

5514-01



BUSINESS SKILLS

LEVEL 1 DIPLOMA IN BUSINESS SUPPORT SERVICES

QUALIFICATION FACTSHEET

LEVEL 1 DIPLOMA IN BUSINESS SUPPORT SERVICES (5514-01)

Framework Qualification	Credit	Fundable	GLH	QAN	City & Guilds number
level 1 diploma in business support services	39	Yes	257-364	601/1223/2	5514-01

Qualification aim	Qualification levels and definition	Progression routes
This qualification has been developed to support learners wishing to gain the knowledge and skills required to support a business and its services. Ensuring learners are aware of the employer rights and responsibilities and health and safety whilst also being able to choose a pathway to support their more specialist knowledge and skills in either business administration, customer service or retail. There are also employability options to support CV writing to interview skills to help the learner gain employment	You want to work in administrative, customer service or retail role, or you've just started working in these areas. You'd like a solid base of knowledge and skills to help you succeed as an administrative assistant, receptionist or another related role.	On completion learners will gain the skills and knowledge required to progress to employment or onto further training such as Level 2 and 3 Business administration, Customer Service and Retail as well as specialist qualifications in Legal and Medical Administration. In addition, we also have a number of Higher Level qualifications offered through the Institute of Leadership and Management (ILM). www.i-l-m.com

	Key features	Key benefits
Structure	Learners must complete 4 mandatory units and optional units from the signposted pathways.	The 3 pathways are Business administration, Customer Service and Retail. These allow the learners to choose their area of specialism. There are also employability units as part of the optional units to support skills development.
Assessment	Portfolio of evidence and e-assessment on our e-volve platform.	Business administration and Customer Service are assessed via portfolio of evidence where as the Retail units are online e-volve assessments.
Support	Our support resources include: a free Qualification Handbook.	Personal support is available from the largest team of subject specific Quality Consultants, our Customer Relations Team and dedicated Business Managers.

Reasons to choose City & Guilds	
Widest range and choice of qualifications	We are the market-leading awarding organisation for qualifications in Business Support Skills and have helped learners gain skills that are key to the industry for many years.
Industry expertise	We have worked in partnership with training providers, industry experts and employers to ensure that our qualifications provide relevant, work-ready training.
Recognised by employers	Our qualifications are trusted and valued both by experts and employers across the Business Support Skills sector which will help you to engage with employers and provide learners with the skills and training that will allow them to succeed in employment.

For more information call +44 (0) 844 543 0000

email: centresupport@cityandguilds.com or visit www.cityandguilds.com