Certificate in Principles of Business and Administration

Level 2



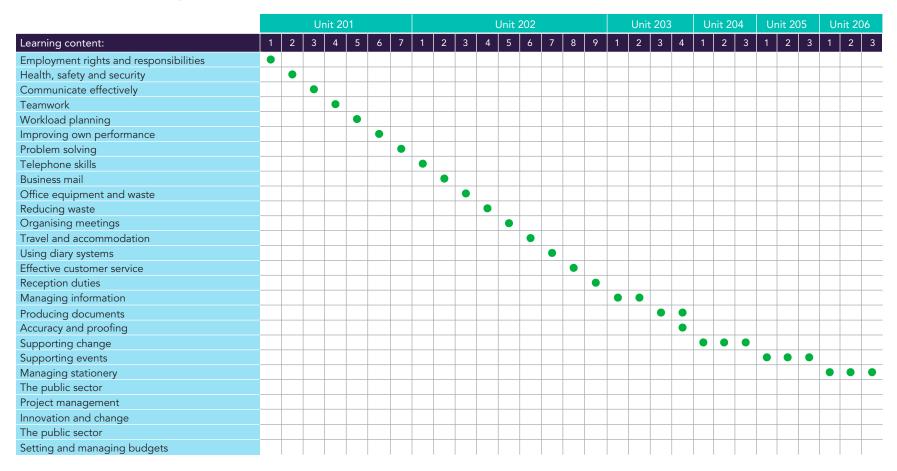
4475-02 Level 2 Certificate in Principles of Business and Administration (501/0159/6)

Course	Topic Task	Page							
Level 2 Certificate in Principles of Business and Administration	Principles of personal responsibilities and working	Employment rights and responsibilities	Health, safety and security	Communicate effectively	Teamwork	Workload planning	Improving own performance		
	in a business environment	Problem solving							
	Principles of providing administrative services	Telephone skills	Business mail	Office equipment	Reducing waste	Organising meetings	Travel and accommodation		
		Using diary systems	Effective customer service	Reception duties					
	Principles of managing information and producing documents	Managing information	Producing documents	Accuracy and proofing					
	Principles of supporting change in a business environment*	Supporting change			•				
	Principles of supporting business events*	Supporting events							
	Principles of maintaining stationery stock*	Managing stationery							
	Principles of working in the public sector*	The public sector**							
	Principles of project management*	Managing projects	Monitoring projects	Evaluating projects					
	Principles of contributing to innovation and change*	Innovation	Managing change						
	Principles of budgets in a business environment*	Setting budgets	Managing budgets						

^{*}Optional units

^{**}The content displayed to learners is specific to either unit 207 or unit 307 depending on the unit selected

Content Mapping



Content Mapping

	Unit 207				Unit 305				Unit 306				Unit 307						Unit 308				
Learning content:		2	3	4	5	6	1	2	3	4	1	2	3	4	1	2	3	4	5	6	1	2	3
Employment rights and responsibilities																							
Health, safety and security																							
Communicate effectively																							
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Accuracy and proofing																							
Supporting change																							
Supporting events																							
Managing stationery																							
The public sector	•	•	•	•	•	•																	
Project management							•																
Innovation and change											•	•	•	•									
The public sector															•	•	•	•	•				
Setting and managing budgets																							•