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# BTEC Intermediate Certificate in Business Operations

This BTEC intermediate level certificate is for back-office processing and operations functions within a wide range of industry sectors. It provides a certification that recognises a broad range of processing, IT and service delivery skills.

- Time in role: 6 – 24 months
- Course duration: 3 – 6 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 Intermediate Diploma in Business Operations.

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

<b>Mandatory Units</b>
1 Plan, organise and improve your work
2 Support the work of your team
<b>Optional Units (<i>choose three units</i>)</b>
3 Give customers a positive impression of yourself and your organisation
4 Enter, retrieve and print data in a database
5 Prepare and print documents using a computer
6 Process financial information
7 Produce simple spreadsheet documents
8 Deliver reliable customer service
9 Develop personal performance through delivering customer service
10 Ensure your own actions reduce risks to health and safety

## 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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