



Qualification Guidance

# BIIAB Level 1 Certificate in Business Administration

Level 1 Certificate – 601/3736/8



## Qualification Guidance

### About Us

BIIAB Qualification Limited is part of Skills and Education Group, a charitable organisation that champions education and skills-oriented organisations, providers and learners, making real change locally, nationally and internationally.

BIIAB Qualifications Limited has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

### Sources of Additional Information

The BIIAB Qualifications Limited website [www.biiab.co.uk](http://www.biiab.co.uk) provides access to a wide variety of information.

### Copyright

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission of the publishers.

This document may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

Version	Date	Details of Change
1.3	December 2015	ROC - Assessment method for unit BA39
1.4	January 2018	Updated handbook throughout to remove reference to QCF  Updated RoC with TQT figures
1.5	July 2023	Reformatted Qualification Guide into new branding

## **Contents**

About Us.....	1
Contents.....	2
Qualification Summary .....	3
About the BIIAB Level 1 Certificate in Business Administration.....	4
Objective and Purpose of this Qualification .....	4
About this Guidance.....	4
BIIAB Qualifications Limited Customer Service .....	5
What are Rules of Combination (ROC)? .....	5
BIIAB Level 1 Certificate in Business Administration Rules of Combination (ROC) and Structure .....	6
Age Restriction .....	8
Entry Requirements and Progression .....	8
Assessment.....	8
Initial Assessment and Induction .....	14
Resources .....	14
Design and Delivery.....	16
Format of Units.....	17
Initial Registration .....	18
Qualification Review and Feedback.....	19
Mandatory Units.....	19

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

## Qualification Summary

BIIAB Level 1 Certificate in Business Administration – 601/3736/8								
<b>Qualification Purpose</b>	To obtain and then demonstrate the skills and knowledge to work at an entry position in the Business Administration sector, with considerable supervision.							
<b>Age Range</b>	<b>Pre 16</b>	✓	<b>16-18</b>	✓	<b>18+</b>		<b>19+</b>	✓
<b>Regulation</b>	The above qualification is regulated by Ofqual							
<b>Assessment</b>	<ul style="list-style-type: none"> <li>• Portfolio of Evidence</li> <li>• Practical Demonstration/Assignment</li> <li>• Assessment Knowledge Module</li> </ul>							
<b>Type of Funding Available</b>	See FaLa (Find a Learning Aim)							
<b>Qualification/Unit Fee</b>	See BIIAB Qualifications Limited web site for current fees and charges							
<b>Grading</b>	Pass/Fail To achieve a Pass grade, learners <b>must</b> achieve all the Learning Outcomes and Assessment Criteria in all the units completed							
<b>Operational Start Date</b>	01/09/2014							
<b>Review Date</b>	30/06/2025							
<b>Operational End Date</b>								
<b>Certification End Date</b>								
<b>Guided Learning (GL)</b>	150 hours							
<b>Total Qualification Time (TQT)</b>	250 hours							
<b>Credit Value</b>	25							
<b>BIIAB Qualifications Limited Sector</b>	Business Support							
<b>Ofqual SSA Sector</b>	15.2 Administration							
<b>Support from Trade Associations</b>								
<b>Administering Office</b>	See BIIAB Qualifications Limited website							

## About the BIIAB Level 1 Certificate in Business Administration

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 1 Certificate in Business Administration	601/3736/8

## Objective and Purpose of this Qualification

The BIIAB Level 1 Certificate in Business Administration has been designed to allow learners to obtain and then demonstrate the skills and knowledge to work at an entry position in the Business Administration sector, with considerable supervision.

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status please contact BIIAB head office.

## About this Guidance

This guidance has been developed to provide guidance for learners, assessors and quality assurers undertaking, delivering, or quality assuring this qualification.

The purpose of the guidance is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this guidance is updated, centres will be notified by BIIAB Qualifications Limited.

## **BIIAB Qualifications Limited Customer Service**

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. Our Service Level Agreement is available via [www.biiab.co.uk](http://www.biiab.co.uk)

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Support Contact Details: 0115 854 1620

Email: [CustomerSupport@biiab.co.uk](mailto:CustomerSupport@biiab.co.uk)

Our Customer Support team will be happy to assist with any administration related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- centres available in the local area
- appeals
- whistleblowing

## **What are Rules of Combination (ROC)?**

Under the Regulatory Qualifications Framework (RQF), qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- the total credit value of the qualification
- the amount of credit that must be achieved within specific groups of units (e.g. Mandatory, Optional Unit, and Optional groups)
- the minimum credit which must be achieved at the level or above the level of the qualification
- the Total Qualification Time (TQT)
- the title, Unit Regulation Number and BIIAB Qualifications Limited Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- any barred units (units that cannot be taken together as part of the qualification)

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

## Qualification Guidance

### BIIAB Level 1 Certificate in Business Administration Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 1 Certificate in Business Administration learners **must** gain a **total of 25** credits. This **must** consist of:

- **Minimum total** credit: **25**
- Mandatory Group A **minimum** credit: **17**
- Optional Unit Group B **minimum** credit: **8**
- Guided Learning hours (GLH): **150** hours
- Total Qualification Time (TQT): **250** hours

The qualification has been developed based upon industry feedback as to the fundamental knowledge and skills required to work in the sector at the level outlined.

Listed below are the qualification units.

#### Mandatory Group A

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
BA1	L/506/1791	Principles of personal performance and development	1	3	30	Assessment Knowledge Module (AKM)
BA2	R/506/1792	Principles of working in a business environment	1	4	25	Assessment Knowledge Module (AKM)
BA3	Y/506/1793	Work with others in a business environment	1	2	18	Portfolio
BA4	D/506/1794	Health and safety in a business environment	1	2	10	Portfolio
BA11	A/506/1804	Principles of business communication	1	3	15	Assessment Knowledge Module (AKM)

## Qualification Guidance

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
BA12	F/506/1805	Principles of business administration	1	3	13	Assessment Knowledge Module (AKM)

## Optional Unit Group B

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
BA5	H/506/1795	Manage time and workload	1	1	10	Portfolio
BA6	K/506/1796	Use a telephone and voicemail system	1	2	20	Portfolio
BA7	M/506/1797	Prepare text from notes	1	2	10	Portfolio
BA8	A/506/1799	Meet and welcome visitors in a business environment	1	2	20	Portfolio
BA9	K/506/1801	Handle mail	1	1	10	Portfolio
BA10	T/506/1803	Use office equipment	1	2	10	Portfolio
BA14	Y/506/1809	Produce business documents	2	3	24	Portfolio
BA16	R/506/1811	Store and retrieve information	2	4	19	Portfolio
BA34	H/506/1893	Communication in a business environment	2	3	19	Portfolio
BA39	L/506/1905	Employee rights and responsibilities	2	2	16	Assessment Knowledge Module (AKM)



## Qualification Guidance

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
CS4	A/506/2113	Deal with customer queries, requests and problems	1	3	11	Portfolio
CFAQ42	J/502/4299	Using email	1	2	15	Portfolio
CFAQ41	L/502/4627	Word processing software	1	3	20	Portfolio

## Age Restriction

This qualification is appropriate for use in the following age ranges:

- Pre 16
- 16-18
- 19+

## Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

The qualification is designed to equip learners with the knowledge and skills to work effectively in the Business Administration sector. It also will allow for a number of progression routes into Level 2 qualifications, to employment or into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- BIIAB Level 2 Diploma in Business Administration
- BIIAB Level 2 Diploma in Team Leading
- Career progression.

## Assessment

### Overview of assessment strategy

The qualification contains a mixture of competence and knowledge units. These units are respectively assessed by both Portfolio and by Assessment Knowledge Modules (AKMs) externally set by BIIAB Qualifications Limited. The AKMs are internally marked assessments, containing a series of questions, marked and

## Qualification Guidance

internally verified by the centre and with external verification by the BIIAB External Quality Assurer (EQA). Competence units are assessed following NVQ principles.

Assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- Meet the assessment criteria
- Achieve the learning outcomes.

Centres must obtain approval for any Centre Devised Assessments before their use. Please contact BIIAB Qualifications Limited for details of the Centre Devised Assessment process and procedure.

## Assessment Process

Assessment is the process used to judge the competence, of a learner, against set standards.

The assessor is the person who is responsible for determining learners' competence. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the assessor role.

Assessors base their judgement on performance and decide how it compares to the national standard. The assessor will also ask questions based on the knowledge required to do the work, to ascertain the knowledge and understanding of the learner.

When the required units have been completed and the assessor is satisfied that the learner has met the national standard, a recommendation for a certificate will be made.

An Internal Quality Assurer (IQA) is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the assessors. IQAs also ensure that the assessors apply the standards consistently and fairly. The IQA will review the portfolio of evidence during the assessment process.

An External Quality Assurer (EQA), who is appointed by BIIAB, will quality assure the assessment and internal quality assurance decisions involved in the development of the portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

## Qualification Guidance

### Assessment Strategy

All assessment must adhere to the current Skills CFA assessment strategy for this qualification.

The assessment strategy for this qualification can be seen in the section which follows and it provides details of the key requirements for the qualification and the assessor, verifiers delivering, quality assuring and certificating the team building qualification.

### Requirements of assessors, external and internal verifiers

Candidates may be assessed, moderated or verified at work either by one or several appointed individuals.

**Assessors** - The primary responsibility of an assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria. It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates. To be able to assess candidates, assessors must:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors holding older qualifications must be able to demonstrate that they are assessing to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification must ensure their decisions are countersigned by a suitably-qualified assessor/verifier and should be supported by a qualified assessor throughout their training period.
- be 'occupationally competent'. Assessors must provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed, or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed.
- have a full and current understanding of the units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process. It is the responsibility of approved centres to select and appoint assessors.

## Qualification Guidance

**Internal Quality Assurer (IQA)** - A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying. It will be the responsibility of the approved centre to select and appoint IQA's.

IQAs **must**:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify competence-based assessments and candidates. IQAs holding older qualifications must be able to demonstrate that they are verifying to the current standards

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an appropriate qualification, his/her decisions must be countersigned by a suitably qualified IQA and should be supported by a qualified IQA throughout the training period.
- be 'occupationally competent'. IQAs must demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in business.
- demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment, including the quality of assessment and the assessment process.

**External Quality Assurer (EQA)** - The primary responsibility of EQAs is to assure quality of internal verification and assessments across the centres for which they are responsible. EQAs must have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally verifying.

EQAs **must**:

- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to verify competence-based assessments. EQAs holding older qualifications must be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an

## Qualification Guidance

appropriate qualification, their decisions must be countersigned by a suitably qualified EQA and should be supported by a qualified EQA throughout their training period.

- be 'occupationally competent'. EQAs must demonstrate sufficient and current understanding of the qualifications to be verified, and know how they are applied in business.
- demonstrate competent practice in external verification of assessment, and demonstrate understanding of the principles and practices of external verification of assessment, including the quality of assessment and the assessment process. It is the responsibility of the awarding organisation to select and appoint EQAs.

Skills CFA and awarding organisations require all assessors, moderators and verifiers to maintain current competence to deliver these functions. BIIAB recognises this can be achieved in many ways. However, such information **must** be formally recorded in individual CPD records that are maintained in assessment centres.

## Evidence from Workplace Performance

- Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the competence units.
- These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

## Assessment of the Knowledge Units

When assessing the knowledge and understanding based unit, it is important that the chosen assessment methodology is appropriate to this and is accurately recorded.

Assessment methodologies that are appropriate for the knowledge and understanding units include:

- Professional discussion
- Learner reflective accounts
- Question and answer
- Assignments and projects.

These **must** be planned, assessed and verified by centres, using approved and robust systems and procedures.

## Qualification Guidance

Assessors and IQAs **must** ensure that they are able to demonstrate their own CPD and competence across the units being delivered and assessed, because of the nature of the theoretical content that has to be covered.

Particular attention must be paid to units which permit learners to use their places of study or research of organisations in order to achieve the unit, and those which can only be achieved if the learner is in current employment, or there is recognition of prior learning from extensive experience in that particular occupational sector.

## Simulation

- Simulation can be applied to all units listed in Appendix B of the full Skills CFA assessment strategy.
- Evidence may be produced through simulation solely in exceptional circumstances. The exceptional circumstances, under which simulation is possible, are those situations that are not naturally or readily occurring, such as response to emergencies.
- Simulation must be undertaken in a 'realistic working environment' (RWE). A RWE is "an environment which replicates the key characteristics in which the skill to be assessed is normally employed". The RWE must provide conditions the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in Appendix A of the full Skills CFA assessment strategy.

## Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence

BIIAB Qualifications Limited expects most appeals from learners to be resolved within the centre. BIIAB Qualifications Limited will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB Qualifications Limited's appeals procedure please refer to <https://biiab.co.uk/policies-and-procedures/>

## **Initial Assessment and Induction**

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB Qualifications Limited suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

## **Resources**

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- Evidence matrixes for the competence / NVQ units, including a Learner Summative Reflection
- Assessment Knowledge Module (AKM)
- Assessor Guidance for each of the AKMs
- Access to the units

All of these resources are available on request.

## **Evidence matrixes**

BIIAB Qualifications Limited provide a matrix that supports each competence unit. These are also identified within each of the unit information sections identified below. It is not essential that these resources are used to support the delivery of the content of the qualification; however they have been mapped against the learning outcomes and assessment criteria.

The evidence matrix is designed to help the learner and assessor with evidence collection. It is a mapping activity to ensure that all the 'Assessment Criteria' contained in the learning outcomes and covered, and is intended to help to keep the volume of evidence to a minimum. One matrix (or appropriate equivalent recording device) **must** be completed for each unit.

## Qualification Guidance

It is expected that a selection of various types of evidence is used as appropriate; columns in the matrix enable the assessor to enter the evidence type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (= Observation), as shown in the assessment method key. By inserting portfolio reference numbers in the box provided, it will enable the assessor, IQA and EQA quickly to locate the evidence which is being submitted to demonstrate competence.

Examples of types of evidence learners could provide to prove competence:

- Record of observation of performance in the workplace
- Professional discussion
- Reflective account
- Product evidence (e.g. implementation plans, correspondence, work records)
- Testimony from senior colleagues/clients
- Personal report of actions and circumstances
- Recognition of Prior Achievement (RPA)
- Records of questioning
- Other.

## Assessment Knowledge Modules (AKMs)

These provide a series of BIIAB Qualifications Limited set questions within the context of knowledge modules that can be used to assess the learners competence. These modules should be released to the learner for the assessment when they are determined to be ready to be able to successfully achieve it. The assessment does not have to be undertaken within secure conditions, but must be collected and held securely afterwards. Learners must be taught to the Learning Outcomes and Assessment Criteria within the unit not the assessment. A password will be provided to allow access this document upon approval for the qualification.

These are internally marked and verified but must be available to the EQA for external verification purposes.

## Assessment Guidance for each of the AKMs

These provide a series of BIIAB Qualifications Limited suggested possible answers for the questions within the knowledge modules. Assessors can accept other appropriate answers.

These modules **must** be kept secure, only released to the learner for the assessment and collected and held securely afterwards. Learners **must** be taught to the Learning Outcomes and Assessment Criteria within the unit **not to**



## Qualification Guidance

the possible answers of the assessment. A password will be provided to allow access this document upon approval for the qualification.

## Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. BIIAB Qualifications Limited includes the mandatory units within this guidance document.

## Learner Summative Reflection

In order to claim the unit(s) for the qualification, the learner will need to complete a learner summative reflection, to reflect on their qualification, what they have learnt and how they have been able to apply this within their work role

## Design and Delivery

Centres must refer to the units that form the qualification and the standard that must be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that forms part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning hours (GL).

This can include activities such as training/class room based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent undertaking assessments.

The qualification will be assigned Total Qualification Time (TQT), which, as well as GL, will include the estimated number of hours spent in preparation, study or any other supervised learning, study or assessment for an average learner. When planning how to deliver the qualification it is important to refer to this definition.

BIIAB Qualifications Limited will not prescribe how the qualification is delivered, but centres must ensure the delivery chosen meets their learners' needs.

## Qualification Guidance

### Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this guidance document will be in the format below:

#### Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>).

#### Unit Number / Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB Qualifications Limited also assign unique unit numbers which is consistent when the unit is used in multiple BIIAB qualifications.

#### Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

#### Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

#### Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

#### Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual as the number of notional hours which represents an estimate of the total amount of time that could

## Qualification Guidance

reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

## Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.

## Initial Registration

### Registration and Certification

Learners should be registered and certificated via BIIAB Qualifications Limited's Customer Management System.

### Equal Opportunities and Diversity Policy

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at <https://www.biiab.co.uk/policies-and-procedures/>

BIIAB Qualifications Limited is committed to ensure that:

- approved centres operate an equal opportunities policy
- approved centres communicate the policy to staff and learners

## Qualification Guidance

- approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements

## Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB Qualifications Limited has a reasonable adjustment policy in place, a copy of which is provided to all approved centres and can be found at

<https://www.biiab.co.uk/policies-and-procedures/>

## Qualification Review and Feedback

BIIAB Qualifications Limited is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB Qualifications Limited will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse effects will result. This qualification will be periodically reviewed and revised to ensure the content remains relevant, assessment approach remains appropriate and that it remains valid and fit for purpose.

## Mandatory Units

The following units are mandatory for this qualification.

## Principles of personal performance and development

<b>Unit Reference</b>	L/506/1791
<b>BIIAB Reference</b>	BA1
<b>Level</b>	1
<b>Credit Value</b>	3
<b>Guided Learning (GL)</b>	30
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of employees' rights and employers' expectations and to be able to manage their own work and personal development.
<b>Learning Outcomes (1 to 3)</b> The learner will:	<b>Assessment Criteria (1.1 to 3.7)</b> The learner can:
1. Know employees' rights and employers' expectations	1.1 State an organisation's expectations for the conduct of its employees  1.2 State an employee's rights in relation to their employment  1.3 State why it is important to work within employees' rights and employers' expectations  1.4 State where to find information and advice on employees' rights and employers' expectations
2. Know how to manage their own work	2.1 Describe ways of managing allocated tasks to ensure they are completed on time  2.2 State the purpose of keeping other people informed of progress and problems with work activities  2.3 Explain the importance of accepting responsibility for one's own work  2.4 State the limits of their own responsibilities at work

## Qualification Guidance

	2.5 State what to do when a problem arises with work activities
3. Know ways of managing and improving personal performance and development	<p>3.1 State the purpose and benefits of personal development at work</p> <p>3.2 Describe the purpose of individual and team goals and targets</p> <p>3.3 Explain the use of personal development plans</p> <p>3.4 Explain the importance of fulfilling a personal development plan</p> <p>3.5 Outline a manager's role in an individual's personal development</p> <p>3.6 Outline relevant personal development opportunities and career paths within the organisation</p> <p>3.7 Describe how acting on feedback can benefit a team and organisation</p>

## Principles of business environment

<b>Unit Reference</b>	F/506/1805
<b>BIIAB Reference</b>	BA12
<b>Level</b>	1
<b>Credit Value</b>	3
<b>Guided Learning (GL)</b>	13
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of the principles of a business environment.
<b>Learning Outcomes (1 to 3)</b> The learner will:	<b>Assessment Criteria (1.1 to 3.4)</b> The learner can:
1. Know how to meet and welcome visitors in a business environment	1.1 State the different ways in which to make visitors welcome  1.2 State the importance of dealing with visitors promptly and courteously  1.3 Outline the purpose of recording visitors' arrival and departure  1.4 Describe possible health, safety and security requirements relevant to visitors' arrival  1.5 Describe the different types of needs that visitors may have  1.6 Describe ways of dealing with challenging behaviour from visitors
2. Know how to provide mail services	2.1 State what is meant by "junk mail"  2.2 State the factors to be taken into account when choosing postage methods  2.3 Describe different methods of paying postage charges  2.4 Outline the purpose of a franking machine

## Qualification Guidance

	<p>2.5 State the different types of mail used in business</p> <p>2.6 State why it is important to distribute and dispatch mail efficiently and to the correct persons</p>
3. Know how to use office equipment	<p>3.1 Describe the features and uses of different types of office equipment</p> <p>3.2 State why it is important to adhere to manufacturers' instructions and organisational procedures when using office equipment</p> <p>3.3 Describe how equipment and the work area should be left after use</p> <p>3.4 Describe ways to minimise waste in the use of resources</p>



## Principles of working in a business environment

<b>Unit Reference</b>	R/506/1792
<b>BIIAB Reference</b>	BA2
<b>Level</b>	1
<b>Credit Value</b>	4
<b>Guided Learning (GL)</b>	25
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of the principles of working in a business environment.
<b>Learning Outcomes (1 to 4)</b> The learner will:	<b>Assessment Criteria (1.1 to 4.4)</b> The learner can:
1. Know the purpose and structure of business organisations	1.1 State the purposes of different types of business organisations  1.2 Explain why it is important for a business to be financially secure  1.3 State the purposes of an organisational chart  1.4 Describe the role of the main functional areas of business organisations
2. Know how to contribute to environmental sustainability within an organisation	2.1 State what is meant by "environmental sustainability"  2.2 Explain why it is important to keep waste to a minimum  2.3 Describe practices that may be used to minimise waste in a business environment  2.4 State the standard procedures to be followed when recycling and disposing of waste
3. Know how to support equality and diversity within an organisation	3.1 State the meaning of the terms "equality" and "diversity"

	<p>3.2 State why it is important to support equality and diversity in the work environment</p> <p>3.3 Describe ways of behaving that show sensitivity and respect for other people</p> <p>3.4 State the legal requirements relating to equality and diversity</p>
4. Know the requirements of confidentiality and security in an organisation	<p>4.1 State the importance of maintaining organisational standards of confidentiality</p> <p>4.2 Outline how confidentiality requirements affect the workplace</p> <p>4.3 State the importance of maintaining organisational standards of security</p> <p>4.4 Outline how security requirements affect the workplace</p>

## Work with others in a business environment

<b>Unit Reference</b>	Y/506/1793
<b>BIIAB Reference</b>	BA3
<b>Level</b>	1
<b>Credit Value</b>	2
<b>Guided Learning (GL)</b>	18
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of the principles of working in a business environment.
<b>Learning Outcomes (1 to 2)</b> The learner will:	<b>Assessment Criteria (1.1 to 2.5)</b> The learner can:
1. Know how to work with others in a business environment	1.1 Describe how their own role fits in with the role of others in their team  1.2 Describe how their own behaviour can affect teamwork  1.3 Describe behaviours that show trust, respect and consideration for others  1.4 Outline the importance of following instructions when completing tasks  1.5 State the importance of understanding authority at work  1.6 State why it is important to behave in a way that does not cause conflict  1.7 State what to do if problems occur when working with others  1.8 Describe different ways to help colleagues with work activities
2. Be able to work with others in a business environment	2.1 Meet agreed deadlines, targets and quality standards  2.2 Maintain expected standards of performance

## Qualification Guidance

	<p>2.3 Act positively on feedback on own performance</p> <p>2.4 Treat others with courtesy and respect</p> <p>2.5 Follow organisational policies and procedures and legal requirements whilst working with others</p>
--	---

## Health and safety in a business environment

<b>Unit Reference</b>	D/506/1794
<b>BIIAB Reference</b>	BA-4
<b>Level</b>	1
<b>Credit Value</b>	2
<b>Guided Learning (GL)</b>	10
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of health and safety in a business environment.
<b>Learning Outcomes (1 to 3)</b> The learner will:	<b>Assessment Criteria (1.1 to 3.4)</b> The learner can:
1. Understand health and safety responsibilities in a business environment	1.1 State health and safety responsibilities of employers  1.2 State their own responsibilities for health and safety in the business environment  1.3 State the occupational health and safety guidelines to be followed when using a keyboard and visual display unit  1.4 Explain the importance of complying with health and safety requirements
2. Know how to work in a safe way in a business environment	2.1 Identify possible health and safety hazards in the business environment  2.2 Describe ways in which accidents can be avoided in the business environment  2.3 Outline why it is important to report hazards and accidents that occur in the business environment  2.4 Outline organisational emergency health and safety procedures
3. Be able to comply with health and safety requirements in a business environment	3.1 Use approved techniques to prevent strain or injury when carrying out work activities

## Qualification Guidance

	<p>3.2 Take action to ensure that their own conduct does not endanger others</p> <p>3.3 Follow manufacturers or organisational instructions for the use of equipment, materials and products</p> <p>3.4 Follow organisational procedures and legal requirements to minimise risks to health and safety</p>
--	--

## Principles of business communication

<b>Unit Reference</b>	A/506/1804
<b>BIIAB Reference</b>	BA11
<b>Level</b>	1
<b>Credit Value</b>	3
<b>Guided Learning (GL)</b>	15
<b>Unit Summary</b>	The purpose of this unit is to provide the learner with the knowledge of health and safety in a business environment.
<b>Learning Outcomes (1 to 4)</b> The learner will:	<b>Assessment Criteria (1.1 to 4.5)</b> The learner can:
1. Know how to use a telephone and voicemail system in a business environment	1.1 State the features of a telephone and voicemail system  1.2 State how a telephone and voicemail system should be used  1.3 State expected standards of behaviour when using a telephone  1.4 Identify the type of information that should be given when transferring calls and leaving messages
2. Know how to communicate with others in a business environment	2.1 Outline different methods of business communication  2.2 State why it is necessary to use different methods of communication  2.3 Outline the importance of accuracy and clarity when writing and speaking
3. Know how to produce business documents	3.1 State the purpose of different types of business documents  3.2 State the different techniques for producing business documents

## Qualification Guidance

	3.3 Outline the importance of using correct spelling, punctuation, grammar and word order in documents
4. Know how to store and retrieve information	<p>4.1 Describe different types of information storage and backup systems</p> <p>4.2 State the different ways in which information can be indexed and stored</p> <p>4.3 Describe the different ways in which information can be retrieved and presented</p> <p>4.4 State the purpose of cross-referencing information</p> <p>4.5 Outline the possible consequences of poor information</p>