



Work-ready skills in Business, Administration and IT

A GUIDE FOR CENTRES

We believe in learning

At the core of everything we do is the desire to make a measurable impact on improving people's lives through learning. Pearson aspires to be the world's leading learning company. From primary to secondary school, through to professional certification; our qualifications, curriculum materials, multimedia learning tools and testing programmes help to educate millions of people worldwide.

Work-ready skills in Business, Administration and IT



All LCCI qualifications are widely regarded by employers for their practical focus on the key functions of modern international business, and are recognised internationally by employers, universities and professional bodies.

Our Business, Administration and IT qualifications ranges from business principles and performance, to operations and internet security, you will equip your students with the knowledge and essential business skills required for employment and progression in a modern office environment. Search from the list of our qualifications below that may be of interest to you:

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Students can go onto many job roles including; administration assistant, senior administrator, administration clerk, receptionist, IT helpdesk support assistance and many more.

What support can you expect?

All the support and guidance you would expect from the world's largest learning company.

Whether you're interested in one subject or the full range, we provide everything needed to support you through delivery, qualification and onto final assessment.



Access to a global network of Pearson expertise providing personalised, local support.

- ✓ When you become part of an LCCI centre, you become part of a growing international network of over 5000 centres full of ambitious students and employers who are all eager to grow their skills base.



Syllabuses, sample papers, past papers and model answers.

- ✓ We provide our centres with all of the tools needed to teach each qualification, helping teachers plan lessons and support exam preparation.



Published resources supporting learning and examination preparation

- ✓ Tailored textbooks and resources including student books, teacher guides and digital support tools from the world's leading education company to support learners with relevant content, examples and exercises.



Dedicated customer support teams are trained to deal with specific and general enquiries.

- ✓ When you become an LCCI centre you have access to dedicated support from our customer service team and local representatives based around the world, who are on hand to provide dedicated support with your queries.



Online, user-friendly centre administration for all forms and documents.

- ✓ To ensure you get best experience possible we have worked with our centres to ensure all our online administration and registration processes are simple and straightforward.



Centre and learner recognition including LCCI Medallions for your top students.

- ✓ Every year we award LCCI IQ Medallions and certificates of excellence to top scoring students.
- ✓ Winning a medallion or a certificate is a prestigious achievement and means winners are not just a top scoring student, but one of the top scoring students in the world.

To find out more visit
qualifications.pearson.com/lcci

General Business qualifications



Certificate in Business Administration (Level 1) (2012)

Product code: ASE20070

This qualification is suitable for students who are preparing to work or are already working in an administrative support role that requires them to carry out basic administrative tasks. It is suitable for those about to start their career in administration.

Aims

The aims of this qualification are to:

- demonstrate an understanding of the office environment and their role and responsibilities within the administrative function
- demonstrate an understanding of effective verbal and written communication
- produce written business communications in a professional manner
- demonstrate an understanding of basic administrative activities, systems, and standards
- apply this knowledge and understanding in a business context.

Syllabus Topics

- the office environment
- working in an administrative role
- verbal and written business communications
- office equipment and machinery
- storage and retrieval of information
- maintaining and issuing stationery stock

Assessment

The final assessment is 1.5 hours and students will be required to complete all four questions covering all six topic areas of the syllabus. All questions carry equal marks.

Certificate in Business Administration (Level 2) (2012)

Product code: ASE20071

This qualification is suitable for students who are preparing to work or already work in an administrative support role that requires them to carry out everyday administrative activities with some Level of initiative and business awareness.

Aims

The aims of this qualification are to:

- demonstrate an understanding of the types and structure of business organisations and the role of centralised support services
- demonstrate an understanding of the personal characteristics, roles and responsibilities of administrative staff
- demonstrate an understanding of the nature of written and face-to-face communications in business organisations
- produce written business communications in a professional manner
- demonstrate an understanding of the core administrative support services and the related activities, systems and standards
- apply their knowledge, understanding and skills in a business context

Syllabus Topics

- structure of business organisations
- working in an administrative role
- communication in business organisations
- reception and mail services
- business procedures and information management

Assessment

The final assessment is 2 hours and students will be required to complete all four questions covering all five topic areas of the syllabus. All questions carry equal marks.

Certificate in Business Administration (Level 3) (2012)

Product code: ASE20072

This qualification is suitable for students who are working, or preparing to work, in an administrative role as a team leader.

Aims

The aims of this qualification are to:

- demonstrate an understanding of the internal organisational environment
- demonstrate an understanding of how to lead and manage the work of a team
- produce written business communications
- demonstrate an understanding of how to manage verbal communications
- demonstrate an understanding of how to plan, organise and support meetings and events
- demonstrate an understanding of information management

Syllabus Topics

- internal organisational environment
- managing the work of a team
- communication in business organisations
- planning, organising and supporting meetings and events
- information management in business organisations

Assessment

The final assessment is 2.5 hours and students will be required to complete all four questions covering all five topic areas. All questions will carry equal marks.

Business Principles and Practice (Level 3)

Business Principles and Practice seeks to test students' knowledge of the nature and context of business activity and the environment in which it operates. Students will be aware of the influences upon businesses and the importance of corporate image.

Business Principles and Practice (Level 3)

Product code: ASE20074

The Level 3 Certificate in Business Principles and Practice develops students' understanding of the advanced principles and practices of business such as management and culture, operational and financial management, strategy and business improvement. The qualification is suitable for people who want to develop their understanding of modern business management practices in order to improve their business career opportunities and/or academic progression. It is particularly suitable for people who currently hold management positions within any of the functional business areas or those aspiring to such positions.

To be awarded the full qualification students must complete the learning requirements and assessments for the two units:

- Unit 1 Service, Product and Health and Safety (unit code: ASE0607)
- Unit 2 Personal Effectiveness and Merchandise Handling (unit code: ASE0608)

A unit certificate will be awarded to students who successfully complete one unit.

Aims

The aims of this qualification are to demonstrate students' knowledge and understanding of:

- the nature of economic activity and how the internal and external environment and constraints influence business activities
- the features of national and multinational forms of businesses and their disadvantages and benefits to the local economy
- the different types of formal organisational structures and the role of leadership and motivation as functions of management
- the concept and importance of corporate culture, image and identity and how businesses may influence and develop these
- the different methods of production and quality control and how technology and the scale of operations impact on business efficiency and effectiveness
- the need for different sources of finance and the types of financial records that will be kept by a business
- strategy, strategic planning and the use of techniques and frameworks such as PEST, SWOT, Porter's Five Forces Analysis, Boston Consulting Group Matrix and Ansoff Matrix in strategic analysis and decision-making
- the importance of measuring business performance and how KPIs and target-setting contribute to the process
- the use of financial and non-financial performance measures, and frameworks and systems such as the Balanced Scorecard, TQM and MIS in improving business performance

Syllabus Topics

- business and its environment
- business organisation, management and culture
- operational and financial management
- introduction to business strategy and planning
- measuring and improving business performance

Assessment

The exam is 2.5 hours long and students will be asked to answer all five questions, covering all five areas of the syllabus. Students are presented with a business situation, problem or issue with a number of tasks to be completed.

Certificate in International Retail Operations (Level 2)

Product code: ASEINTRET2

The Level 2 Certificate in International Retail Operations has been developed for the retail sector. The qualification is ideal for anyone wishing to gain essential knowledge and understanding of the retail industry or enhance their background in customer service by expanding their knowledge and understanding of the retail industry. This qualification is relevant to all sectors within the retail industry.

Aims

The aims of this qualification are to:

- show knowledge and understanding of various retail operations and functions, including how they link with each other and their impact on the overall running and profitability of a business
- show knowledge and understanding of the role of an individual within retail operations including health and safety, security and personal effectiveness

Syllabus Topics

- service, selling and product knowledge
- risk awareness, health and safety
- personal effectiveness and teamwork
- merchandise handling, storage and display

Assessment

Assessment for both units is by multiple-choice tests. Each multiple-choice test consists of 30 questions and lasts for 1 hour.

Meetings (Level 3)

Designed to provide students with a progressive understanding of every aspect of meetings. Every modern business conducts meetings, however their overall effectiveness can only be improved by a thorough understanding of what is required from the meeting. An understanding of best practice in relation to the conduct of meetings will ensure that specific outcomes can be reached and acted upon.

Meetings (Level 3)

Product code: ASE3401

Level 3 Meetings is designed to develop understanding of meetings to an advanced Level and to provide progression from Level 2 Meetings. It is an ideal qualification for those requiring a demonstrable ability to get the most out of meetings, including those dealing with or working on committees.

Aims

The aims of this qualification are to:

- understand the different types of meetings and their purpose
- discuss the criteria to be considered when organising a meeting
- describe how to construct an agenda and understand commonly used meetings terminology
- identify the importance and responsibilities of the role of the chairperson, note-taker/administrator and the participants before, during and after a meeting
- explain behaviour in meetings

Syllabus Topics

- purpose and types of meetings
- organising meetings
- venue alternatives
- notice of meeting, agenda and papers
- role and responsibilities of the chairperson
- role and responsibilities of the note-taker/administrator
- roles and responsibilities of the participants
- meetings behaviour

Assessment

The final assessment is a 1 hour 20 minutes written exam consisting of 4 compulsory questions. Students are requested to answer in one or more of the following formats:

- bullet points
- agenda
- short paragraphs

Principles and Practice of Management (Level 3)

Product code: ASE3128

Level 3 Principles and Practice of Management is an ideal method of providing evidence of a broad knowledge and understanding of the role of management within an overall business environment. This qualification is ideal for anyone wishing to undertake a career in management.

Aims

The aims of this qualification are to:

- exhibit knowledge and understanding of the key elements of management
- apply this knowledge and understanding to general and specific situations and contexts
- supply relevant examples and applications of the practice of management
- Successful students may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- management development
- management functions
- management structure
- managing people
- managing performance
- managing communication
- managing change

Assessment

The final assessment is 3 hours and students will be asked to answer four questions. Some questions may require the use of a communication format appropriate to the practice of management as detailed in the syllabus. Students are requested to answer in one or more of the following formats:

- memorandum
- checklists
- summaries
- reports
- notes

Employability Skills (Level 2)

Product code: ASE20010

This qualification is intended for those who are either seeking employment or are seeking to be more effective in the workplace. This practical qualification covers generic workplace skills required when seeking employment or when working in any vocational sector.

Aims

The aims of this qualification are to:

- manage his/her own work role
- demonstrate personal behaviours that contribute to personal effectiveness and success at work
- manage stress and personal feelings at work
- use verbal and written communication skills
- present personal information to prospective employers work with and support others as part of a team
- build positive working relationships
- respond to challenging situations at work
- monitor and maintain a safe working environment
- contribute to a secure working environment
- The qualification can be taken in its own right or as a part of a Level 2 group award or Level 3 group diploma.

Syllabus Topics

- personal effectiveness at work
- developing personal communication skills
- developing team skills and positive working relationships
- health, safety and security in the workplace

Assessment

The qualification is assessed by a combination of practical assessment and a multiple-choice test. The practical assessment is internally marked and externally moderated by Pearson. The multiple-choice test consists of 25 questions and lasts for 1 hour.

The Legal Environment (Level 4)

Product code: ASE4503

The Legal Environment is a high Level qualification developed to ensure students can display an understanding of the law as it relates to industrial and commercial society as well as how it governs professional practice. This qualification is intended for those people who plan to follow senior executive careers in business fields.

Aims

The aims of this qualification are to:

- demonstrate a broad knowledge and understanding of the nature of law and the English legal system
- apply legal principles relating to contract, tort, agency and negligence to business problems
- demonstrate an understanding of the law of companies and partnership
- successful students may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- outline of the English legal system
- contract
- tort of negligence
- agency
- partnership
- company law

Assessment

The final assessment is 3 hours, with the paper split into two sections. Section A contains three questions on company law and section B contains six questions dealing with the remainder of the syllabus. Students are required to answer four questions in total (one from section A, two from section B and one other question from either section A or B). Unless otherwise stated, students should use a concise essay style. Students will be expected to refer to case law as indicated in the syllabus.

Award in Measuring and Improving Business Performance (Level 3)

Product code: ASE20058

This qualification is suitable for people who wish to develop a general understanding of performance measurement and business improvement techniques in order to broaden their career opportunities and progression. It is particularly suitable for people who currently hold management positions or those aspiring to such positions.

Aims

The aims of the qualification are to enable students to develop an understanding of:

- the nature of business performance measurement and its importance
- the different financial and non-financial measures and models that may be used in performance measurement and improvement
- the management and business practices that may be used to improve business performance
- how management information is used in monitoring business performance
- how management and staff can contribute to improving business performance

Syllabus topics

- importance of measuring business performance
- performance measures
- performance measurement and Improvement models
- business improvement practices
- management information systems (MIS) in business improvement
- contribution of management and staff to business improvement

Assessment

The final assessment is a 1 hour paper-based exam consisting of 30 multiple-choice questions. The assessment will cover all areas of the syllabus.

Secretarial qualifications



Audio Transcription (Levels 4)

Audio Transcription qualifications are intended for those who are required to demonstrate a defined standard of document production, presentation and audio transcription skill. This includes secretaries and Personal Assistants, and anyone involved in general administration roles that produce communications. LCCI Audio Transcription qualifications provide evidence of standards in these competencies from basic to advanced, and the topics and tasks covered help focus study and hone skills.

Aims

The aims of this qualification are to:

- demonstrate a proficiency in transcribing a variety of business documents from prerecorded audio documents, using word processing
- demonstrate knowledge and skills in the following areas:
 - o accurate keyboarding
 - o proof-reading and error correction
 - o appropriate use of stationery
 - o intelligent display
 - o consistency of style
 - o planning and organising work within deadlines
- follow instructions that simulate those given in a realistic, practical business situation

Successful students may go on to undertake relevant LCCI diplomas.

Syllabus topics

- audio dictation skill
- production
- presentation
- transcription

Assessment

Students will be required to produce six documents, including:

- business letter or fax message
- memo
- informative document
- other business documents
- composition document

Total word count of 1250.

Text Production (Levels 1, 2, and 3)

Product codes: ASE20077, ASE20078, ASE20079

For students that are required to demonstrate the ability to transcribe documents from printed or handwritten copy. This also covers the correct ways of producing and presenting communications in a business context.

LCCI Text Production qualifications provide evidence of standards in these competencies from basic to advanced, and the topics and tasks covered help to focus practice and develop strengths in these areas.

Aims

The aims of this qualification are to:

- use the keyboard at a speed determined by qualification Level
- demonstrate knowledge and skills in the following areas:
 - o accurate keyboarding
 - o proof-reading and error correction
 - o appropriate use of stationery
 - o intelligent display
 - o consistency of style within a document
 - o planning and organising work within deadlines
- follow instructions that simulate those given in a realistic, practical business situation
- present documents attractively using a business-like, appropriate and consistent format
- ensure documents are acceptable for signature by a line manager, i.e. accurate and appropriate

Successful students may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- following instructions
- production
- presentation
- transcription

Assessment

Students will be required to produce between three and six documents (depending on level) as follows:

- business letter or fax message
- memo
- informative document
- other business documents

Total word count between 625 – 950, depending on Level.

Any business-like format will be accepted provided it is used consistently, including use of American spelling and presentation conventions.



Practical ICT Skills (Levels 1, 2 and 3)

Product codes: ASEPICT1, ASEPICT2, ASEPICT3

The Practical ICT Skills qualifications have been designed to allow learners to develop their practical ability and understanding of key software applications and apply these in a modern business context. The suite of qualifications allows progression from basic skills at Level 1 through to advanced skills at Level 3. All Levels of Practical ICT Skills are endorsed by eskills UK Ltd, the Sector Skills Council (SSC) for IT interests in the UK. A minimum of 2 units from a choice of 5 is required to achieve a Certificate in Practical ICT Skills.

Aims

The aims of this qualification are to:

- competently use the applications of word processing; spreadsheet; database and presentation software and apply these skills to produce accurate, business-like work
- carry out email and internet-based tasks and give consideration to IT security within a business context

Successful students may go on to undertake relevant LCCI diplomas.

Syllabus topics

Unit 1 Word Processing

Unit codes: Level 1 - ASE1111; Level 2 - ASE2221; Level 3 - ASE3331

- file handling
- enter and edit text
- format text and documents
- combine information
- work with tables
- check text

Unit 2 Spreadsheets

Unit codes: Level 1 - ASE1112; Level 2 - ASE2222; Level 3 - ASE3332

- file handling
- enter and edit data
- format a spreadsheet
- functions and formulae
- analysis of data
- present data
- check a spreadsheet
- combine information (Levels 2 and 3 only)

Unit 3 Databases

Unit codes: Level 1 - ASE1113; Level 2 - ASE2223; Level 3 - ASE3333

- file handling
- database design, data entry and database modification
- data queries and sorting
- database reports
- formatting data
- checking data (Level 3 includes checking data integrity)

Syllabus topics cont.

Unit 4 Presentation Software

Unit codes: Level 1 - ASE1114; Level 2 - ASE2224; Level 3 - ASE3334

- file handling and printing
- enter information
- format slides
- slide shows
- checking presentations

Unit 5 Email, Internet and IT Security

Unit codes: Level 1 - ASE1115; Level 2 - ASE2225; Level 3 - ASE3335

- using email
- using the internet
- protecting IT
- laws and guidelines

Assessment

The Email, Internet and IT Security unit is assessed by an online test consisting of between 2 and 5 tasks and between 8 and 15 multiple choice questions, depending on the Level. The duration of the test is between 30 minutes and 1 hour depending on the Level.

The units of Word Processing, Spreadsheets, Database and Presentation Software are assessed via the completion of a practical assignment. Each assignment consists of four tasks requiring learners to demonstrate their practical skills in the specific application. The duration of each assignment is from one to two hours depending on Level and assignments must be completed using the appropriate Microsoft software.

Online Test

The test will be marked automatically by the testing system and results and feedback are available within 24 hours of the test. Further information is supplied in the Practical ICT Skills Support Pack.

Assignments

After completion, the assignments are marked by the centre and moderated externally. The centre uploads the completed assignments to the Online Marking Portal, and marks against the Marking and Grading Scheme provided. Tutor's Marking Guides as well as Worked Files are provided for each assignment to support marking and grading.

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