

June 2014

City & Guilds

601/1223/2 Level 1 Diploma in Business Support Services

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OVERVIEW

- What does this qualification cover?

This qualification covers the essentials of business support, allowing the learner to develop the skills and knowledge required in either an administrative, customer service or retail role.

The following areas that can be covered within this qualification:

- Personal responsibilities and working in a business environment
- Providing administrative services
- Employee rights and responsibilities
- Health and safety
- Creating business documents
- Dealing with customer queries and requests
- The retail selling process.

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

There are options for those who are new to the job and want a solid base of knowledge and skills to help you succeed as an administrative role. Level 1 will suit you if you are working in or want to work in a business support role and you're interested in learning how to carry out everyday administrative tasks.

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

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Receptionist
- Administrator
- Personal assistant
- Office supervisor
- Team leader
- Manager



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

- Level 2 and 3 Medical Administration / Secretarial qualifications (5519)
- Level 2 and 3 Business and Administration NVQs (4428)
- Level 2 and 3 Certificate and Diploma for Legal Secretaries (7655)
- Level 2-4 Customer Service NVQs (5530)
- Level 2-4 Retail Skills (7384)
- Award, Certificate or Diploma for IT Users (7574)
- Level 3 Awards, Certificates and Diplomas for IT Users (7575)
- ILM leadership and management qualifications.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by the following registered providers:

CAD Centre UK
Morthyng Vocational College
Qube Learning (Qube Qualifications and Development Ltd)
YH Training Services Ltd