Services – ICT Equipment
Cleaning and Support Services – Industrial Cleaning
Cleaning and Support Services 2009
Domestic Energy Assessors
Energy Advisers
Energy Assessors (Air Conditioning Systems)
Facilities Management
Facilities Management Level 4
Facilities Management Level 5*
Housing
Housing Level 2
Local Environment Services*
Local Land Charges and Property Information*
Local Land Charges and Property Information 2009
Non Domestic Energy Advisors
Non Domestic Energy Assessors
NOS for the production of ORs, DEC's and ARs
On Construction Domestic Energy Assessors
Parking Control Occupations
Parking Sector*
Pest Control
Property Caretaking and Facilities Services*
Residential Block Management
Residential Landlords*
Residential Property Letting and Management*
Sale of Residential Property
Supporting Public Services (PSSF)
Surveying Property and Maintenance*
Surveying, Property Maintenance and Valuation
Valuation of Residential Property for Secured Lending

COGENT

Chemicals, Pharmaceuticals, Nuclear, Oil and Gas, Petroleum and Polymers

Unit 5, Mandarin Court, Centre Park, Warrington, Cheshire, WA1 1GG

Contact details for NOS enquiries – helen.murray@cogent-ssc.com

Cogent Scottish contact – Paul Coffey – paul.coffey@cogent-ssc.com

Cogent NOS are as follows:

Approved NOS Title

Bulk Liquid Operations
Deck Operations
Downstream Operations
Emergency Response
Floating Production & Storage Offload (FPSO)
Forecourt Operations
H2S & other Hazardous Gases
Ionising Radiation Instrument Measurement
Jetty Operations
Liquid Transfer NOS 2005
Measurement Processes
Nuclear Decommissioning
Nuclear Operations*
Nuclear Regulators
Offshore Crane Operations
Offshore Deck Operations
Offshore Drilling Operations
Offshore S1971 Elected Safety Representatives
Offshore Surveying
Oil-Fired Technical Services
Packaging
Polymer Processing and Related Operations
Process Engineering Maintenance
Processing Industries Operations
Processing Operations Hydrocarbons
Processing Operations Hydrocarbons Control Room
Radiation Protection
Safety Case Preparation
Safety Services Oil & Gas Extraction
Signmaking
Sustainable Business Practice*

Transportation of Radioactive Materials
Transportation of Petro-Chemicals by Road
Water Testing*
Well Services Electric Logging (Open Hole Services)
Well Services Tubing Operations
Well Services: Mechanical Wireline

* in development / proposed

CONSTRUCTIONSKILLS

Construction

Bircham Newton, Kings Lynn, Norfolk, PE31 6RH

Contact details for NOS enquiries – stephen.sheridan@cskills.org

ConstructionSkills Scottish contact – Graeme Ogilvy – graeme.ogilvy@cskills.org

ConstructionSkills NOS are as follows:

Approved NOS Title

Accessing Operations and Rigging (Construction)
Applied Waterproof Membranes (Construction)
Associated Industrial Services Occupations (Construction)
Built Environment Design
Built Environment Design and Consultancy Practice
Built Environment Design Management
Built Environment Development & Control
Built Environment Development & Control Technical Support*
Built Environment Planning, Conservation and Building Control Technical Support
Chimney Engineering (Construction)
Cladding Occupations (Construction)
Construction Contracting Operations
Construction Contracting Operations Management
Construction Design Management Coordination
Construction Diving Operations (Construction)
Construction Operations (Construction)
Construction Operations and Civil Engineering Services (Construction)
Construction Senior Management
Construction Site Management
Construction Site Supervision
Controlling Lifting Operations
Decorative Finishing and Industrial Painting Occupations (Construction)
Demolition (Construction)*
Erection of Precast Concrete (Construction)
Fitted Interiors (Construction)
Floorcovering Occupations (Construction)
Formwork (Construction)
Heritage Skills (Construction)
Highways Maintenance (Construction)
Innovative/Modern Methods of Construction
Insulation and Building Treatments (Construction)
Interior Systems (Construction)

Maintenance Operations (Construction)
 Mandatory NOS Craft and Operative*
 Mastic Asphalt (Construction)
 Occupational Work Supervision (Construction)*
 Piling Operations (Construction)*
 Plant Installation (Construction)
 Plant Maintenance (Construction)
 Plant Operations (Construction)
 Plastering (Construction)
 Post-Tensioning Operations (Construction)
 Professional, Managerial and Technical Occupations in the Built Environment*
 Provide Energy Efficiency Services (Construction)
 Quantity Surveying Practice
 Refractory Installations (Construction)
 Removal of Hazardous and Non-hazardous Waste (Construction)
 Roadbuilding (Construction)
 Roofing Occupations (Construction)
 Senior Crafts
 Senior Site Inspection
 Site Inspection
 Site Logistics Operations (Construction)
 Site Surveying
 Site Surveying Management
 Specialist Concrete Occupations (Construction)
 Specialist Installation Occupations (Construction)
 Steelfixing Occupations (Construction)
 Stonemasonry (Construction)*
 Sub-structure Work Occupations (Construction)
 Super-structure Work Occupations (Construction)
 Supervising Hire and Rental Operations (Equipment, Plant and Tools)
 Surveying, Property and Maintenance
 Surveying, Property and Maintenance Business Management
 Surveying, Property and Maintenance Management
 Temporary Traffic Management (Construction)
 Thermal Insulation (Construction)
 Transportation
 Transportation Technical Management
 Transportation Technical Support
 Trowel Occupations (Construction)
 Tunneling Operations (Construction)
 Wall and Floor Tiling (Construction)*
 Wood Occupations (Construction)*
 Wood Preserving Industrial Pre-Treatment (Construction)
 Woodmachining (Construction/Sawmilling Extrusion/Furniture)

* in development / proposed

CREATIVE & CULTURAL SKILLS

Advertising, Crafts, Cultural Heritage, Design, Music, Performing, Literary and Visual Arts

Lafone House, The Leathermarket, Weston Street, London, SE1 3HN

Contact details for NOS enquiries – helen.hart@ccskills.org.uk

Creative and Cultural Skills Scottish contact – Jo Cousland – jo.cousland@ccskills.org.uk

Creative and Cultural Skills NOS are as follows:

Approved NOS Title

Archaeological Practice

Archaeological Practice (Major Review)*

Community Arts

Community Dance Leaders*

Cultural Heritage

Cultural Venue Operations

Design

Freelancing in the Creative and Cultural Industries

Jewellery Manufacture, Silversmithing and Allied Trades

Live Events & Promotion

Music Business (Collecting Societies)

Music Business (Publishing)*

Music Business (Record Labels)

Technical Theatre*

Technical Theatre Full Suite V2

* in development / proposed

ENERGY & UTILITY SKILLS

Gas, Power, Waste Management and Water

Friars Gate 2, 1011 Stratford Road, Shirley, Solihull, B90 4BN

Contact details for NOS enquiries – jill.cheshire@euskills.co.uk

Energy and Utility Skills Scottish contact – Darah Zahran – darah.zahran@euskills.co.uk

Energy and Utility Skills NOS are as follows:

Approved NOS Title

Confined Spaces
Distribution Control
Domestic Natural Gas, Installation and Maintenance
Down Stream Gas
Electricity Network Control Engineer
Electricity Power Utilities
Electricity Smart Metering
Emergency Services Operations
Gas Network Operations
Gas Networks Engineering Management
Leakage Detection & Control
LPG Installation & Maintenance; Industrial & Commercial Installation & Maintenance
Maintain Water Supply (Network)
Management of Recycling Operations
Multi-Utility Management Skills
Multi-Utility Network Construction
Multi-Utility Network Design
Network Construction Operations
Recycling Activities
Recycling Operations
Sewerage Maintenance
Treatment Process Operations
Trenchless technology
Utilities Control Centre Operations
Utilities Metering Operations
Utilities Network Planning and Management
Utility Metering
Waste Management
Water Fittings Regulations/Byelaws Enforcement
Water Industry National Occupational Standards

E-SKILLS UK

Information Technology and Telecommunications

1 Castle Lane, London, SW1E 6DR

Contact details for NOS enquiries – alex.woods@e-skills.com

e-skills Scottish contact – Michael Kowbel – michael.kowbel@e-skills.com

e-skills UK NOS are as follows:

Approved NOS Title

IT & Telecoms Professional (procom)

IT Users 2009

FINANCIAL SERVICES SKILLS COUNCIL

Financial Services, Accountancy and Finance

51 Gresham Street, London, EC2V 7HQ

Contact details for NOS enquiries – chris.kennedy@fssc.org.uk

Financial Services Skills Council Scottish contact – Linda Houston – linda.houston@fssc.org.uk

Financial Services Skills Council NOS are as follows:

Approved NOS Title

Accountancy and Finance
Administration for Mortgage and/or Financial Planning Intermediaries
Administration of Local Revenues and Associated Benefits
Advice on Securities and Derivatives in the Wholesale Market
Advised Sales
Anti-money Laundering
Bank and Building Society Accounts
Compliance
Countering Financial Crime
Credit Management
Customer Payments for Financial Products and Services
Debt Collections
Financial Services Core Competences
Financial Services Customer Care
Financial Services Sales Process
Financing and Credit
General Insurance
General Takaful
Investment Operations
Investment Strategy and Management
Leadership and Management
Life, Pensions and Investments
Paraplanning
Pension Scheme Administration
Pension Scheme Trusteeship
Providing Advice on Savings for Retirement
Providing Financial Advice
Providing Retail Advice on Securities and Derivatives
Risk Management for the Financial Sector
Secretary to the Trustees of Pension Funds
Training and Competence Schemes for the Financial Sector

GOSKILLS

Passenger Transport

Concorde House, Trinity Park, Solihull, B37 7UQ

Contact details for NOS enquiries – kevin.marchand@goskills.org

GoSkills Scottish contact – Stuart McKenna – stuart.mckenna@goskills.org

GoSkills NOS are as follows:

Approved NOS Title

Aviation Operations in the Air – Cabin Crew

Aviation Operations on the Ground 2008

Aviation Security

Bus and Coach Engineering and Maintenance

Driver Training

Flight Deck

Managing in Road Passenger Transport 2005

Passenger Carrying Vehicle Driving (Bus and Coach)

Rail Engineering

Rail Operations - Supervisory

Rail Services

Road Passenger Transport Operations

Road Passenger Vehicle Driving

Tram and Light Rail Driving

Transport Planning

Transport Planning Technical Support

Travel Training

UK Waterways



THE INSTITUTE OF THE MOTOR INDUSTRY



INSTITUTE OF THE MOTOR INDUSTRY (IMI)

Retail Motor Industry

The Institute of the Motor Industry at Fanshaws, Hertford, SG13 8PQ

Contact details for NOS enquiries – glenn@motor.org.uk

IMI Ltd Scottish contact – Sandy Burgess – sandyb@motor.org.uk

IMI NOS are as follows:

Approved NOS Title

Accident Repair – Body
Accident Repair – Joining
Accident Repair – Mechanical, Electrical and Trim
Accident Repair – Paint
Accident Repair – SMART – Cosmetic
Accident Repair – SMART – PDR
Auto Electrical & Mobile Electrical Installation
Body Building
Maintenance & Repair – Caravan/Motorhome*
Maintenance & Repair – Electric Vehicles*
Maintenance & Repair – Light Vehicle
Maintenance & Repair – Motorcycle
Maintenance & Repair – Heavy Vehicle
Maintenance & Repair – heavy Vehicle Trailer
Maintenance & Repair – Lift Truck
Management Standards
Roadside Assistance
Vehicle Damage Assessment Operations
Vehicle Fitting
Vehicle Fitting
Vehicle Maintenance & Repair
Vehicle Parts Operations*
Vehicle Rental and Vehicle Hire and Leasing Standards
Vehicle Sales
Vehicle Valeting

* in development / proposed

IMPROVE LTD

Food and Drink Manufacturing and Processing

Ground Floor, Providence House, 2 Innovation Close, Heslington, York YO10 5ZF

Contact details for NOS enquiries – jo.sterrit@improveltd.co.uk

Improve Scottish contact – Kelvin Thomson – kelvin.thomson@improve.co.uk

Improve Ltd NOS are as follows:

Approved NOS Title

Achieving Food Manufacturing Excellence
Brewing
Business & People
Craft Bakery
Dairy
Engineering Maintenance in Food Manufacture
Fish and Shellfish Processing
Food Retail & Service in Food Manufacture
Food Safety for Manufacturing 08
Food Technology
Fresh Produce
Health, Safety & the Environment in Food Manufacture
Livestock Droving 2007
Livestock Markets
Meat & Poultry Inspection
Meat and Poultry Processing 2007
Milling & Cereals
Packaging
Product Development in Food Manufacture
Production & Control Operations in Food Manufacture
Quality & Improvements in Food Manufacture
Religious Slaughter
Stock & Dispatch in Food Manufacture
Support Operations in Food Manufacture
Sustainable Food Production
Sweet Confectionery

LANTRA

Environmental and Land-Based Industries

Lantra House, Stoneleigh Park, Coventry, CV 8 2LG

Contact details for NOS enquiries – standardsandquals@lantra.co.uk

Lantra Scottish contact – Willie Ferguson – william.ferguson@lantra.co.uk

Lantra NOS are as follows:

Approved NOS Title

Agriculture Crop Production
Agriculture Management
Agriculture
Amenity Horticulture
Amenity Horticulture Management*
Animal Care
Animal Care and Management*
Animal Technology
Aquaculture
Crofters and Smallholders*
Environmental Awareness and Management
Environmental Conservation
Environmental Conservation Management
Equine Barefoot Care
Equine Management*
Farriery
Fencing
Fencing Business Management
Fisheries Management
Floristry*
Floristry Business Management*
Game and Wildlife Business Management*
Gamekeeping and Wildlife Management*
Horse Care*
Horse Care and Management*
Horticulture
Introductory Horse Care*
Land Based Engineering Operations
Land Based Management
Land Based Operations
Livestock Production
Production Horticulture
Production Horticulture Management*

Racehorse Care*
Racehorse Care and Management*
Tree Work
Trees and Timber Management
Veterinary Nursing

* in development / proposed



Skills for Learning Professionals



LIFELONG LEARNING UK

Community Learning & Development, Career Guidance, Further Education, Higher Education, Libraries Archives and Information Services, Work Based Training

8th Floor Centurion House, 24 Monument Street, London, EC3R 8AQ

Contact details for NOS enquiries – marianhealy@lluk.org

Lifelong Learning UK Scottish contact – Christine Fitton – christinefitton@lluk.org

Lifelong Learning UK NOS are as follows:

Approved NOS Title

Advice and Guidance

Coaching and Mentoring in a Work Environment

Coaching and Mentoring in a Work Environment V2

Community Development 2009

Community Learning and Development

Engaging Employers

Family Learning

Information and Library Services, Archive Services and Records Management

Learner Involvement

Learning and Development 2010

Learning support staff

Work with parents

Youth Work

PEOPLE 1ST

Hospitality, Leisure, Travel and Tourism Industry

Second Floor, Armstrong House, 38 Market Square, Uxbridge, UB8 1LH

Contact details for NOS enquiries – sophia.nicola@people1st.co.uk

People 1st Scottish contact – David Allen – david.allen@people1st.co.uk

People 1st NOS are as follows:

Approved NOS Title

Drinks Dispense

Events Management & Temporary Structures

Food Production & Cooking

Gambling Operations

Hospitality Advanced Craft*

Hospitality Food and Beverage

Hospitality Generics

Hospitality Housekeeping and Front of House

Hospitality Professional Cookery

Hospitality Quick Service*

Hospitality Supervision & Leadership

Hostel Industry

Travel & Tourism

* in development / proposed

PROSKILLS UK

Building Products, Coatings, Extractive and Mineral Processing, Furniture, Furnishings and Interiors, Glass and Glazing, Glazed Ceramics, Paper and Pulp and Printing

85B Milton Park, Abingdon, OX14 4RY, Oxfordshire

Contact details for NOS enquiries – lisa.williamson@proskills.co.uk

Proskills Scottish contact – Linda McCourt – linda.mccourt@proskills.co.uk

Proskills NOS are as follows:

Approved NOS Title

Assessment of Wood
Automotive Glazing
Blasting Operations
Bulk Explosive Truck Operations
Carton Manufacture
Combined Working Practices
Concrete Technicians*
Cork Product Manufacturing Technologies
Digital Print Production
Drilling Operations
Engineered Wood
Envelope Manufacture
Fenestration Installation & Surveying
Fibreboard Operations
Furniture, Furnishings and Interiors
Glass Manufacturing
Glass Processing
Glass Related Operations
Glazing
Handbinding
Health and Safety
Health, Safety & Environmental Management in the Extractive & Minerals Processing & Industries
Installing Domestic Fascia, Soffit, and Bargeboards
Machine Printing
Master Printer*
Mine Technical Operations
Mine Management
Mines Rescue Operations
Mining Operations
Mining Support Operations*
Paper*
Performing Building Products Operations

Precast Concrete Operations
Print Administration
Print Finishing and Binding
Print Management & Administration
Processing Operations for the Extractive and Mineral Processing Industries
Producing Surface Coatings
Production of Glass Supporting Fabrications
Sawmilling
Soft Furnishings
Structured Wood Products
Supervision of Underground Mining Operations
Surface Mineral Development
Tooling Technologies
Weighbridge Operations
Wood Commercial Operations
Wood Machining (Furniture)
Wood Product Manufacturing Technologies
Wood Transformation Technologies

* in development / proposed

SEMATA

Science, Engineering and Manufacturing Technologies

14 Upton Road, Watford, WD17 0JT

Contact details for NOS enquiries – dgeorge@semta.org.uk

Semta Scottish contact – Brian Humphrey – bhumphrey@semta.org.uk

Semta NOS are as follows:

Approved NOS Title

Aeronautical Engineering Suite 2
Aeronautical Engineering Suite 3
Analytical Chemistry
Automotive Engineering Suite 3
Business Improvement Techniques Level 5
Business Improvement Techniques Suite 2
Business Improvement Techniques Suite 3
Business Improvement Techniques Suite 4
Clock and Watch Servicing Level 2
Clock and Watch Servicing Level 3
Electrical and Electronic Engineering Suite 3
Engineering Leadership Suite 3
Engineering Maintenance and Installation suite 2
Engineering Maintenance Suite 3
Engineering Management Suite 4
Engineering Management Suite 5
Engineering Technical Support Suite 2
Engineering Technical Support Suite 3
Engineering Toolmaking Suite 3
Engineering Woodworking, Pattern and Model Making Suite 3
Explosive Substances and Articles Suite 1, 2, 3 and 4
Fabrication and Welding Suite 2
Fabrication and Welding Suite 3
Installation and Commissioning Suite 3
Integrated Logistic Support (ILS) Management Suite 4
Laboratory and Associated Technical Activities Suite 1
Laboratory and Associated Technical Activities Suite 2
Laboratory and Associated Technical Activities Suite 3
Laboratory and Associated Technical Activities Suite 4
Laboratory Science Suite 2
Laboratory Science Suite 3
Laboratory Science Suite 4
Lean New Product Development and Introduction Suite 4

Marine Engineering Suite 2
Marine Engineering Suite 3
Materials Processing and Finishing Suite 2
Materials Processing and Finishing Suite 3
Mechanical Manufacturing Engineering Suite 2
Mechanical Manufacturing Engineering suite 3
Metal Processing and Allied Operations Suites 2, 3 and 4
Meteorology Suites 3 and 4
Performing Engineering Operations Suite 1
Performing Engineering Operations Suite 2
Performing Manufacturing Operations Suite 1
Performing Manufacturing Operations Suite 2
Safety Critical Bolting
Scientific Manufacture Suite 2
Scientific Manufacture Suite 3
Scientific Manufacture Suite 4

SKILLSACTIVE

Active Leisure and Learning

Castlewood House, 77-91 New Oxford Street, London, WC1A 1PX

Contact details for NOS enquiries – ben.gittus@skillsactive.com

SkillsActive Scottish contact – Pam Scott – pam.scott@skillsactive.com

SkillsActive NOS are as follows:

Approved NOS Title

Achieving Excellence in Sports Performance
Activity Leadership – Incremental Change 2009
Activity Leadership L2 2002
Coaching Teaching Instructing L3
Coaching, Teaching & Instructing L2 2002
Expedition Leadership and Management
Instructing Exercise and Fitness Oct 09
Instructing Physical Activity and Exercise 2009
Leisure Management 2010*
Leisure management L3 2005
Leisure Vehicle building
Leisure Vehicle Component Manufacture
Leisure Vehicle Composite Component Manufacture
Managing in Fitness*
Managing Sport and Active Leisure 2010*
Managing Sport and Active Leisure (2006)
Mechanical Ride Operation 2009
Officiating Elite
Officiating L2 2005
Officiating L3 2007
Operational Services - Incremental change 2009
Outdoor Programmes: (Outdoor Education)/(Outdoor DevelopmentTraining)/(Outdoor Recreation)
Outdoor Sector Senior Roles
Personal Development Advice in Sport*
Personal Training Oct 09
Physical Activity and Health 2007
Playwork (IC and Review NOS 2007)
Playwork 2004
Playwork A*
Pre-designed Programmes*
Promoting Physical Activity
Spectator Safety - new standards
Sport and Active Leisure

Sport and Exercise Science
Sport and Physical Activity Administration and Governance 2007
Sport and Play Surfaces 2007
Sport and Play Surfaces 2008
Sport, Recreation and Allied Occupations
Sports Coaching 2009
Sports Coaching 2010
Sports Development 2010*
Sports Development L2 2005
Sports Therapy 2009

* in development / proposed



HABIA

Hair and Beauty

Approved NOS Title

African Type Hair Barbering Standards
African Type Hair Hairdressing Standards
Barbering
Barbering 2008
Beauty Therapy
Beauty Therapy 2009
Beauty Therapy Advanced Practices
Hairdressing
Hairdressing 2008
Nail Services
Nail Services 2009
Spa Therapy

SKILLS FOR CARE & DEVELOPMENT

Social Care, Children and Young Peoples Services

c/o Skills for Care, Albion Court, 5 Albion Place, Leeds, LS1 6JL

Contact details for NOS enquiries – phil.underdown@skillsforcareanddevelopment.org.uk

Skills for Care & Development Scottish contact – Frances Scott – frances.scott@sssc.uk.com

Skills for Care & Development NOS are as follows:

Approved NOS Title

Children's Care, Learning and Development 2009

Children's Care, Learning and Development

Commissioning, Procurement and Contracting

Health and Social Care

Health and Social Care NOS 2009

Leadership and Management for Care Services

Learning Development Support Services (reviewed 2009)

Managers in Residential Child Care

Registered Managers (Adults)

Sensory Services

Social Work



SKILLS FOR HEALTH

UK Health

Goldsmith House, Broad Plain, Bristol, BS2 0JP

Contact details for NOS enquiries – angelo.varetto@skillsforhealth.org.uk

Skills for Health Scottish contact – Dorothy Elsey – dorothy.elsey@skillsforhealth.org.uk

Skills for Health NOS are as follows:

Approved NOS Title

Allergy Services
Blood Donor Support
Breast Screening
Children's Competences revised (June 2007)
Clinical Health Skills
Clinical Imaging
Complementary and Natural Healthcare
Complementary Healthcare Spiritual Healing
Complementary Medicine Acupuncture
Complementary Medicine Herbal
Complementary Medicine Hypnotherapy
Complementary Medicine Kinesiology
Complementary Medicine Microsystems Acupuncture*
Continence Care
Decontamination
Dental Nursing
Dental Technology
Diabetes
Diabetes Retinopathy
Drugs and Alcohol
Dysphagia
Endoscopy
Forensic Mental Health
General Healthcare
Genetics
Health Informatics
Health Protection
Healthcare Science
Infection Prevention and Control
Mental Health
Optical Manufacturing
Optical Retailing
Patient Educator

Perioperative Care Support
Pharmacy
Police Custody
Psychological Therapies
Public Health revised June 2007
Radiotherapy
Rehabilitation Technicians
Research and Development
Stroke and Transient Ischemic Attack (TIA)
Support Services
Workforce Planning

* in development / proposed

SKILLS FOR JUSTICE

Policing and Law Enforcement, Youth Justice, Custodial Care, Community Justice, Courts Service, Prosecution Services and Forensic Science

Centre Court, Atlas Way, Sheffield, S4 7QQ

Contact details for NOS enquiries – info@skillsforjustice.com

Skills for Justice Scottish contact – Tommy Cuthbert – tommy.cuthbert@skillsforjustice.com

Skills for Justice NOS are as follows:

Approved NOS Title

Caseworkers in the Justice Sector
Children and Young People's Workforce NOS Gaps in the Justice Sector
Civil Contingencies
Common Standards across the Justice Sector
Community Justice
Community Justice (Review)
Countering E-Crime
Courts and Tribunals
Custodial Administration
Custodial Care
Custodial Care and Custodial Healthcare (incremental review)
Custodial Healthcare
Emergency Fire Service Management
Emergency Fire Services Specialist Roles
Fire Investigation
Fire Investigation (Review)
Fire Rescue Sector Control Operations 2007
Fire Safety
Forensic Science
Governance of Public Sector Services
Harbour Masters
Incident Management Command and Fire Safety (incremental review)*
Inspection of Public Sector Services
Intelligence Analysis
Legal Advice 2006
Legal Advice 2009
Managing Justice Sector Services
Marine
Marine Pilots
Marine Vessel Operations & Marine Engineering Operations - Engineering
Marine Vessel Operations & Marine Engineering Operations – Management and Safety
Marine Vessel Operations & Marine Engineering Operations – Marine Vessel Operations

Marine Vessel Operations & Marine Engineering Operations - Navigation
Marine Vessel Operations & Marine Engineering Operations – Specialist Operations
Maritime Hospitality Management
Mentoring and Befriending
Non-pleasure vessels operating in inland and coastal waters
NOS for Air Observers
Operations in the Community
Policing & Law Enforcement C3
Policing and Law Enforcement (2003)
Policing and Law Enforcement (Part 1 2008)
Policing and Law Enforcement 2010
Policing and Law Enforcement C2
Policing and Law Enforcement C4
Port Operations
Preventing and tackling domestic and/or sexual abuse/violence
Public Protection
Reporting Scientists*
Resettlement of Offenders
Restorative Practice
Shore-Based Ship Management
Supervision of Port Operations
Technical Support
Traffic Management
UKBA Border Force NOS 2008/09
UKBA Specialist NOS*
Vessel Traffic Services Operations
Watch Management
Witness Care
Youth Justice
Youth Justice (2007)

* in development / proposed

SKILLS FOR LOGISTICS

Freight Logistics and Wholesaling Industry

14 Warren Yard, Warren Farm Office V, Stratford Road, Milton Keynes, MK12 5NW

Contact details for NOS enquiries – john.bowman@skillsforlogistics.org

Skills for Logistics Scottish contact – Chris Campbell – chrisc@skillsforlogistics.org

Skills for Logistics NOS are as follows:

Approved NOS Title

Carry and Deliver Goods

Driving Goods Vehicles

Driving Goods Vehicles

Food Safety in a Logistics Environment

International Trade and Logistics Operations

Logistics Operations Management

Mail Services

Storage and Warehousing

Supply Chain Management

Traffic Office

Warehousing and Storage

SKILLSET

TV, Film, Radio, Interactive Media, Animation, Computer Games, Facilities, Photo Imaging, Publishing, Fashion & Textiles

Focus Point, 21 Caledonian Road, London, N1 9GB

Contact details for NOS enquiries – joyh@skillset.org

Skillset Scottish contact – Henry Eagles – henrye@skillset.org

Skillset NOS are as follows:

Approved NOS Title

Advertising Sales

Animation NOS 2007

Apparel Manufacturing Technology

Armourers

Balanced Sourcing and New Product Development

Bespoke Cutting & Tailoring v2

Broadcast Journalism

Broadcast Media Technology

Camera 2007

Costume

Design for the Moving Image

Directors

Editing

Footwear and Leathergoods

Generic Units

Grip

Hair and Make Up

Heritage

Interactive Media and Computer Games

Laundry and Dry Cleaning

Law and Compliance Broadcasting

Lighting for Film & TV

Man-Made Fibres

Manufacturing Sewn Products

Manufacturing Textile Products

Photo Imaging

Physical Special Effects

Post Production

Production (FILM & TV)

Production Accounting

Production Design

Props

Publishing
Radio Content Creation NOS 2008
Senior Producers
Set Crafts
Sound
Stagehands in Film & TV
Textiles & Material Design
Visual Effects*

* in development / proposed

SKILLSMART RETAIL

Retail

4th Floor, 93 Newman Street, London, W1T 3EZ

Contact details for NOS enquiries – angela.roberts@skillsmartretail.com

Skillsmart Retail Scottish contact – Beverley Paddey – beverley.paddey@skillsmartretail.com

Skillsmart NOS are as follows:

Approved NOS Title

Merchandising

NOS for Independent Retailers

NOS for Multi-Channel Retailing*

Retail

Retail Buying

* in development / proposed

SUMMITSKILLS

Building Services Engineering

Vega House, Opal Drive, Fox Milne, Milton Keynes, MK15 0DF

Contact details for NOS enquiries – trevor.hill@summitskills.org.uk

SummetSkills Scottish contact – Ian Stirrat – ian.stirrat@summitskills.org.uk

SummetSkills NOS are as follows:

Approved NOS Title

Building Services Engineering
Electrical & Electronic Servicing
Electrical Systems in Petrol Stations
Electrotechnical Services
Electrotechnical Services – Approved Electrician Status
Electrotechnical Services - Electrical Machine Rewind & Repair
Electrotechnical Services - Electrotechnical Panel Building
Electrotechnical Services – Electrotechnical Technology & Project Management
Electrotechnical Services - Highway Electrical
Electrotechnical Services - Installation (Buildings & Structures)
Electrotechnical Services - Instrumentation
Electrotechnical Services - Maintenance
Electrotechnical Services - Structured Cabling
Ensuring the Compliance of Electrical Installation Work in Dwellings with the Building Regulations (England & Wales)
Environmental Technology Systems and Equipment
Heating & Ventilating - Domestic Installation
Heating & Ventilating - Ductwork
Heating & Ventilating - Industrial & Commercial Installation
Heating & Ventilating - Maintenance of System Components
Heating & Ventilating – Rectification of Systems
Installing and Maintaining Audio Systems; Installing and Maintaining Audio Visual Systems
Integrated Systems Engineering
Mechanical Engineering Services
Plumbing (MES)
Refrigeration and Air Conditioning

Standard Setting Bodies / Standard Setting Organisations



COUNCIL FOR ADMINISTRATION

6 Graphite Square, Vauxhall Walk, London, SE11 5EE

Contact details for NOS enquiries – standards@cfa.uk.com

Council for Administration NOS are as follows:

Approved NOS Title

Business & Administration NOS

Business Development

Business Enterprise

Business Information

Business Link Broker

Business Link Gateway

Business Start Up

Business Support

Business Support (pre-2006)

Business Support on Structured Business Formats

Customer Service 2006

Customer Service 2007

Customer Service 2010

Exploring Enterprise

Governance NOS Version 2

Intercultural Working: Standards for working with people from different countries and diverse cultures

Interpreting

Introduction to Business Support

Languages

Management and Business Consultancy NOS 2009

Management and Leadership NOS 2008

Management and Leadership NOS 2005

Management and Leadership NOS 2007

Pre-Enterprise

Self Administration NOS

Translation (revised 2007)

Understanding Enterprise



ENGINEERING CONSTRUCTION INDUSTRY TRAINING BOARD

Blue Court, Church Lane, Kings Lanley, Herts, WD4 8JP

Contact details for NOS enquiries – andy.brown@ecitb.org.uk

Engineering Construction Industry Training Board NOS are as follows:

Approved NOS Title

Constructing Capital Plant Steel Structures- Erecting
Design and Draughting
Fabricating Steel Structures
Installing and Commissioning Electrotechnical Systems
and Equipment (Plant)
Installing Plant & Systems - Instrument Pipefitting
Installing Plant & Systems - Mechanical
Installing Plant and Systems - Pipefitting
Maintaining Plant & Systems - Electrical
Maintaining Plant & Systems - Instrument & Controls
Maintaining Plant and Systems - Mechanical
Moving Loads
Non Destructive Testing
Project Control
Project Control Support Standards
Project Management
Supporting Engineering Construction Activities
Understanding Personal Site Safety Responsibilities
Welding Engineering
Welding Pipework
Welding Plate

GOVERNMENT SKILLS

Central Government

2nd Floor, 1 Victoria Street, London, SW1H 0ET

Contact details for NOS enquiries – rose.thomas@government-skills.gsi.gov.uk

Government Skills Scottish contact – Francis Brady – francis.brady@government-skills.gov.uk

Government Skills NOS are as follows:

Approved NOS Title

Commissioning for Public Sector*

Contact Centres within Operational Delivery for Government Departments*

Face to Face within Operational Delivery*

Operational Delivery - Public Services

Policy Delivery-Public Services

Processing Units within Operational Delivery for Government Departments*

Professional Skills for Government (PSG)

Public Services

Public Services revised

SKILLS FOR SECURITY

Security

Security House, Barbourne Road, Worcester, WR1 1RS

NOS which Skills for Security has responsibility for:

Approved NOS Title

Cash Processing Operations

CCTV

Common core National Occupational Standards for the security industry

Community Wardens 2007

Electronic Security Systems 08

Human Identity and Biometrics

Information Destruction Operations

Investigations

Keyholding and Response 2008

Physical Security

Port Security Operations

Precognition Operatives

Providing Cash and Valuables in Transit Services

Providing Close Protection 2008

Security & Loss Prevention

Security and Loss Prevention 2007

Security Co-ordinators

Security consultancy

Security Dog Handling

Security Dog Handling 2009

Security Management 2007

Security Risk Advisers

Security Search

Technical Surveillance Counter Measures



SKILLS – THIRD SECTOR

The Circle, 33 Rockingham Lane, Sheffield S1 4FW

Contact details for NOS enquiries – terry.wolf@skills-thirdsector.org.uk

Skills -Third Sector NOS are as follows:

Approved NOS Title

Campaigning

Development Workers

Fundraising

Management of Volunteers

Trustees and Management Committee members in the Voluntary and Community Sector



SKILLSPLUS UK

SkillsPlus is a strategic skills partnership between local government employers in the UK and Sector Skills Councils.

Approved NOS Title

Prevention and Management of Work-Related Violence

Trades Union Representatives and Professionals

Democratic Services

Democratic Services 2007

Electoral Services



TRAINING AND DEVELOPMENT AGENCY FOR SCHOOLS (England only)

City Tower, Piccadilly Plaza, Manchester, M1 4TD

Training and Development Agency for Schools NOS are:

Approved NOS Title

Supporting Teaching and Learning in Schools

APPENDIX 4

GLOSSARY OF TERMS

NOS – National Occupational Standard
SSC – Sector Skills Council
SSB – Sector Skills Body
SQS – Sector Qualification Strategy
UKCES –UK Commission for Employment and Skills
PC – Performance Criteria
SQA – Scottish Qualifications Authority
SVQ – Scottish Vocational Qualification
SCQF – Scottish Credit and Qualifications Framework
MA – Modern Apprenticeship

Alliance of Sector Skills Councils, Scotland

28 Castle Street
Edinburgh
EH2 3HT

E-mail: info@alliancescotland.org

Call: 0131 226 7726

Browse: www.alliancescotland.org

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