

Level 1 Certificate in Business Administration (combined qualification) (10382)

Qualification Title	Level 1 Certificate in Business Administration (QCF)
Credit Value	25
Level	1
Structure reference	S/016/368
Minimum GLH	150
Maximum GLH	187
Qualification Structure	<p>To achieve a Level 1 Certificate in Business Administration, learners must complete a minimum of 25 credits:</p> <ol style="list-style-type: none"> 17 credits from MANDATORY GROUP A A minimum of 8 credits from OPTIONAL GROUP B. <p>A minimum of 25 credits must be achieved through the completion of units at Level 1 or above.</p>

Mandatory Group A						
CFA Ref.	Ofqual Ref.	OCR unit	Title	Credit	Level	GLH
B&A 1	L/506/1791	1	Principles of personal performance and development	3	1	30
B&A 2	R/506/1792	2	Principles of working in a business environment	4	1	25
B&A 3	Y/506/1793	3	Work with others in a business environment	2	1	18
B&A 4	D/506/1794	4	Health and safety in a business environment	2	1	10
B&A 11	A/506/1804	5	Principles of business communication	3	1	15
B&A 12	F/506/1805	6	Principles of business administration	3	1	13

Optional Group B						
CFA Ref.	Ofqual Ref.	OCR unit	Title	Credit	Level	GLH
B&A 5	H/506/1795	7	Manage time and workload	1	1	10
B&A 6	K/506/1796	8	Use a telephone and voicemail system	2	1	20
B&A 7	M/506/1797	9	Prepare text from notes	2	1	10
B&A 8	A/506/1799	10	Meet and welcome visitors in a business environment	2	1	20
B&A 9	K/506/1801	11	Handle mail	1	1	10
B&A 10	T/506/1803	12	Use office equipment	2	1	10
B&A 14	Y/506/1809	13	Produce business documents	3	2	24
B&A 16	R/506/1811	14	Store and retrieve information	4	2	19
B&A 34	H/506/1893	15	Communication in a business environment	3	2	19
B&A 39	L/506/1905	16	Employee rights and responsibilities	2	2	16
CS 4	A/506/2113	17	Deal with customer queries, requests and problems	3	1	11
	J/502/4299	18	Using email	2	1	15
	L/502/4627	19	Word processing software	3	1	20