

QQI Level 6			
Title	QQI Award Number	Duration	Credit Value
Training Delivery and Evaluation	6N3326	50 hours +	15
Leadership	6N2191	50 hours +	15
Group Theory and Practice (Facilitation Skills)	6N3669	50 hours +	15
QQI Level 5			
Title	QQI Award Number	Duration	Credit Value
Business Administration Skills	5N1610	50 hours +	15
Conflict Resolution	5N0692	50 hours +	15
Customer Service (Customer Care Skills)	5N0972	50 hours +	15
Communications	5N0690	50 hours +	15
Start your own Business	5N1418	50 hours +	15
QQI Level 4			
Title	QQI Award Number	Duration	Credit Value
Personal Effectiveness	4N1132	30 hours +	10
Reception Skills	4N1867	30 hours +	10
Retail Sales Techniques	4N1183	30 hours +	10
Communications	4N0689	50 hours +	15