

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 in a business environment	Employment rights and responsibilities	Health, safety and security	Communicate effectively	Teamwork	Workload planning	Improving own performance
		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

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