



-Understand customer service in a business environment				
<b>Principals of business document production and information management – 3 Credits</b> Learning outcomes required: -Understand how to prepare business documents -Understand the distribution of business documents -Understand how information is managed in business organisations				
<b>Manage personal performance and development – 4 Credits</b> Learning outcomes required: -Understand organisational structures -Understand the organisational environment				
<b>Develop working relationships with colleagues – 3 Credits</b> Learning outcomes required: -Be able to manage personal performance -Be able to manage their own time and workload -Be able to identify their own development needs -Be able to fulfil a personal development plan				
<b>Group B optional units you must achieve a minimum of 14 (credits) from the list below.</b>				
<b>Manage diary systems – 2 Credits</b> Learning outcomes required: -Understand the principals of effective team working -Be able to maintain effective working relationships with colleagues				

-Be able to collaborate with colleagues to resolve problems				
<b>Produce Business Documents – 3 Credits</b> Learning outcomes required: -Understand how to prepare business documents -Be able to prepare business documents -Be able to distribute business documents				
<b>Collate and report Data – 3 Credits</b> Learning outcomes required: -Understand how to collate and report data -Be able to collate data -Be able to report data				
<b>Store and retrieve information – 4 Credits</b> Learning outcomes required: -Understand information storage and retrieval -Be able to gather and store information -Be able to retrieve information				
<b>Produce Minutes of meetings – 3 Credits</b> Learning outcomes required: -Understand how to take minutes of meetings -Be able to take notes of meetings -Be able to produce minutes of meetings				
<b>Handle Mail – 3 Credits</b> Learning outcomes required: -Understand how to deal with mail -Be able to deal with incoming mail -Be able to deal with outgoing mail				

<p><b>Provide reception services – 3 Credits</b>  Learning outcomes required:  -Understand reception services  -Be able to provide a reception service</p>				
<p><b>Prepare text from notes using touch typing – 4 Credits</b>  Learning outcomes required:  -Understand how to create text from notes  -Be able to produce text using touch typing</p>				
<p><b>Prepare text from shorthand – 6 Credits</b>  Learning outcomes required:  -Understand how to use shorthand to create text  -Be able to use shorthand to prepare text</p>				
<p><b>Archive information – 3 Credits</b>  Learning outcomes required:  -Understand archiving requirements  -Be able to archive information</p>				
<p><b>Maintain and issue stationery supplies – 3 Credits</b>  Learning outcomes required:  -Understand the maintenance of stationery and supplies  -Be able to maintain stocks of stationery and supplies  -Be able to issue stock of stationery and supplies</p>				
<p><b>Use and Maintain office equipment – 2 Credits</b>  Learning outcomes required:  -Understand how to use office equipment</p>				

-Be able to use and maintain office equipment				
<b>Contribute to the organisation of an event – 3 Credits</b> Learning outcomes required: -Understand event organisation -Be able to carry out pre-event actions -Be able to set up an event -Be able to carry out post-event actions				
<b>Organise business travel or accommodation – 4 Credits</b> Learning outcomes required: -Understand the organisation of business travel or accommodation for others -Be able to research business travel or accommodation options for others -Be able to make business travel or accommodation arrangements for others				
<b>Provide administrative support for meetings – 4 Credits</b> Learning outcomes required: -Understand the administration of meetings -Be able to make administrative preparation for meetings -Be able to support the administration for meetings				
<b>Administer human resource records – 3 Credits</b> Learning outcomes required: -Understand the administration of human resource records -Be able to administer HR information				

<p><b>Administer the recruitment and selection process – 3 Credits</b>  Learning outcomes required:  -Understand the recruitment and selection process  -Be able to administer the recruitment process  -Be able to administer the selection process</p>				
<p><b>Administer parking dispensations – 3 Credits</b>  Learning outcomes required:  -Understand the administration of parking dispensations  -Be able to process applications for parking dispensations  -Be able to issue parking dispensations</p>				
<p><b>Administer Finance – 4 Credits</b>  Learning outcomes required:  -Understand finance for administrators  -Be able to administer finance</p>				
<p><b>Buddy a colleague to develop their skills – 3 Credits</b>  Learning outcomes required:  -Understand how to buddy a colleague  -Be able to plan to buddy a colleague  -Be able to support a buddy colleague carrying out work activities</p>				
<p><b>Employee Rights and Responsibilities – 2 Credits</b>  Learning outcomes required:  -Understand the roles of organisations and industries</p>				

-Understand employers expectations and employees rights and obligations				
<b>Health and safety in a business environment – 2 Credits</b> Learning outcomes required: -Understand health and safety responsibilities in a business environment -Know how to work in a safe way in a business environment - Be able to comply with health and safety requirements in a business environment				
<b>Use a telephone and voicemail system – 2 Credits</b> Learning outcomes required: -Know how to use a telephone and voicemail system -Be able to make telephone calls -Be able to receive telephone calls -Be able to use voicemail systems				
<b>Meet and welcome visitors in a business environment – 2 Credits</b> Learning outcomes required: -Know how to meet visitors in a business environment -Be able to meet visitors in a business environment				
<b>Develop a presentation – 3 Credits</b> Learning outcomes required: -Understand how to develop a presentation -Be able to develop a presentation				
<b>Deliver a presentation – 3</b>				

<p><b>Credits</b> Learning outcomes required: -Understand the principal underpinning the delivery of presentation -Be able to prepare to deliver a presentation -Be able to deliver a presentation</p>				
<p><b>Contribute to the development of an information system – 6 Credits</b> Learning outcomes required: -Understand the design and implementation of an information system -Be able to contribute to the development of an information system -Be able to contribute to the implementation of the information system</p>				
<p><b>Monitor information systems –8 Credits</b> Learning outcomes required: -Understand how information systems are used -Be able to monitor information systems</p>				
<p><b>Analyse and present business data – 6 Credits</b> Learning outcomes required: -Understand the analysis and administration of business data -Be able to analyse quantitative and qualitative business data -Be able to present the analysis of business data</p>				
<p>Group C Optional units you must achieve a minimum of 10 (credits)</p>				
<p><b>Using Email – 3 Credits</b> Learning outcomes required: -Use email software tools</p>				



<p>and techniques to compose and send messages</p> <ul style="list-style-type: none"> <li>-Manage incoming email effectively</li> </ul>				
<p><b>Word processing software – 4 Credits</b></p> <p>Learning Outcomes required:</p> <ul style="list-style-type: none"> <li>-Enter and combine text and other information accurately within word processing documents</li> <li>-Create and modify layout and structures for word processing documents</li> <li>- Use word processing software tools to format and present documents effectively to meet requirements.</li> </ul>				
<p><b>Website software – 4 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Create structures and styles for websites</li> <li>-Use website tools to prepare content for websites</li> <li>- Publish websites</li> </ul>				
<p><b>Spreadsheet software – 4 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Use a spreadsheet to enter, edit and organise numerical and other data</li> <li>-Select and use formulas and data management tools to meet requirements</li> <li>Select and use tools and techniques to present and format spreadsheet information</li> </ul>				
<p><b>Bespoke software – 3 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Input and combine information using bespoke systems</li> </ul>				

<ul style="list-style-type: none"> <li>-Use appropriate structures to organise and retrieve information efficiently</li> <li>- Use the functions of the software effectively to process and present information</li> </ul>				
<p><b>Data Management software – 3 Credits</b> Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Enter, edit and maintain data records in a data management system</li> <li>-Retrieve and display data records to meet requirements</li> </ul>				
<p><b>Deliver Customer service – 5 Credits</b> Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand customer service delivery</li> <li>-Understand the relationship between customer service and a brand</li> <li>-Be able to prepare to deal with customers</li> <li>-Be able to provide customer service</li> <li>-Be able to support improvements to customer service delivery</li> </ul>				
<p><b>Process information about customers – 3 Credits</b> Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand how to process customer information</li> <li>-Be able to process customer information</li> </ul>				
<p><b>Develop customer relations – 3 Credits</b> Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand how to develop customer relationships</li> <li>-Be able to develop</li> </ul>				

relationships with customers				
<b>Participate in a project – 3 Credits</b> Learning outcomes required: -Understand how to manage a project -Be able to support the delivery of a project				
<b>Processing customers' financial transactions – 4 Credits</b> Learning outcomes required: -Be able to deal with customer transactions and documentation -Be able to comply with all codes, laws and regulatory requirements				
<b>Payroll processing – 5 Credits</b> Learning outcomes required: -Be able to use HMRC approved tools to calculate income tax -Be able to determine National insurance contributions to be deducted from gross pay -Be able to determine voluntary deductions and no standard deductions from gross pay -Be able to produce relevant pay period reports -Be able to record and reconcile payments and deductions to employees and external agencies.				
Optional Group D units you must achieve a maximum of 6 (Credits)				
<b>Understand the use of research in business – 6 Credits</b> Learning outcomes required: -Understand the research process -Understand how to use				

research in business				
<p><b>Understand the legal context of business – 6 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand the legal framework within which businesses operate</li> <li>-Understand the principals of business governance</li> <li>- Understand how contract law affects a business</li> <li>- Understand the requirements of employment law</li> </ul>				
<p><b>Principals of customer relationships – 5 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand customers and their needs</li> <li>-Understand an organisations responses to customer relationships</li> <li>-Understand the principals of customer relationship management</li> </ul>				
<p><b>Principals of team leading – 5 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-understand leadership styles in organisations</li> <li>-Understand team dynamics</li> <li>-Understand techniques used to manage the work of teams</li> <li>-Understand the impact of change management within a team</li> <li>-Understand team motivation</li> </ul>				
<p><b>Principals of equality and diversity in the workplace – 4 Credits</b></p> <p>Learning outcome required:</p> <ul style="list-style-type: none"> <li>-Understand the implications of equality legislation</li> </ul>				

<p>-Understand organisational standards and expectations for equality and diversity and context in the workplace</p>				
<p><b>Principals of marketing theory – 4 Credits</b>  Learning outcomes required:  -Understand how to segment the market  -Understand the value of marketing  - Understand the principals of socially responsible marketing</p>				
<p><b>Principals of digital marketing – 5 Credits</b>  Learning outcomes required:  -Understand the role of digital marketing  -Understand the use of search engine optimisation (SEO)  -Understand the requirements of marketing research using the internet  - Understand the uses of digital marketing device and messages  - Understand how to use digital technology for marketing purposes</p>				
<p><b>Understand working in a customer service environment – 3 Credits</b>  Learning outcomes required:  -Know the importance of customer service  -Know the factors affecting customer service  -Know how to work in a customer service role  - Know how to refer customer queries and problems to others</p>				
<p><b>Know how to publish, integrate and share using social media – 5 Credits</b></p>				

<p>Learning Outcomes required:</p> <ul style="list-style-type: none"> <li>-Know the current social networks used to publish, integrate and share on line</li> <li>-Understand how social media is used by individuals and organisations</li> <li>- Understand best practices for safe social networking</li> <li>-Use browse software to communicate information on line</li> <li>- Understand the need for safety and security practices</li> </ul>				
<p><b>Exploring social media – 2 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand the opportunities and threats associated with using social media</li> <li>-Understand the application of social media</li> </ul>				
<p><b>Understand the safe use of online and social media platforms – 4 Credits</b></p> <p>Learning outcomes required:</p> <ul style="list-style-type: none"> <li>-Understand that information on personal computers and mobile devices must be safeguarded</li> <li>-Know how to select and use appropriate security methods to safeguard systems and data</li> <li>- Understand the threats to personal safety when using the internet</li> <li>- Know how to protect their online devices against fraud and security attacks</li> <li>-Understand the implications of entering personal information on to a social networking site</li> <li>-Understand legal measures</li> </ul>				

that address the protection of data				
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