

Fees – *Commercial in Confidence*

Last updated: 02 January 2011

National Vocational Qualifications (NVQ)	Learner Fee
Level 2 NVQ Award in Business and Administration	£675.00
Level 2 NVQ Certificate in Business and Administration	£1150.00
Level 2 NVQ Diploma in Business and Administration	£1650.00
Level 3 NVQ Certificate in Business and Administration	£1350.00
Level 3 NVQ Diploma in Business and Administration	£1650.00
Level 4 NVQ Certificate in Business and Administration	£1550.00
Level 4 NVQ Diploma in Business and Administration	£1750.00
Level 2 NVQ Certificate in Customer Service	£1050.00
Level 3 NVQ Diploma in Customer Service	£1250.00
Level 4 NVQ Diploma in Customer Service	£1750.00
Level 2 NVQ Certificate in Team Leading	£1150.00
Level 3 NVQ Certificate in Management	£1350.00
Level 5 NVQ Diploma in Management	£1850.00
BTEC (Enrolment + assessment)	
BTEC Level 2 Award for IT Users	£675.00
BTEC Level 2 Certificate for IT Users	£1150.00
BTEC Level 2 Diploma for IT Users	£1550.00
BTEC Level 3 Award for IT Users	£750.00
BTEC Level 3 Certificate for IT Users	£1350.00
BTEC Level 3 Diploma for IT Users	£1750.00
BTEC Intermediate Award in Telesales Skills	£650.00
BTEC Advanced Certificate in Account Management	£1450.00
BTEC Professional Certificate in Account Management	£1750.00
ILM (Enrolment + distance learning + assessment)	
ILM Award in Customer Contact	£350.00
ILM Advanced Award in Customer Contact	£490.00
ILM Level 2 Award in Team Leading	£1050.00
ILM Level 2 Certificate in Team Leading	£1350.00
ILM Level 3 Award in First Line Management	£1150.00
ILM Level 3 Certificate in First Line Management	£1550.00
ILM Level 3 Award in Workplace Coaching	£1050.00
ILM Level 3 Certificate for Professional Workplace Coaches	£1550.00
ILM Level 5 Certificate in Coaching and Mentoring in Management	£1650.00
ILM Level 5 Diploma for Professional Management Coaches & Mentors	£1950.00
EDI (Enrolment + distance learning + assessment)	
Level 2 Certificate in Customer Service	£290.00
Level 3 Certificate in Customer Service	£350.00
Level 2 Certificate in Business and Administration	£290.00
Level 3 Certificate in Business and Administration	£350.00
Level 2 Certificate in Team Leading	£350.00
Level 3 Certificate in Management	£450.00

BTEC Career Path (Enrolment + distance learning + assessment)	
Level 1 BTEC Award – Introduction to Contact Centres	£290.00
Level 2 BTEC Award in Contact Centre Skills	£350.00
Level 3 BTEC Award in Contact Centre Supervisory Skills	£550.00
BTEC Career Path Certificate for Managers	£1750.00

NVQ and VRQ

Enrolment fees include: candidate registration, support materials, individual induction, access to online learning zone, specified number of on-site assessments and final certification. Fees include travel expenses for onsite visits.

A full-day induction workshop is recommended for cohorts of five or more candidates at an additional fee of £950.00 per workshop.

Short courses and support workshops required by the client to support a certification programme will be chargeable at the fees shown below.

In-company Training and Support Workshops

Level	Fee (per day)*	Additional Delegate Supplement
Agent / Front-line	£1200.00	£90.00
Team Leader	£1350.00	£100.00
Management	£1500.00	£120.00

*The standard fee allows for up to twelve attendees per day. An Additional Delegate Supplement will be chargeable for each additional trainee.

*Standard fees are for in-company course delivery. For off-site programmes, fees associated with hire of external venues will be chargeable.

Course Development

Onsite familiarisation and course development is chargeable at £750.00 per day. A quotation may be provided on request.

Volume Enrolment Agreement

A discount on standard fees is available to any employer who enrolls a minimum of 10 NVQ/VRQ learners or purchases 10 or more training days. Full details are available on request.

Government Funding

Funding for NVQ/Apprenticeship programmes may be available from the Skills Funding Agency (SFA) subject to individual eligibility. Further details are available on request.

Customised Quotations

A quotation for any programme or project is available on request. Please contact Best Practice with detail of the required programme and numbers of trainees.

Course Descriptions

Outlines of all short courses and certifications are available at www.bestpractice.uk.com

Terms and Conditions

Fees are correct from the date of this document and are valid for a period of thirty days.

VAT at the standard rate is chargeable on all fees for UK based clients.

Certification fees will be invoiced in full on registration.

Short course fees will be invoiced according to a specified schedule.

Travel expenses for on-site training will be chargeable, invoiced in arrears.

Standard terms and conditions apply.