



Step Up

Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 1 Certificate in Business Administration
Qualification achieved	Highfield Level 1 Certificate in Business Administration (RQF) 601/4028/8

Qualification Structure	
<p>This qualification is assessed through completion of a portfolio of evidence.</p> <ul style="list-style-type: none"> • Individual self-study, research and evidence gathering at home under the guidance of your personal assessor • Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor <p>The learner will build a portfolio of evidence based on the criteria required to complete this qualification</p> <p>There are no exams required to achieve the qualification</p>	
Qualification Duration	
<p>The duration of the qualification depends on prior learning or prior achievements, as this may reduce the amount of time needed to prepare for the assessment. However, the total qualification time is 250 hours, of which a minimum of 150 (depending on the units selected) are recommended as guided learning hours.</p> <p>This equates to approximately a 2-week timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.</p>	
Costs	
<p>This course is £225 50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.</p>	
Who can enrol for this course?	
<p>Must be aged 16+.</p>	
Entry requirements	
<p>It is recommended that learners have a basic level of literacy and numeracy before enrolling into this course.</p>	
Who is this qualification suitable for?	
<p>The objective of this qualification is to support a role in the workplace. This qualification is aimed at learners who may be new to working within a business and administration role and wish to</p>	

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.

This qualification aims to provide learners with the introductory knowledge and skills they need to operate as a successful business administrator. It will also allow learners to develop skills in a range of areas relevant to business administration roles.

Certification

Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.

Enrolment

Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content

Learners must achieve all the mandatory units (17 credits) and optional units to a minimum of 8 credits, total 25 credits

There are 6 Mandatory units

- Principles of personal performance and development (Level 1, Credit Value 3)
- Principle of working in a business environment (Level 1, Credit Value 4)
- Work with others in a business environment (Level 1, Credit Value 2)
- Health and safety in a business environment (Level 1, Credit Value 2)
- Principles of business communication (Level 1, Credit Value 3)
- Principles of business administration (Level 1, Credit Value 3)

Optional Group B Units

- Manage time and workload (Level 1, Credit Value 1)
- Use a telephone and voicemail system (Level 1, Credit Value 2)
- Prepare text from notes (Level 1, Credit Value 2)
- Meet and welcome visitors in a business environment (Level 1, Credit Value 2)
- Handle mail (Level 1, Credit Value 1)
- Use office equipment (Level 1, Credit Value 2)
- Produce business documents (Level 2, Credit Value 3)
- Store and retrieve information (Level 2, Credit Value 4)
- Communication in a business environment (Level 2, Credit Value 3)
- Employee rights and responsibilities (Level 2, Credit Value 2)
- Deal with customer queries, requests, and problems (Level 1, Credit Value 3)
- Using email (Level 1, Credit Value 2)
- Word processing software (Level 1, Credit Value 3)