

# BTEC Intermediate Diploma in Support Services

The Intermediate Certificate and Diploma are for support services staff including secretarial support, facilities management, finance and PA functions.

They develop skills and performance and give professional recognition that will enhance confidence 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
A2	Work effectively with other people
Group B	
B1	Manage diary systems
B2	Organise business travel and accommodation
B3	Research and report information
B4	Organise and support meetings
B5	Spreadsheet software
B6	Presentation software
B7	Produce documents
B8	Operate office equipment
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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