

BTEC Intermediate Certificate in Business Communication

This Intermediate level BTEC Certificate recognises individuals for a broad range of skills 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: > 12 months
- Course duration: 3 – 6 months
- Assessed through observation, discussion, manager’s testimony

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading awarding body for vocational qualifications. It provides a stepping stone to Customer Service or Contact Centre NVQs.

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

- Candidates complete *two* units from Group A
- Candidates complete *three* units from Group B

Group A Units (mandatory units)	
1	Enter & retrieve data using a computer system
2	Communicate information using e-mail facilities
Group B Units (choose three units from a choice of four)	
3	Give customers a positive impression of yourself and your organisation
4	Deliver reliable customer 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 3 – 6 months
- 60 – 90 minutes per week study & preparation time
- No written exams or tests

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