

May 2015

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City & Guilds Level 1 Certificate in Business and Administration (500/7665/6)

OVERVIEW

- What does this qualification cover?

This qualification covers the essentials of business administration, providing a general understanding of the routine operations found in many organisations in the public, private and voluntary sectors. It allows progress on to further learning through other business administration qualifications or those in complementary subject areas.

The following areas can be covered within this qualification:

- Know how to maintain customer relations
- Understand how to use and maintain office equipment safely
- Know how to manage a diary system
- Know how to make and receive telephone calls
- Know how to store and retrieve information
- Understand individual rights and responsibilities
- Know how to work as part of a team
- Know how to behave professionally.

All learners cover a range of core, mandatory units at Level 1 plus a selection of optional personal and social development units at Levels 1 and business administration units at Level 1 and 2. A minimum of 54% of the vocational learning in this qualification relates to business administration.

This is a Framework qualification.

Who could take this qualification?

This qualification is suitable for those wanting to develop their understanding of administrative roles and functions. At Level 1 learners do not have to be in a relevant position of employment to produce evidence for assessment purposes. The Certificate in Business and Administration allows learners to study administration in more depth than the Level 1 Award in Business and Administration (500/7738/7), through a broader range of optional units, including some at Level 2. Learners can progress on to the Level 2 Certificate in Principles of Business and Administration (501/0159/6) to further develop their understanding. Alternatively learners can progress onto the Level 2 NVQ Certificate (500/9677/1) or NVQ Diploma (501/0040/3) in Business and Administration or the combined competence and knowledge Level 2 Diploma in Business Administration (601/3607/8), provided they are employed in a relevant job role. The Level 1 Certificate can be taken as part of a broad programme of study that includes related disciplines such as Customer Service, Retail, Sales and Marketing. It also allows learners to progress,

through appropriate further learning, onto specialist administrative roles such as accounting and finance, human resources, sales, law and health care.

This qualification is suitable for anyone aged 16 years old or over.

This qualification is not a component of an apprenticeship framework.

WHAT COULD THIS QUALIFICATION LEAD TO?

The learner could progress onto an apprenticeship at Level 2 or 3 in Business Administration or other qualifications such as:

- Level 2 Certificate in Principles of Business and Administration (4475)
- Level 2 Diploma in Business Administration (knowledge and competence) (5528)
- Level 2 NVQ Certificate in Business and Administration (4428)
- Level 2 Medical Administration / Secretarial qualifications (5519)
- Level 2 Certificate and Diploma for Legal Secretaries (7655)
- Level 2 Customer Service (5530)
- Award, Certificate or Diploma for IT Users (7574)
- ILM leadership and management qualifications.

This qualification could lead to jobs such as:

- Project administrator
- Accounting assistant
- Human resources administrator
- Receptionist
- Administrator
- Secretary
- Personal assistant
- Senior and office administrator

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK
DC Training and Development Services
Qube Learning (Qube Qualifications and Development Ltd)