

4418 Level 1 Award/Certificate in Business and Administration

Entry 3

Unit No	Title	GLH	Credit value
001*	Working in business and administration	20	2
002	Using office equipment	30	3
003	Professional behaviour in an office environment	20	2

Level 1

Unit No	Title	GLH	Credit value
101*	Working in business and administration	30	3
102	Creating business documents	30	3
103	Welcome visitors	20	2
104	Making and receiving calls	20	2
105	Handling mail	20	2
106	Developing self	20	2
107	Individual rights and responsibilities	10	1
108	Working as part of a group	20	2
109	Working towards goals	20	2

Level 2

Unit No	Title	GLH	Credit value
201	Producing documents in a business environment	40	6
202	Receiving visitors in a business environment	27	4
203	Using a telephone system	20	3
204	Operating and maintaining office equipment	27	4
205	Maintaining customer relations in a business environment	27	4
206	Managing diary systems	27	4
207	Collecting and storing information	20	3
208	Retrieving information	13	2

Unit Key

	Business and Administration
	Personal and Social Development

*These units cannot be claimed towards the same full qualification ie only higher level of credit value counts. For example, if a candidate achieves 001 Entry 3 Working in Business and Administration and 101 Level 1 Working in Business and Administration they will only receive 3 credits towards the Level 1 Certificate.

Rules of combination

4418-01 Level 1 Award in Business and Administration (500/7738/7)

- at least 7 credits needed overall
- at least 4 credits **must** be from Level 1 Business and Administration
- plus 3 credits from Entry 3 Business and Administration, Level 1 Business and Administration and Level 1 Personal and Social Development

There are no mandatory units.

4418-01 Level 1 Certificate in Business and Administration (500/7665/6)

- at least 13 credits needed overall
- at least 7 credits **must** be from Level 1 Business and Administration
- plus 6 credits from **any** area including Level 1 Business and Administration

There are no mandatory units.

If a candidate has already achieved applicable units within 7577 Personal and Social Development these will be automatically recognised.