



# FREE

Training to improve your Business,  
Staff and Services.

For more information call **01902 366278**



- Motor Vehicle
- Business Administration
- Customer Service

Train to  
Gain 

**NOVA**   
**TRAINING**  
stand out from the CROWD

[www.novatraining.co.uk](http://www.novatraining.co.uk)

## Businesses which invest in the right training and support benefit from:

- **Better productivity**
- **Greater competitiveness**
- **Improved sales and customer loyalty**
- **More confident and motivated employees**

Train to Gain helps businesses get the training solutions they need to succeed – at the right price. It's all about boosting business performance.

The programme is funded by the Learning & Skills Council, and is available to businesses and individuals.

## Motor Vehicle Training

**Nova Training City & Guilds Motor Vehicle qualifications help develop and improve your staff, bringing major benefits to your business.**

**These qualifications include:**

**City & Guilds Roadside Recovery – enabling your staff to:**

- Assess and secure the roadside situation
- Remove and transport vehicles from the roadside

**City & Guilds Vehicle Fitting Operations – your staff will be able to:**

- Identify customer vehicle needs
- Inspect, repair and replace high performance tyres, clutches, exhausts, batteries, dampers and braking systems

**City & Guilds Vehicle Maintenance and Repair –**

- Carry out routine vehicle maintenance
- Remove and replace engine units, auxiliary electrical units and chassis units

With all qualifications your staff will learn to contribute to good housekeeping, ensure their actions reduce risk to Health and Safety and maintain a positive working relationship.

Qualifications are available through **NOVA TRAINING'S Train to Gain** provision.

### What our customers say about Nova Training.

At **Motor Mobile** we were looking to up-skill our staff. Our staff team ranges from Recovery Drivers, Workshop Mechanics and Customer Service Personnel. We went in to partnership with Nova training, who delivered all of the qualifications including road side recovery, vehicle fitting, business admin and customer service NVQ's through the TTG programme. Such was the success of the programmes and qualifications gained we now wish to progress on to the TTG level 3 programmes with Nova Training.

At **Silverknight garage** a member of our staff requested to participate in the TTG programme to gain accredited qualifications in the Customer Service area. We contacted Nova Training who provided all the information on TTG and Customer service NVQ requirements. Nova delivered the qualifications requested working with our staff causing minimal disruption to the working day. After successfully completing the Level 2 TTG NVQ in Customer Service, our staff would like to continue on to the Level 3 TTG programme in Customer Service with Nova Training.

## Tailored training

The right skills advice is essential to choosing the best and most appropriate training.

Train to Gain is highly flexible, and is offered at a time and place to suit businesses.

As a Train to Gain partner, Nova Training has a proven track record in delivering high quality accredited training to meet the skills needs of businesses across the Midlands.

Our service helps organisations large and small develop their frontline staff, supervisors and managers.

## Business Administration & Customer Service

**Grow your business and improve your staff with Nova Training Business Administration and Customer Service Qualifications.**

**These qualifications include:**

**Customer Service Units -**

- Give customers a positive impression of yourself and your organisation
- Make customer service personal
- Deal with customers face to face
- Recognise and deal with customer queries, requests and problems

**Business Administration Units -**

- Manage customer relations
- Deal with visitors
- Use IT systems 2
- Word processing software 2
- Work effectively with other people

With these qualifications your staff will also learn to prepare themselves to deliver good customer service, provide customer service within the rules, carry out their responsibilities at work and work within your business environment.

To access our  
**FREE TRAINING**  
call **01902 366278**

#### TRAINING FACILITIES AT:

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