

**ADMINISTRATION NVQ LEVEL 1**

Student Handbook by Carol Carysforth and Mike Neild – 3rd Edition

**Heinemann Educational Publishers – UK**  
ISBN – 0 435 45168 5

This new Level 1 handbook provides all the knowledge your candidates need to complete the award.

**ADMINISTRATION NVQ LEVEL 2**

Student Handbook by Carol Carysforth – 2<sup>nd</sup> Edition  
**Heinemann Educational Publishers – UK**

ISBN – 0 435 45148 0

This new Level 2 handbook has been completely revised to match the new specifications and includes a wealth of short answer questions for candidates to test their understanding.

Special Note

Guidance on the following skills and finance option units is freely available on the Heinemann website at [www.heinemann.co.uk/vocational/NVQ](http://www.heinemann.co.uk/vocational/NVQ):

Units 210, 215, 216, 217, 219, 220 and 221

**ADMINISTRATION NVQ LEVEL 3**

Student Handbook by Carol Carysforth and Maureen Rawlinson – 3<sup>rd</sup> Edition

**Heinemann Educational Publishers – UK**  
ISBN – 0 435 45166 9

This newly revised handbook matches the new specifications for Level 3, and offers complete coverage of the award. It also prepares candidates for the problem-solving and decision-making skills required at this level.

**ADMINISTRATION NVQ LEVEL 4**

Student Handbook by Carol Carysforth and Maureen Rawlinson – 1<sup>st</sup> Edition

**Heinemann Educational Publishers – UK**  
ISBN – 0 435 45129 4

This book encourages candidates to apply their everyday work experiences to a wide range of strategic business problems.

Support Activities

These offer practical advice on collecting appropriate evidence in the workplace.

**CUSTOMER SERVICE NVQ LEVEL 3**

Authors: Allan Woods, Lesley Hebron and Sally Bradley – 1<sup>st</sup> Edition

**Heinemann Educational Publishers – UK**  
ISBN – 0 435 45227 4

This new handbook is clearly organised to match all 8 units in the Level 3 NVQ Standards.

**USING INFORMATION TECHNOLOGY NVQ LEVEL 2 and LEVEL 3**

Student Handbooks by Marie Claire Williams for the 2000 Standards.

**Heinemann Educational Publishers – UK**

Level 2 – ISBN – 0 435 451144 8

Level 3 – ISBN – 0 435 45162 6

The new handbooks give complete coverage of each award and contain plenty of reinforcement activities to ensure candidates grasp all the knowledge they need to succeed.

Practice Activities

Level 2 – ISBN – 0 435 45147 2

Level 3 – ISBN – 0 435 45165 0

These photocopiable activity packs complement the Student Handbooks to give the candidates everything they need to help them succeed.

There is a free disk with each pack which contains original documents to save keying-in time.

**TRAINING AND DEVELOPMENT NVQ LEVEL 3 AND LEVEL 4**

Training and Development NVQs. A Handbook for NVQ Trainers by Les Walklin

**Stanley Thornes (Publishers) Ltd – UK**  
ISBN – 0 7487 2077 4

Les Walklin provides the trainer with all he or she needs to know to meet the key Training and Development Lead Body (TDLB) trainer and assessor units.

The Assessment of Performance and Competence. A Handbook for teachers and trainers by Les Walklin  
**Stanley Thornes (Publishers) Ltd – UK**  
ISBN – 0 7487 1115 5

This Handbook gives a logical approach to work-based, performance related training and its links to NVQs. Les Walklin draws on his substantial experience in industry, vocational education, training and staff development to present the subject in a form that is readily usable by the practitioner.

**HUMAN RESOURCE DEVELOPMENT NVQ LEVEL 4**

Dictionary of Human Resources and Personnel Management 2<sup>nd</sup> Edition

**Peter Collin Publishing – UK**  
ISBN 1-948549-79-3

This dictionary covers all aspects of human resources and personnel management. The entries cover terms from recruitment and selection, assessments, payment systems, dismissals and terms of industrial relations.

Check Your Vocabulary for Human Resources Workbook

**Peter Collin Publishing – UK**  
ISBN 1-901659-28-3

A companion workbook to help improve specialist HR vocabulary.

**ACCOUNTING NVQ LEVELS 2 and 3**

A Complete Course in Business Accounting – 2<sup>nd</sup> Edition by Richard Giles

**Nelson Thornes Ltd - UK**

ISBN – 0 7487 6160 8

This Handbook has been revised and updated to provide a comprehensive and flexible introduction to business accounting. The content covers the NVQ units at both levels.

Understanding Accounts – The Dr Proctor Guide – by Rob Dransfield and Martin Coles

**Nelson Thornes Ltd – UK**

ISBN – 0 7487 5799 6

This Handbook will help the candidate to develop a good understanding of the nature of finance and accounts and enable candidates to use and interpret accounts properly.

**KEY SKILLS LEVELS 1, 2 and 3****Application of Number, Communication and Information Technology**

AON by Michelle Snellgrove

Communication Level 1 by Sian Lavers

Communication Levels 2 and 3 by Ian Duckett

IT Levels 1 and 2 by Tina Lawton

IT Level 3 by Joy Williams

**Heinemann Educational Publishers – UK**

AON Level 1 – ISBN – 0 435 46600 3

AON Level 2 – ISBN – 0 435 46601 1

AON Level 3 – ISBN – 0 435 46602 X

Com Level 1 – ISBN – 0 435 46597 X

Com Level 2 – ISBN – 0 435 46598 8

Com Level 3 – ISBN – 0 435 46599 6

IT Level 1 – ISBN – 0 435 46594 5

IT Level 2 – ISBN – 0 435 46595 3

IT Level 3 – ISBN – 0 435 46596 1

There are nine activity packs to help candidates to develop and practise skills at levels 1, 2 and 3. Each pack is fully photocopiable and customisable offering flexibility for teaching Key Skills.

Each pack includes tutor guidance notes and , additional resources, as well as mapping and tracking documents.

**KEY SKILLS LEVEL 1 IN COMMUNICATION AND APPLICATION OF NUMBER**

Basically Communication and Basically Numbers are 2 motivating CD-ROM packs to develop communication and number skills in young adults.

Basically Numbers is by Simon Shaw and

Basically Communication is by Elly Scantlebury

**Heinemann Educational Publisher – UK**

Communication ISBN – 0 435 46103

Numbers ISBN – 0 435 46101 X

**BASIC BUSINESS SKILLS CERTIFICATE – LEVEL 1**

Office Skills – 4<sup>th</sup> Edition by Thelma J Foster

**Nelson Thornes Ltd – UK**

ISBN – 0 7487 1796 X

This Handbook is up-to-date with the latest developments in office technology and practice. It also has been revised to incorporate the latest standards for NVQ Administration levels 1 and 2. There is a new section of organising yourself at work, and the book includes a grid showing where relevant NVQ elements are discussed.

Dictionary of Business 3<sup>rd</sup> Edition

**Peter Collin Publishing – UK**

ISBN 1-901659-50-X

This edition now includes coverage of e-business and new business terminology and technology.

**OFFICE PROCEDURES LEVELS 1 AND 2**

Office Skills – 4<sup>th</sup> Edition by Thelma J Foster

**Nelson Thornes Ltd – UK**

ISBN – 0 7487 1796 X

This Handbook is up-to-date with the latest developments in office technology and practice.

**KEYBOARDING – PROFILE****TYPEWRITING 5 MIN SPEED PROFILE****TYPEWRITING – ELEMENTARY****TYPEWRITING – INTERMEDIATE****TYPEWRITING – ADVANCED****TEXT PRODUCTION SKILLS**

Keyboarding for Text Processing by Joyce Stananought

**Stanley Thornes Publisher – UK**

ISBN – 07487 1898 2

This Handbook is a comprehensive keyboarding book that presents keyboarding skills in a simple, relevant and quickly assimilated format.

Learn to Keyboard by Sharon Spencer

**Heinemann Educational Publisher – UK**

ISBN 0 435 45380 7

This Handbook enables the candidate to key effectively and efficiently in a short space of time.

International Typewriting – Horizontal Keyboard Approach - 8<sup>th</sup> Edition by C Neocleus

**Stanley Thornes Publisher – UK**

ISBN – 0 7487 5169 6

This Handbook introduces complete words, phrases and sentences at a very early stage to evoke and maintain the interest of the candidate. The exercises take the candidate to advanced level.

**AUDIO TRANSCRIPTION (ADVANCED 120)****AUDIO TRANSCRIPTION (INTERMEDIATE 100)****AUDIO TRANSCRIPTION (INTERMEDIATE 80)**

Audio Transcription – Stages 1, 2 and 3 by Sharon Spencer

**Heinemann Educational Publisher – UK**

ISBN – 0 435 45385 8

<p><b>ADMINISTRATION AND SECRETARIAL PROCEDURES – LEVEL 3</b>  <b>SECRETARIAL AND ADMINISTRATION – FIRST DIPLOMA</b>  <b>SECRETARIAL AND ADMINISTRATION – INTERMEDIATE DIPLOMA</b>  <b>SECRETARIAL AND ADMINISTRATION – ADVANCED DIPLOMA</b>  Business Administration for Secretarial Certificates by Jon Sutherland and Diane Canwell  <b>Heinemann Educational Publisher – UK</b>  ISBN- 0 435 45555 9</p> <p>Business Communication for Secretarial Certificates by Jon Sutherland and Diane Canwell  <b>Heinemann Educational Publishers – UK</b>  ISBN- 0 435 45556 7</p> <p>Administration Procedures for Higher Secretarial Diplomas by Lesley Jefferson and Sue Sealy  <b>Heinemann Educational Publisher – UK</b>  ISBN- 0 435 45513 3</p> <p>Administration Procedures for Advanced Secretarial Students by Carol Carysforth  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45541 9</p> <p>PA Studies for Advanced Secretarial Students by Carol Carysforth  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45512 5</p> <p><b>SHORTHAND AND SHORTHAND SPEED</b>  Teeline Gold – The Course Book  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45353 X</p> <p>Teeline Gold – Word List  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45359 9</p> <p>Teeline Gold – Speed Ladder  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45355 6</p> <p>Teeline Gold – Workbook  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45354 8</p> <p>New Teeline Dictation Book  <b>Heinemann Educational Publisher – UK</b>  ISBN 0 435 45349 1</p> <p>New Teeline Dictation Pack – Stages 1, 2 and 3 by Sharon Spencer  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45398 X</p>	<p><b>COMPUTERISED ACCOUNTS – LEVELS 1 AND 2</b>  Sage Accounts Made Simple by Peter McBride  <b>Heinemann Publishers – UK</b>  ISBN 0 7506 4413 3  East to follow, jargon free, practical, task based and easy steps.</p> <p><b>BOOK-KEEPING AND ACCOUNTS – LEVEL 1</b>  Success in Book-keeping and Accounts by David Cox  <b>John Murray Publishers – UK</b>  ISBN – 0 7195 4194 8  A thorough, straightforward coverage of Pitman 1<sup>st</sup> level.</p> <p><b>BOOK-KEEPING AND ACCOUNTS – LEVEL 2</b>  Book-keeping by Geoffrey Whitehead – 5<sup>th</sup> Edition  <b>Heinemann Publishers – UK</b>  ISBN – 0 7506 3651 3  This Handbook has now been fully updated to reflect the latest changes in accounting practice. Its clear and comprehensive coverage of the book-keeping requirements of all types of business will make the book invaluable to anyone who requires a thorough understanding of the subject.</p> <p><b>ACCOUNTING - LEVELS 3 AND 4</b>  A Complete Course in Business Accounting 2<sup>nd</sup> Edition by Richard Giles  <b>Nelson Thornes Publisher – UK</b>  ISBN – 0 7487 6159 4  This Handbook is a clearly written and attractively presented approach to financial accounting, and is supported by the Solutions Manual that contains fully worked answers to many of the questions in the main text book. Together these books allow candidates to learn more effectively.</p> <p>The Solutions Manual by Richard Giles  ISBN 0 7487 6160 8</p> <p><b>COST AND MANAGEMENT ACCOUNTING – LEVEL 3</b>  Penguin Dictionary of Accounting by Christopher Nobes  <b>Penguin Publishers – UK</b>  ISBN – 0 1405 1488 0</p> <p>Penguin Business Dictionary by Evan Davies, Graham Bannock and Mark Uncles  <b>Penguin Publishers – UK</b>  ISBN – 0 1405 1377 9</p> <p>Dictionary of Accounting – 2<sup>nd</sup> Edition  <b>Peter Collin Publishing</b>  ISBN 1-901659-85-2</p>
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**ESOL FOR YOUNG LEARNERS – BASIC  
ESOL FOR YOUNG LEARNERS –  
ELEMENTARY**

**ESOL BASIC – LEVEL 1**

**ESOL ELEMENTARY – LEVEL 1**

Literacy Basics

**Letts Education – UK**

For Ages 3 to 11 series

The series of books covers every core skill required in each year, they are simply structured with activity pages and illustrated in full colour

Getting to Grips with Punctuation and Grammar, Spelling and Writing by Catherine Hilton and Margaret Hyder

**Letts Education – UK**

ISBN Nos 1857580907, 1857580915, 1857580923

Clear Language, layout and graphics, helpful hints on common errors and guided examples and practice exercises.

Children's English Dictionary

**Peter Collin Publishing - UK**

ISBN – 1-901659-86-0

This dictionary is particularly designed for non-native speakers learning English

**ESOL ADVANCED – LEVEL 3**

**ESOL HIGHER AND INTERMEDIATE –  
LEVELS 2 AND 3**

**SPOKEN ESOL LEVELS 2 AND 3**

Ship or Sheep? – An Intermediate pronunciation course by Ann Baker

**Cambridge University Press– UK**

ISBN 28354 X and Cassettes – 26358 1

This book will train candidates to recognise and produce English sounds, and includes work on stress and intonation.

Pronunciation for Advanced Learners of English by David Brazil

**Cambridge University Press – UK**

ISBN – Candidate's Book – 38798 1

ISBN – Teacher's Book – 38799 X

ISBN – 2 Cassettes – 38420 6

This book encourages the learner to examine the sound system of English in the context of connected speech and describes how intonation works in practice

Speaking Personally by Gillian Porter Ladousse  
Quizzes and Questionnaires for fluency practice.

**Cambridge University Press – UK**

ISBN – 28869 X

**SPOKEN ESOL FOR YOUNG LEARNERS  
SPOKEN ESOL FOR LEVEL 1**

Elementary Task Listening by Jacqueline St Clair Stokes

Beginner to Low Intermediate

**Cambridge University Press - UK**

ISBN - Student's Book – 27578 4

ISBN – Teacher's Book – 27582 2

ISBN – Cassette – 25594 5

Cambridge Skills for Fluency in Speaking, Writing, Listening and Reading – Level 1 – 4

**Cambridge University Press – UK**

These flexible materials, in four levels from pre-intermediate to advanced, can be used alone or to supplement course material. Use them to help develop your students' confidence and fluency in reading, speaking, listening and writing.

**ENGLISH FOR BUSINESS**

**COMMUNICATIONS LEVELS 1, 2 AND 3**

English for Business Communication by Simon Sweeney – Intermediate to Upper Intermediate

**Cambridge University Press – UK**

ISBN – Student's Book – 44620 1

ISBN – Teacher's Book – 44621 X

ISBN – Set of 2 Cassettes – 44622 8

ISBN – Set of 2 Audio CDs – 58547 3

This is a short course for learners who need to improve their ability to communicate when socialising, telephoning, presenting, taking part in meetings and/or negotiating.

English for Business Studies by Ian MacKenzie - Upper Intermediate to Advanced

**Cambridge University Press – UK**

ISBN – Student's Book – 48353 0

ISBN – Teacher's Book – 48352 2

ISBN – Set of 2 Cassettes – 48351 4

ISBN – Set 2 Audio CDs – 58703 4

The 28 units cover a full range of issues, including work and motivation, production, marketing, banking, business ethics, exchange rates and international trade. Students new to the world of business will learn a lot.

**COMMERCIAL NUMERACY LEVELS 1 AND 2**

Basically Numbers by Simon Shaw

**Heinemann Educational Publisher – UK**

ISBN – 0 435 46101 X

Photocopiable Ringbinder and CD-ROM

There are assignments, skill sheets, practice sheets, tutor guide and CD-ROM making this pack an easy and motivating tool.

Application of Number Level 2 Activity Pack

**Heinemann Educational Publisher – UK**

ISBN – 0 435 46601 1

Each pack comes with a CD-ROM to allow the tutor to customise activities. There is clear referencing throughout as well as 'What you need to know' sections which make it easy for students to use the packs independently.

<p><b>PRACTICAL WORD PROCESSING</b>  <b>WORD PROCESSING TECHNIQUES - ESSENTIAL</b>  <b>WORD PROCESSING TECHNIQUES – INTERMEDIATE</b>  <b>WORD PROCESSING TECHNIQUES – ADVANCED</b>  <b>WORD PROCESSING TECHNIQUES – ADVANCED</b></p> <p>Word Processing/Typing Stage 1  ISBN 0 435 45381 5  Word Processing/Typing Stage 2  ISBN 0 435 45382 3  Word Processing and Document Presentation Stage 3  ISBN 0 435 45383 1  Word Processing/Typing Exam Practice Stage 1  ISBN 0 435 45386 6  Word Processing /Typing Exam Practice Stage 2  ISBN 0 435 45387 4  Mailmerge Exam Practice Stage 2  ISBN 0 435 45389 0  Word Processing Exam Practice Stage 3  ISBN 0 435 45388 2  Document Presentation Exam Practice Stage 3  ISBN 0 435 45396 3  Introducing Word 2000  ISBN 0 435 45431 5  Extending Word 2000  ISBN 0 435 45432 3  Advancing Word 2000  ISBN 0 435 45433 1  <b>Heinemann Educational Publisher - UK</b></p> <p>Introducing Word Processing and Continuing Word Processing by Camilla Bradley  <b>John Murray Publishers - UK</b>  ISBN – 0 7195 4709 1 – Introducing Word Processing  ISBN – 0 7195 4710 5 – Continuing Word Processing</p> <p><b>DESKTOP PUBLISHING – LEVELS 1 AND 2</b></p> <p>Desktop Publishing at Stages 2 and 3 by Sharon Spencer  <b>Heinemann Educational Publisher – UK</b>  ISBN 0 435 45393 9</p> <p>Learning to Use Publisher 2000 by Sharon Spencer  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45410 2</p> <p><b>DATA PROCESSING</b>  <b>PRACTICAL DATA PROCESSING</b></p> <p>Spreadsheets and Databases Training Material by Camilla Bradley  <b>John Murray Publisher – UK</b>  ISBN – 0 7195 5072 6</p> <p>A task-based book with over 80 carefully graded tasks, designed to help candidates with both database and spreadsheets.</p>	<p><b>PRACTICAL SPREADSHEET PROCESSING – ELEMENTARY AND INTERMEDIATE</b>  <b>SPREADSHEET PROCESSING TECHNIQUES – ESSENTIAL LEVEL, INTERMEDIATE LEVEL AND ADVANCED LEVEL</b></p> <p>Spreadsheets and Databases Training Material by Camilla Bradley  <b>John Murray Publishers – UK</b>  ISBN – 0 7195 5072 6  A task –based book with over 80 carefully graded tasks, designed to help students tackle a spreadsheet assignment on their own and eventually master the skills required for a range of IT qualifications.</p> <p>Learning to Use Office 2000 by Angela Bessant  <b>Heinemann Educational Publishers – UK</b>  ISBN – 0 435 45206 1  This handbook provides candidates with material which is comprehensive and practical. The text teaches the candidate how to operate their software efficiently, and assignments in every chapter help reinforce learning.</p> <p><b>MODERN OFFICE APPLICATIONS – VISUAL PRESENTATIONS</b></p> <p>Learning to Use Powerpoint by Angela Bessant  <b>Heinemann Educational Publishers – UK</b>  ISBN 0 435 45411 0  PowerPoint enables students to create, organise and design effective presentations. This Handbook takes students through the application, showing newcomers to the world of presentations how to create and edit slides. It is also suitable for students with some knowledge of PowerPoint who want to improve the design and layout of their visuals and, possibly, introduce sound and video.</p> <p><b>MODERN OFFICE APPLICATIONS – GRAPHIC DESIGN AND DOCUMENT PRESENTATION</b></p> <p>Learning to Use Publisher 2000  <b>Heinemann Educational Publisher – UK</b>  ISBN – 0 435 45410 2</p> <p>Desktop Publishing Stages 2 and 3 by Sharon Spencer  <b>Heinemann Educational Publisher – UK</b>  ISBN 0 435 45393 9</p>
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**PUBLISHERS**

**Heinemann Educational Publishers**

Tel 01865 888080  
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Tel 01242 228888  
Int +44 (0)1242 267100  
[www.nelsonthornes.com](http://www.nelsonthornes.com)  
[mail@nelsonthornes.com](mailto:mail@nelsonthornes.com)

**Peter Collin**

Tel 020 7222 1155  
Int +44 (0) 207 222 1155  
[www.petercollin.com](http://www.petercollin.com)  
[info@petercollin.com](mailto:info@petercollin.com)

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