



BTEC Intermediate Certificate in Finance Support Services

The Intermediate Certificate and Diploma are for finance support services staff including purchase ledger, sales ledger and credit control personnel.

They help to develop a broad range of skills and give vital professional recognition that will enhance confidence, performance and status.

- Course duration: 3 – 6 months
- Assessed through observation, documentation, testimony and knowledge assessment
- Supported through in-company workshops and e.learning
- Intermediate Certificate candidates must complete *five* units, including a minimum of *two* units from Group B and a minimum of *one* unit from Group C.
- Intermediate Diploma candidates must complete *eight* units, including a minimum of *three* units from Group B and a minimum of *two* units from Group C.

Core Unit	
A1	Perform effectively in your role
Group B	
B1	Process customer financial transactions
B2	Operate credit control procedures
B3	Research and report information
B4	Spreadsheet software
B5	Use specialist or bespoke software
B6	Operate office equipment
B7	Work effectively with other people
Group C	
C1	Give customers a positive impression of yourself and your organisation
C2	Deliver reliable customer service
C3	Solve customer service problems

Highlights

- Based on recognised occupational standards
- Completed in 3 – 6 months
- 60 – 90 minutes per week study & preparation time
- No written exams or tests

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