

# BTEC Intermediate Award in Business Communication

This entry-level BTEC Award recognises individuals for their skills and standards in communicating at work – whether in-person, by email or by telephone. It is suitable for a wide range of job types and work environments where there is regular contact with either internal or external customers.

- Time in role: > 3 months
- Course duration: 1 – 2 months
- Assessed through observation, discussion, manager’s testimony

The qualification is based on National Standards and is jointly certificated by Best Practice and Edexcel – the leading awarding body for vocational qualifications. It provides a stepping stone to the BTEC Intermediate Certificate in Business Communication or Customer Service NVQ.

To achieve this award, candidates complete a total of *two* units.

- Candidates complete *one* unit from Group A
- Candidates complete *one* unit from Group B

<b>Group A Units (<i>choose one unit</i>)</b>	
1	Enter & retrieve data using a computer system
2	Communicate information using e-mail facilities
<b>Group B Units (<i>choose one unit</i>)</b>	
3	Give customers a positive impression of yourself and your organisation
4	Deliver reliable service
5	Address the needs of callers
6	Promote additional products or services

## Highlights

- Based on recognised occupational standards
- Assessed in the workplace by experienced assessors
- Completed in 1 – 2 months
- 60 – 90 minutes per week study & preparation time
- No written exams or tests

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