

Overview of Service Industry Qualifications

Level	BTEC Higher National, National, First, Introductory and Entry qualifications	BTEC Short Course Framework	Applied GCE A Level	Applied GCSE
5	BTEC HND/C in Facilities Management BTEC HND/C in Retail Management	BTEC Professional Diploma, Certificate and Award in Management Studies		
4		BTEC Professional Diploma in Logistics		
3	BTEC National Certificate and Award in Hairdressing BTEC National Certificate and Award in Logistics BTEC National Diploma, Certificate and Award in Retail	BTEC Certificate in Call Handling Operations BTEC Award in Customer Service BTEC Certificate in Road Freight Logistics BTEC Certificate in Management (Supervision and Leadership) BTEC Diploma in Training and Operational Management BTEC Certificate and Award in Management		
2	BTEC First Diploma in Retail BTEC First Diploma in Logistics	BTEC Diploma and Certificate in Retail Beauty Consultancy BTEC Certificates in Call Handling Operations, Hairdressing, Transporting Passengers by Bus and Coach BTEC Awards in Contact Centre Skills, Customer Service, Door Supervision, Security Operations, Vehicle Immobilisation, Lingerie Fitting, Transporting Passengers by Taxi and Private Hire		
1		BTEC Award in Call Handling Operations BTEC Award in Introduction to Contact Centres BTEC Award in Customer Service BTEC Certificate in Hairdressing		
E	BTEC Entry level Certificate in Skills for Working Life (Hair & Beauty)			