Qualification Specification

ProQual Level 1 Qualifications in

Preparing to Work in the Business Sector

ProQual Level 1 Qualifications in Preparing to Work in Business Administration

These qualifications is part of ProQual's broad offer of qualifications in the Administration and Management Sector.

To find out more about other qualifications in this, or any other sector, or for our latest fees; check our Fees Schedule via the QR code below:

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Introduction

The ProQual Level 1 Qualifications in Preparing to Work in the Business Sector provides nationally recognised qualifications for those who wish to work in the business administration sector. They would be ideal for people who are currently unemployed, those looking to change careers, or school levers who wish to enter the business sector.

These qualifications are offered in Award, Certificate and Diploma size in order to suite and accommodate the needs of a range of candidates.

These qualifications would be ideal for self-paced distance learning, and also for schools and colleges delivering education in the classroom or community.

Assessment is carried out through a portfolio of evidence. Centres may use the candidate workbooks provided by ProQual or they may use their own, centre devised, assignments.

The aims of this qualification are:

- To develop fundamental knowledge required to work in business administration.
- To provide a route for career development within business administration.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF) and has been published in Ofqual's Register of Qualifications.

Qualification Profiles

Qualification Title:	ProQual Level 1 Award in Preparing to Work in the Business Sector
Qualification Number:	610/5321/1
Level:	1
Total Qualification Time (TQT):	110 Hours 11 Credits
Guided Learning Hours (GLH):	85 Hours
Assessment:	Pass/Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual verifiers
Qualification Start Date:	05/05/2025
Qualification Review Date:	05/05/2028

Qualification Title:	ProQual Level 1 Certificate in Preparing to Work in the Business Sector
Qualification Number:	610/5322/3
Level:	1
Total Qualification Time (TQT):	250 Hours 25 Credits
Guided Learning Hours (GLH):	180 Hours
Assessment:	Pass/Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual verifiers
Qualification Start Date:	05/05/2025
Qualification Review Date:	05/05/2028

Qualification Title:	ProQual Level 1 Diploma in Preparing to Work in the Business Sector
Qualification Number:	610/5323/5
Level:	1
Total Qualification Time (TQT):	390 Hours 39 Credits
Guided Learning Hours (GLH):	280 Hours
Assessment:	Pass/Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual verifiers
Qualification Start Date:	05/05/2025
Qualification Review Date:	05/05/2028

Learner Profile

There are no formal academic entry requirements for these qualifications. Centres should carry out their own assessment to determine any gaps, develop the assessment plan and satisfy themselves that the candidate will be able to access the qualification.

Candidates who complete this qualification may progress onto other qualifications in ProQual's suite of administration and management qualifications, such as:

- ProQual Level 2 Certificate/Diploma in Business Skills
- ProQual Level 2 Award in Digital Skills for Work

Qualification Structure

These qualifications consists of **three** mandatory unit/units. Candidates must complete all mandatory units to complete a qualification.

Candidates for the Award do **not** complete any optional units.

Candidates for the Certificate must complete optional units worth **at least two optional units.**

Candidates for the Diploma must complete optional units worth **at least four optional units.**

Unit Number	Unit Title	Level	TQT	GLH
Mandatory Units – Candidates must complete **all** units in this group.				
L/651/4881	Introduction to Health and Safety at Work	1	30	25
M/651/4882	Principles of Working in a Business Environment	1	40	30
R/651/4883	Principles of Business Administration	1	40	30
Optional Units Candidates for the Certificate must complete **at least two** units in this group. Candidates for the Diploma must complete **at least four** units in this group.				
T/651/4884	Principles of Business Communication	1	70	40
Y/651/4885	Principles of Personal Development	1	70	40
A/651/4886	Introduction to Employee Rights and Responsibilities	1	70	40
D/651/4887	Introduction to Data Handling	1	70	40
F/651/4888	Introduction to Customer Service	1	70	40
H/651/4889	Understanding Interpersonal Skills	1	70	40
L/651/4890	Awareness of Office Software	1	70	40

Centre Requirements

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the **ProQual Additional Qualification Approval Form.**

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Centres must have the appropriate equipment to enable candidates to carry out the practical requirements of this qualification.

Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

ProQual Level 1 Award in Preparing to Work in the Business Sector

ProQual Level 1 Certificate in Preparing to Work in the Business Sector

ProQual Level 1 Diploma in Preparing to Work in the Business Sector

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

Assessment Requirements

Each candidate 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
- Candidate product
- Worksheets
- Record of oral and written questioning
- Recognition of Prior Learning

Candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be **occupationally competent** and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment. *(Suitable for assessment taking place in a working environment only.)*
- ProQual Level 3 Award in Assessing Vocational Achievement. *(Suitable for assessment taking place in a simulated training environment only.)*

Candidate portfolios must be internally verified by centre staff who are **occupationally knowledgeable** and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

Occupationally competent means capable of carrying out the full requirements contained within a unit. **Occupationally knowledgeable** means possessing relevant knowledge and understanding.

Enquiries, Appeals and Adjustments

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual'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 ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Units – Learning Outcomes and Assessment Criteria

Title:	Introduction to Health and Safety at Work		Level:	1
Unit Number:	L/651/4881	TQT:	30	GLH:	25

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand own responsibilities relating to health and safety at work	1.1	Identify key legislation related to health and safety at work.
		1.2	Describe what is meant by the duty to take reasonable care.
		1.3	Explain why it is important to follow policies and procedures.
		1.4	Explain why it is important to report hazards, accidents and near misses.
		1.5	Describe the possible consequences for the individual of non-compliance with health and safety regulations and policies.
2	Understand employer responsibilities relating to health and safety at work	2.1	State the purpose of health and safety legislation in the workplace.
		2.2	Describe what is meant by a "risk assessment"
		2.3	Explain why employers must carry out risk assessments.
		2.4	Identify ways that employers keep workers safe, for example safety signs and the provision of protective equipment.
		2.5	Describe the possible consequences for the employer of non-compliance with health and safety regulations and policies.

3	Know how to stay safe in the working environment	3.1	Identify common workplace hazards.
		3.2	State the meaning of common warning signs and symbols.
		3.3	Describe ways to reduce risks in the workplace.
		3.4	Explain why it is important to wear personal protective equipment, if provided.
		3.5	Describe what action should be taken by an employee in an emergency, such as a fire.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Principles of Working in a Business Environment		Level:	1
Unit Number:	M/651/4882	TQT: 40	GLH:	30

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the structure and purpose of a business environment.	1.1	Identify different types of business organisation, including: • Private. • Public. • Non-profit.
		1.2	Identify common departments within a business, and their function.
		1.3	Describe common business structures.
		1.4	State what is meant by the term "Line Manager"
		1.5	Explain the role of employees in contributing to the success of the business.
2	Understand workplace expectations and behaviours.	2.1	Identify common expectations in a business environment, including but not limited to: • Punctuality. • Personal hygiene. • Dress code.
		2.2	Explain the importance of following workplace policies and procedures.
		2.3	Describe the impact of negative behaviour in a professional setting.
3	Understand how to work safely, securely and effectively in a business environment.	3.1	Describe the importance of workplace security, including data protection and visitor protocols.
		3.2	State how to report hazards, security concerns, and breaches of confidentiality.
		3.3	Identify key time management techniques, such as prioritisation and planning.
		3.4	Explain why it is important to meet deadlines.

3	*Continued*	3.5	Explain why it is important to complete tasks accurately.
		3.6	Identify sources of support when unsure about a task or procedure.
4	Understand the importance of workplace relationships.	4.1	Describe different types of workplace relationships, including: • Colleagues. • Managers. • Customers / Clients
		4.2	Identify the benefits of a positive workplace culture and team collaboration.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Principles of Business Administration		Level:	1
Unit Number:	R/651/4883	TQT: 40	GLH:	30

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the purpose and role of business administration	1.1	Identify the key functions of business administration in an organisation.
		1.2	Describe the types of tasks carried out in administrative roles, including: • Handling mail • Processing documents. • Scheduling. • Data entry. • Routing communications.
		1.3	Explain the importance of administration in supporting the business' operations.
		1.4	Identify the benefits of efficient administration for a business.
		1.5	Identify the potential consequences of inefficient or poor administration for a business.
2	Understand reception and customer-facing duties in an office environment	2.1	Describe the role and responsibilities of a receptionist or front-office administrator.
		2.2	Describe professional telephone etiquette and how to handle incoming calls.
		2.3	State the importance of greeting visitors professionally and following sign-in procedures.
		2.4	Explain the importance of maintaining professionalism when dealing with colleagues and clients.
3	Understand the importance of confidentiality in business administration	3.1	Identify types of confidential business information that must be protected.
		3.2	Describe how to handle sensitive information.
		3.3	Explain the consequences of breaching confidentiality in an administrative role.

4	Understand how to organise and prioritise administrative tasks	4.1	Identify different methods of organising and prioritising work
		4.2	Describe why deadlines and time management are important in administration.
		4.3	State how to manage multiple tasks effectively in a busy office environment.
		4.4	Explain when and how to seek support or escalate administrative issues.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Principles of Business Communication		Level:	1
Unit Number:	T/651/4884	TQT: 70	GLH:	40

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the importance of professional communication in a business environment	1.1	Identify the key purposes of communication in the workplace.
		1.2	Describe what professional communication looks like in different situations.
		1.3	State why clear and respectful communication is important in a business setting.
		1.4	Explain how poor communication can lead to misunderstandings and inefficiencies.
2	Understand the principles of professional email communication	2.1	Identify the basic structure of a professional email, including: • To, cc, bcc. • Subject line. • Greeting. • Body. • Closing.
		2.2	Describe good email etiquette, including tone, clarity, and professionalism.
		2.3	Describe the appropriate use of CC (carbon copy) and BCC (blind carbon copy) in emails.
		2.4	State why proofreading emails for grammar, spelling, and tone is important.
		2.5	State common mistakes to avoid when using email in a business environment.
		2.6	Explain how to handle confidential or sensitive information in emails securely.
		2.7	Identify when email is an appropriate form of communication and when alternatives may be better.

3	Understand how verbal communication is used in an office environment	3.1	Identify different workplace situations where verbal communication is used.
		3.2	Describe the importance of the following in verbal communication: • Tone. • Clarity. • Active listening.
		3.3	Identify when verbal communication should be followed up with written communication
		3.4	Identify when it is better to use written communication instead of verbal.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Principles of Personal Development		Level:	1
Unit Number:	Y/651/4885	TQT: 70	GLH:	40

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the importance of personal development in the workplace	1.1	State what is meant by "personal development" within the workplace.
		1.2	Describe why continuous personal development is important for career growth.
		1.3	State the benefits of learning new skills and improving existing ones.
		1.4	Explain how personal development can increase confidence and job satisfaction.
2	Understand how to set and work towards personal development goals	2.1	Describe how to set simple and achievable goals using a structured approach
		2.2	State the importance of regularly reviewing progress towards goals.
		2.3	Describe the difference between short-term and long-term personal development goals.
		2.4	Identify tools or resources that can help with personal development
		2.5	Explain how reflecting on past achievements can help in setting future goals
3	Understand the role of feedback in personal development	3.1	Identify different sources of workplace feedback.
		3.2	Describe how constructive feedback can help improve work performance
		3.3	Describe how to respond positively to feedback.
		3.4	Explain the difference between constructive and unhelpful feedback.

4	Understand how to seek learning and development opportunities	4.1	Identity different ways to develop skills in the workplace.
		4.2	Describe how to ask for support or training to improve workplace performance.
		4.3	State why taking initiative in learning new skills is valuable.
		4.4	Explain how workplace learning can lead to career progression.
5	Understand career progression pathways	5.1	Identify possible progression routes within a workplace
		5.2	Describe the difference between internal and external career progression opportunities.
		5.3	State how to research career opportunities within an organisation or industry.
		5.4	Describe the benefits of gaining additional qualifications for career advancement.
		5.5	Explain how work experience can help with career progression.
		5.6	Describe how keeping a record of achievements and skills can support career progression.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Introduction to Employee Rights and Responsibilities	Level:	1
Unit Number:	A/651/4886	**TQT:** 70	**GLH:** 40

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand key employment rights and responsibilities	1.1	Describe the main type of employment contracts, including: • Full time. • Part time. • Temporary. • Zero hours.
		1.2	Identify the basic rights of employees in regard to: • Pay. • Breaks. • Working hours. • Holidays
		1.3	Identify the responsibilities employees have toward their employer.
		1.4	Explain why it is important that employees understand their contract and workplace policies.
2	Understand workplace policies and procedures.	2.1	Identify common workplace policies.
		2.2	Describe why workplace rules and procedures exist and how they help employees and employers.
		2.3	State the potential consequences of failing to follow workplace policies.
		2.4	State how workplace policies are communicated to employee
		2.5	Identify where employees can find information about company policies.

3	Understand how to deal with workplace issues and concerns.	3.1	Describe what is meant by the following terms: • Workplace bullying. • Discrimination. • Unfair treatment. • Harassment.
		3.2	Describe the appropriate steps to take when raising a workplace concern or grievance.
		3.3	State the role of HR and managers in resolving workplace disputes.
		3.4	Describe how the following organisations can provide support and advice: • ACAS. • Citizen's advice. • Trade unions.
		3.5	State the difference between informal and formal procedures in the workplace.
		3.6	Describe why confidentiality is important when reporting or dealing with workplace concerns.
4	Understand the importance of workplace equality and diversity.	4.1	Describe what is meant by the following terms: • Equality. • Diversity. • Inclusion.
		4.2	Describe why treating colleagues with respect is important for a positive work environment.
		4.3	State the types of behaviour that could be considered discrimination or harassment.
		4.4	Describe the benefits of diverse teams in terms of problem-solving and creativity.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Introduction to Data Handling		Level:	1
Unit Number:	D/651/4887	TQT: 70	GLH:	40

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the basic principles of data handling.	1.1	Define the term "data".
		12	Identify different types of data commonly used by businesses.
		1.3	State why accurate data handling is important in maintaining smooth business operations.
		1.4	Identify possible consequences of poor data handling.
2	Understand how to collect and record data accurately.	2.1	Identify common methods for collecting data in the workplace.
		2.2	State why it's important to double-check information for accuracy before recording it
		2.3	Describe the importance of collecting data in the correct format
		2.4	Identify common data entry errors and how to avoid them
		2.5	Explain the need for clear labelling and categorisation of data when recording it
3	Understand how to store and retrieve data.	3.1	Explain the importance of backing up digital data to avoid loss.
		3.2	Identify a range of different data storage options
		3.3	Explain the importance of using secure passwords to protect digital data storage systems
		3.4	Describe how to properly name and label files for easy retrieval
		3.5	Describe the basic steps for retrieving data from different storage systems

4	Understand the importance of data security and confidentiality.	4.1	Identify common threats to data security
		4.2	Identify actions employees should take to avoid breaching data security
		4.3	Describe the concept of "need-to-know" access and why it's important in protecting sensitive information.
5	Understand how to maintain and dispose of data correctly.	5.1	Identify different types of data retention periods, including statutory retention requirements.
		5.2	State the importance of following company policy on data disposal.
		5.3	Identify the potential environmental impacts of improper disposal of paper-based data.
		5.4	Describe the role of IT departments in managing the secure disposal of digital data.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Introduction to Customer Service		Level:	1
Unit Number:	F/651/4888	**TQT:** 70	**GLH:**	40

Learning Outcomes *The learner will be able to:*		**Assessment Criteria** *The learner can:*	
1	Understand the principles of good customer service.	1.1	Describe why good customer service is important for a business.
		1.2	Identify the key qualities of a good customer service representative.
		1.3	Describe how first impressions can affect customer satisfaction
		1.4	Describe how to handle customers in a professional and approachable manner.
		1.5	Identify the possible consequences of poor customer service.
2	Understand how to communicate effectively with customers.	2.1	Identify different methods of customer communication.
		2.2	Explain why it is important to use clear and polite language when dealing with customers.
		2.3	Identify ways in which non-verbal communication affects customer interactions.
		2.4	State why it is important to confirm understanding when providing information to customers.
		2.5	Explain why it is important to respond promptly to customer inquiries.
3	Understand how to deal with customer requests and enquiries	3.1	Identify common customer requests in an admin or reception role
		3.2	Explain why it is important to follow company procedures when dealing with customer requests.
		3.3	State how to manage expectations when a request cannot be fulfilled immediately.
		3.4	Describe the importance of following up on customer enquiries where necessary.

3	*Continued*	3.5	Identify when to escalate a customer enquiry to a supervisor or manager.
		3.6	Explain why it is important to keep a log of customer interactions
4	Understand how to handle customer complaints professionally	4.1	Identify common types of customer complaints.
		4.2	Describe the steps involved in handling a customer complaint.
		4.3	State why it is important to remain calm and professional when dealing with complaints.
		4.4	Identify when and how to escalate a complaint to a manager.
		4.5	Explain why it is important to keep a record of customer complaints.
		4.6	Identify the possible consequences of poor handling of customer complaints.
5	Understand the importance of maintaining professionalism in customer service	5.1	Identify behaviours that demonstrate professionalism in a customer service role
		5.2	Explain the importance of personal presentation in customer-facing roles
		5.3	State why maintaining a positive attitude is important in customer service
		5.4	Identify strategies for staying calm under pressure.
		5.5	Describe how following company policies contributes to professionalism
		5.6	Identify how learning from feedback can improve professionalism in customer service

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Understanding Interpersonal Skills		Level:	1
Unit Number:	H/651/4889	TQT: 70	GLH:	40

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the importance of time management in the workplace.	1.1	Describe what is meant by the term "time management".
		1.2	Identify common barriers to effective time management.
		1.3	Describe how to prioritise tasks based on urgency and importance.
		1.4	Explain why it is important to allocate time for tasks realistically.
		1.5	Identify the benefits of using a schedule or planner to organise tasks.
		1.6	Identify the potential consequences of poor time management for: • The employee. • The business.
2	Understand how to manage workload and stress effectively.	2.1	Identify common causes of workplace stress
		2.2	Identify the effects of stress on: • Wellbeing. • Work Performance.
		2.3	Identify ways to manage stress in the workplace.
		2.4	Identify the early warning signs of workplace stress.
3	Understand the importance of being reflective and accepting constructive criticism.	3.1	Describe what is meant by "being reflective".
		3.2	Identify the benefits of reflecting on own performance.
		3.3	State why feedback is necessary for improvement.
		3.4	Identify the differences between constructive criticism and negative feedback.

3	*Continued*	3.5	Identify ways to seek feedback to improve performance.
		3.6	Describe how to respond positively to constructive criticism.
		3.7	Describe ways to use feedback to improve work performance.
4	Understand the role of non-verbal communication in workplace interactions.	4.1	Describe what is meant by non-verbal communication
		4.2	Identify different type of non-verbal communication.
		4.3	Identify positive and negative non-verbal cues.
		4.5	Describe why maintaining appropriate personal space is important in the workplace.
		4.6	Identify how to use non-verbal communication to show attentiveness and engagement.
5	Understand the difference between aggressive and assertive behaviour	5.1	Identify the characteristics of assertive behaviour.
		5.2	Identify the characteristics of aggressive behaviour.
		5.3	Identify situations where assertive communication is necessary in the workplace.
		5.4	Identify the potential consequences of aggressive behaviour in the workplace.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Title:	Awareness of Office Software		Level:	1
Unit Number:	L/651/4890	TQT: 70	GLH:	40

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Understand the types of office software.	1.1	Identify common types of office software used in a workplace.
		1.2	Describe the role of email software in workplace communication.
		1.3	Describe the purpose of word processing software and give examples of its use in an office.
		1.4	Describe the purpose of spreadsheet software and give examples of its use in an office.
		1.5	Describe the purpose of database software and give examples of its use in an office.
		1.6	State why it is important to keep software up to date.
2	Understand the basic functions of word processing and spreadsheet software	2.1	Identify common features of word processing software.
		2.2	Describe how to create and save a basic document in word processing software
		2.3	Describe how to format a document professionally.
		2.4	Identify the basic features of spreadsheet software.
		2.5	Identify the advantages and disadvantages of using templates.
3	Understand the role of email software in workplace communication	3.1	Identify the common features of email software.
		3.2	Describe how to format an email professionally.
		3.3	Describe how to attach and download files in an email.
		3.4	Explain why it is important to check emails regularly in the workplace.
		3.5	Identify ways to manage and organise emails.

4	Understand the use of calendar and scheduling software	4.1	Identify different types of scheduling software used in offices
		4.2	Identify common features of calendar and scheduling software.
		4.3	Explain why it is important to keep an up-to-date work schedule.
		4.4	Identify how shared calendars can help with team organisation.
5	Understand basic best practices for using office software professionally	5.1	Explain why it is important to regularly save work and keep backups.
		5.2	Describe why it is important to follow organisational guidelines and policies when using office software.
		5.3	Describe how to use software responsibly to avoid misuse or breaches when using software.
		5.4	Explain why it is important to log out of shared devices.
		5.5	Identify the potential consequences of downloading unauthorised software.

Additional Assessment Information

This unit is **knowledge based.** This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Centres may use the appropriate ProQual Candidate Workbook, or their own, centre devised, assignments.

Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification

Apply	Use existing knowledge or skills in a new or different context.
Analyse	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
Classify	Organise information according to specific criteria.
Compare	Examine subjects in detail, giving the similarities and differences.
Critically Compare	As with compare, but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
Describe	Provide detailed, factual information about a subject.
Discuss	Give a detailed account of a subject, including a range of contrasting views and opinions.
Explain	As with describe, but extended to include causation and reasoning.
Identify	Select or ascertain appropriate information and details from a broader range of information or data.
Interpret	Use information or data to clarify or explain something.
Produce	Make or create something.
State	Give short, factual information about something.
Specify	State a fact or requirement clearly and in precise detail.

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