



**EDI**

Supporting learning  
and performance

## **Business Skills Qualifications**

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## Introduction

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This guide is designed to illustrate the complete range of Business Skills qualifications available from EDI, along with additional qualifications which complement the suite. For a brief description of each qualification please refer to pages 5-9.

Customers who register as an approved centre with EDI can expect the following benefits:

- accredited, fundable qualifications based on current occupational standards
- online assessments which can be taken at any convenient time or location
- easy to use online administration for registrations and claims
- access to online and offline assessments with provisional results and reports within 24 hours
- innovative and flexible assessment approaches
- supportive verifiers
- a rapid response to enquiries
- competitive prices
- information about the latest educational developments

Registered centres also gain access to EDI's broad range of products and services including:

- electronic portfolio system
- development, accreditation and quality assurance of employer training programmes
- endorsement and certification of bespoke training programmes
- recognised qualifications in English language, business and finance throughout the world
- interactive online assessments for schools
- customised electronic assessments
- dedicated bandwidth

For further information about our products, services or latest developments, please visit [www.ediplc.com](http://www.ediplc.com), email [enquiries@ediplc.com](mailto:enquiries@ediplc.com) or telephone +44 (0)8707 202909.

# Qualifications

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## Business Administration

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Title	Type of Qualification	Level	Description
Business and Administration	NVQ and SVQ	1, 2, 3, 4	Based on the National Occupational Standards developed by the Council for Administration, these qualifications comprise mandatory and optional units covering all the skills that people working in an administrative role require, such as IT skills, document production, managing diaries and organising travel.
Business and Administration	Technical certificate	2, 3	Qualifications that assess, through multiple choice, the knowledge required by people working in an administrative role.
Business and Administration	Apprenticeship, Advanced Apprenticeship, Scottish Modern Apprenticeship	2, 3	Apprenticeship and Advanced Apprenticeship: NVQ, technical certificate and key skills. Scottish Modern Apprenticeship: SVQ and core skills.
Business Administration (under QCF development)	VRQ	1, 2, 3	This suite of qualifications enables learners to understand administration procedures and standards and to gain competence in using office equipment, business services and supplies. Assessment is through an examination requiring candidates to complete tasks simulating business situations.
Business Skills	QCF	2, 3	A suite of certificates and diplomas at levels 2 and 3 incorporating units in administration, marketing, sales, health and safety, customer service and management. Learners compile a portfolio of evidence to demonstrate their competence.
Business Practice (under QCF development)	VRQ	2, 3	These qualifications assess learners' knowledge of best practice in business activity and their awareness of the different influences within a business organisation and how the contribution of individuals can affect its success and long term development. Assessment is through an examination requiring candidates to complete tasks to address a problem within a given business scenario.

## Secretarial

Title	Type of Qualification	Level	Description
Audio Transcription (under QCF development)	VRQ	1, 2, 3	Aimed at those who are responsible for producing business documents from audio instructions. The qualification requires learners to demonstrate skills in keyboarding, proof-reading, consistency in style and planning and organising work within deadlines. Assessment is through an examination requiring candidates to produce documents within a set timescale.
Text Production (under QCF development)	VRQ	1, 2, 3	Aimed at those who are responsible for producing business documents from printed or handwritten instructions. The qualification requires learners to demonstrate skills in keyboarding, proof-reading, consistency in style and planning and organising work within deadlines. The examination requires candidates to produce documents within a set timescale.

## Information Technology

Title	Type of Qualification	Level	Description
IT Users	NVQ	1, 2, 3	Based on the National Occupational Standards developed by e-skills, these NVQs are aimed at anyone who uses IT in his/her job. Learners compile a portfolio of evidence in order to demonstrate their competence.
IT Users	QCF	1, 2	Learners can mix and match units at different levels according to their capability in different IT functions, for example database software, email, presentation software, spreadsheets, word processing and website software. Assessment is through portfolio of evidence.
ICT Applications	VRQ, Technical Certificate	1, 2, 3	A suite of Certificates and Diplomas suitable for anyone wishing to develop IT skills and apply them within a business context. Units cover word processing, spreadsheets, databases, presentation software, email, internet and IT security. The Level 3 qualification is recognised as the technical certificate within the Advanced Apprenticeship. Assessment is through practical assignment and online tests.
IT Users	Apprenticeship, Advanced Apprenticeship	2, 3	The Apprenticeship comprises the Level 2 NVQ for IT Users and the key skills of Communication and Application of Number. The Advanced Apprenticeship comprises the Level 3 NVQ for IT Users, the Level 3 Certificate in ICT Applications and the key skills of Communication and Application of Number.

## Customer Service

Title	Type of Qualification	Level	Description
Customer Service	NVQ, SVQ	1, 2, 3	Based on the National Occupational Standards developed by the Institute of Customer Service, these qualifications comprise mandatory and optional units covering all the skills that people working in a customer service role require. At levels 2 and 3, learners select units from each of the following themes: impression and image; delivery; handling problems; and development and improvement.
Customer Service	VRQ, Technical Certificate	2, 3	Directly related to the NVQs at levels 2 and 3, these qualifications assess the knowledge required by people working in a customer service role. They are the technical certificates within the Apprenticeship and Advanced Apprenticeship for Customer Service. Assessment is through multiple choice test, either paper-based or online.
Customer Service	Apprenticeship, Advanced Apprenticeship, Scottish Modern Apprenticeship		The Apprenticeship comprises the Level 2 NVQ in Customer Service, the Level 2 Certificate in Customer Service and the key skills of Communication and Application of Number. The Advanced Apprenticeship comprises the Level 3 NVQ in Customer Service, the Level 3 Certificate in Customer Service and the key skills of Communication and Application of Number. The Scottish Modern Apprenticeship comprises the Level 3 SVQ in Customer Service and the core skills of Communication, Numeracy, Information and Communication Technology, Working with Others and Problem Solving.
Contact Centre Operations Contact Centre Professionals	NVQ	1, 2, 3	These NVQs are designed to cater for the wide range and diversity of job roles in the sector, and to reflect the range and depth of competence required by different people working in the sector. Mandatory units cover personal and organisational effectiveness and health and safety. Learners demonstrate their competence through compiling a portfolio of evidence.
Contact Centre Operations	Apprenticeship	2	The Apprenticeship comprises the Level 2 NVQ in Contact Centre Operations and the key skills of Communication and Application of Number.

## Management

Title	Type of Qualification	Level	Description
Team Leading	NVQ	2	Based on the National Occupational Standards developed by the Management Standards Centre, this NVQ is aimed at anyone working in a team leader role. Mandatory units cover resources, leadership, working relationships and health and safety. Learners compile a portfolio of evidence in order to demonstrate their competence.
Team Leading	VRQ, Technical Certificate	2	A qualification that assesses the knowledge needed by people in order to lead teams effectively. Assessment is through multiple choice test, paper-based or online.
Team Leading	Apprenticeship	2	The Apprenticeship comprises the Level 2 NVQ in Team Leading, the Level 2 Certificate in Team Leading and the key skills of Communication and Application of Number.
Management	NVQ	3	Based on the National Occupational Standards developed by the Management Standards Centre, this NVQ is aimed at anyone working in a management role. Mandatory units cover resources, quality, leadership and health and safety. Learners compile a portfolio of evidence in order to demonstrate their competence.
Management	VRQ, Technical Certificate	3	A qualification that assesses the knowledge needed by people in order to manage teams and resources effectively. Assessment is through multiple choice test, paper-based or online.
Management	Advanced Apprenticeship	3	The Advanced Apprenticeship comprises the Level 3 NVQ in Management, the Level 3 Certificate in Management and the key skills of Communication and Application of Number.
Contributing to a Project	VRQ	2	Aimed at those planning community, national or fund raising projects, this qualification focuses on the skills required to provide an effective contribution to the planning and implementation of projects. Assessment is through written assignments.
Project Management	VRQ	3	This qualification is aimed at middle managers, voluntary sector workers or young people planning a career in business management. It provides learners with a set of working principles for managing projects within their remit. Assessment is through written assignments.
Starting a New Business Enterprise	NVQ	3	This NVQ is aimed at learners who are setting up their own business or considering doing so. Skills and knowledge include assessing the feasibility of a business idea, gaining and keeping customers, business goals, business relationships and financial planning. Learners compile a portfolio of evidence to demonstrate their competence.

## Employability

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Title	Type of Qualification	Level	Description
Preparation for Work	VRQ	1	This qualification is intended for use as an induction programme especially suitable as a preparation for practical learning in workshops or in work placements. Assessment is task-based.
Employability Skills	VRQ	2	This qualification is aimed at learners who are either seeking employment or would like to become more effective in the workplace. It covers the transferable skills necessary within the job market and is not specific to any particular sector or point of responsibility. Assessment is through assignment and multiple choice test, paper-based and online.
Preparing for Employment	QCF	Entry 2, 3, L1	Currently under development, these qualifications will fulfil the requirements of the Foundation Learning Tier. They will include units enabling learners to progress and become more employable.

## 14-19 Diploma and Project

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The Diploma is a new qualification for young people between the ages of 14 and 19. It combines practical skill development with theoretical and technical understanding and knowledge. EDI has been formally accredited by QCA as a Diploma Awarding Body.

In addition, EDI is accredited to award the Project – a qualification that forms part of the generic learning for all Diplomas – and this is already available to schools, colleges and other providers.

EDI also offers additional/specialist learning and functional skills, both of which are elements required within the Diploma.

Title	Type of Qualification	Level	Description
Business, Administration and Finance	Diploma	1, 2, 3	The Principal Learning for this Diploma is designed to develop knowledge about business, administration and finance through building enterprise capability, enabling learners to investigate and implement ideas for their own business concept. Assessment is varied, holistic, summative, and work-related.
Project	Project	1, 2, 3	Available either as part of the Diploma or as a standalone qualification, the Project requires learners to develop and extend a particular study area or an area of personal interest or activity outside their main programme of study. It develops personal and communication skills as well as research and analytical skills. Assessment is through coursework.

## Complementary qualifications

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The following EDI accredited qualifications complement the Business Skills portfolio.

- Emergency First Aid at Work
- Health and Safety in the Workplace
- Health and Safety for People at Work
- Disability Awareness
- Equality and Diversity
- Event Planning
- Organising Conferences, Leisure or Hospitality Events
- Defensive Driving
- Personal Safety Awareness
- Developing Personal Safety and Security Skills
- Learning and Development units
- Cleaning and Support Services
- Key Skills in Communication, Application of Number, ICT

## Support materials

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All of EDI's vocational qualifications are complemented by an extensive range of support materials. Upon registration, learners are issued with either a candidate pack or specification giving full details of the qualification. Centres registered with EDI are able to download support packs free of charge from the EDI website. In specific cases, such as technical certificates, the support packs include sample questions to give centres an idea of the type of questions that will be asked during the assessment. For particular qualifications, EDI provides extra guidance for tutors.

## eNVQ - the total e-portfolio solution

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eNVQ is the name of EDI's web-based electronic portfolio system which allows employers, candidates, assessors and verifiers to load evidence into a multimedia portfolio which can be accessed and managed remotely at any time of the day or night. eNVQ delivers qualifications in a cost-effective way and provides learners with secure online portfolios improving the efficiency, security and flexibility of assessment procedures.



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