

Highfield Level 1 Certificate in Business Administration (RQF)

Who is this qualification for?

This qualification is aimed at individuals who may be new to working within a business and administration role and wish to improve their knowledge and understanding of the topics it covers. It is designed for learners who work in a variety of work environments and sectors.

Optional Group B

Learners must achieve a **minimum of 8 credits** from this group.

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

**Learners must achieve the following rules of combination:
All units in mandatory group A
= 17 credits.**

**A minimum of 8 credits from optional group B
Total = 25 credits**

Mandatory Group A

Learners must achieve **all units** in this group.

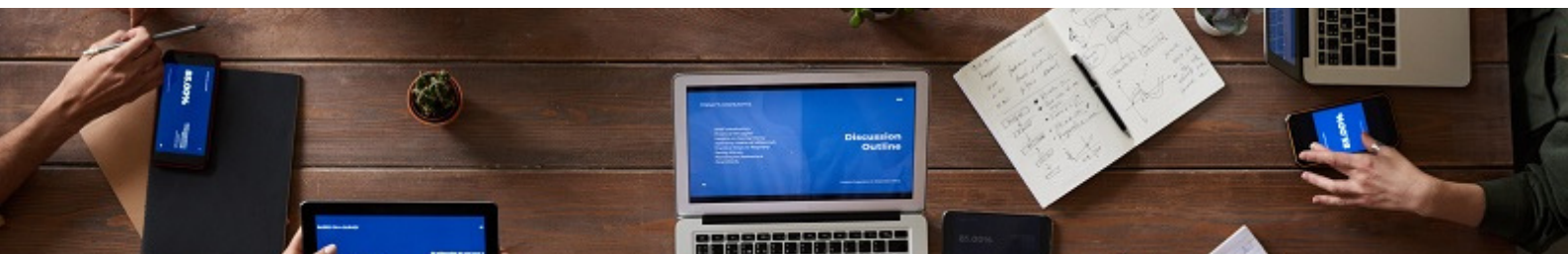
Unit reference	Unit Title	Level	Credit
L/506/1791	Principles of personal performance and development	1	3
R/506/1792	Principles of working in a business environment	1	4
Y/506/1793	Work with others in a business environment	1	2
D/506/1794	Health and safety in a business environment	1	2
A/506/1804	Principles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

How long will it take?

The total qualification time is 250 hours, of which, 150 hours are recommended as guided learning hours.

Assessment Method

This qualification is assessed by a portfolio/e-portfolio of evidence.



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