

BTEC Advanced Certificate in Business Operations

This BTEC advanced level certificate is for experienced and supervisory-level staff in back-office processing and operations functions. It provides a certification that recognises an extensive range of analytical, service delivery, IT and leadership skills.

- Time in role: > 24 months
- Course duration: 6 – 9 months
- Assessed through observation, workplace documentation, testimony and personal statement

The award is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel. It may provide a stepping stone to higher level certificates such as the BTEC Professional Diploma in Service Management or Management NVQ Level 4.

To achieve this qualification, candidates complete a total of *seven* units.

Mandatory Units	
1	Maintain effective working relationships
2	Research, prepare and present information from a variety of sources
3	Manage yourself
Optional Units (<i>choose four units</i>)	
4	Manage information for action
5	Maintain and use databases
6	Develop effective services for customers
7	Contribute to the development of teams and individuals
8	Lead the work of teams and individuals to achieve their objectives
9	Design complex documents using a computer
10	Produce spreadsheet documents
11	Design and create presentations using a computer

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No written exams or tests

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