

# Business Administration Level 1



# Certificate in Business Administration Level 1

The Level 1 Certificate in Business Administration qualification provides a nationally recognised qualification for anyone working in an administrative role.

Find out more today, by speaking with one of our highly professional and experienced team, to find the right solution for you:

Website: [www.ApprenticeshipPartners.org](http://www.ApprenticeshipPartners.org)

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# Business Administration Level 1



## Introduction

The Level 1 Certificate in Business Administration qualification provides a nationally recognised qualification for anyone working in an administrative role.

The regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual).

The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualifications Framework (RQF) and provides a progression route to higher level or discipline related qualifications.



## Qualification

Qualification title	<b>Level 1 Certificate in Business Administration</b>
Ofqual qualification number	601/4753/2
Level	1
Total qualification time	250 hours
Guided learning hours	151
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by Awarding Body verifiers



## What is Required?

### Entry Requirements

There are no formal entry requirements for this qualification.

We will carry out an **initial assessment** of learner skills and knowledge to identify any gaps and help plan the assessment.

### Qualification Structure

Learners must achieve **25 credits** – **17 credits** from the **Mandatory Group A** and a minimum of **8 credits** from **Optional Group B**.

#### Mandatory Group A

Unit Reference Number	Unit Title	Unit Level	Credit Value
A/506/1804	Principles of business communication	1	3
D/506/1794	Health and safety in a business environment	1	2
F/506/1805	Principles of business administration	1	3
L/506/1791	Principles of personal performance and development	1	3
R/506/1792	Principles of working in a business environment	1	4
Y/506/1793	Work with others in a business environment	1	2

## Group B - Optional Units

<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
A/506/1799	Meet and welcome visitors in a business environment	1	2
H/506/1795	Manage time and workload	1	1
K/506/1796	Use a telephone and voicemail system	1	2
K/506/1801	Handle mail	1	1
M/506/1797	Prepare text from notes	1	2
T/506/1803	Use office equipment	1	2
H/506/1893	Communication in a business environment	2	3
L/506/1905	Employee rights and responsibilities	2	2
R/506/1811	Store and retrieve information	2	4
Y/506/1809	Produce business documents	2	3
J/502/4299	Using email	1	2
L/502/4627	Word processing software	1	3
A/506/2113	Deal with customer queries, requests and problems	1	3



## Support

You will receive one-to-one support from your allocated Tutor, whom will be available to you, to provide the additional support that you may need.

All our Tutors aim to respond to your queries as soon as they possibly can, but certainly, this will be within 24-hours of receiving your request through our system.

The materials produced to help support you will include:

- Access to all policies and procedures in relation to:
  - Appeals
  - Complaints
  - Equality, Diversity & Inclusion
  - External Verification
  - Fair Assessment
  - Health & Safety
  - Internal Verification
  - Malpractice
  - Safeguarding
  - Tutor Marking
  
- Learning material including:
  - Written learning materials
  - Additional independent resources
  - Video's & podcasts (where available)
  - Recommended read and books (where available)
  
- Resources including:
  - Assignment Writing Template
  - Citation Guide
  - Harvard Referencing System Guide
  - Planning & Preparing to write Assignments
  - Quotation Guide
  - Sending evidence to your Tutor
  - Resubmitting evidence to your Tutor



## How will I be Assessed?

This qualification is competence-based, learners must demonstrate the level of competence described in the units. Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in the qualification.

The qualification must be assessed by an appropriately experienced and qualified assessor.

Each learner is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- learner product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

**Learning outcomes** set out what a learner is expected to know, understand or be able to do.

**Assessment criteria** specify the standard a learner must meet to show the learning outcome has been achieved.

## Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made by Tutors are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

## Adjustment to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of learners. Our Awarding Body's "Reasonable Adjustments Policy" and "Special Consideration Policy" sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that we provide for some of these arrangements.

## Certification

Learners who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title:

**ProQual Level 1 Certificate in Business Administration**