



Business & Computing Examinations (BCE) LONDON (UK)

Administrative Programme Analysis

The development of BCE programmes include extensive market research from the following sources:

- Data from BCE Centre Annual Reports.
- Enquiries received from different stakeholders.
- Email survey from statutory consultees and stakeholder bodies.
- Questionnaire survey from BCE learners.
- Input received during Approved Centres and Corporate companies training seminar.
- BCE discussions and feedback from potential employers.

BCE learners are 18+, classified as follows:

- Holders of General Certificate of Secondary Education (GCSE) intending to obtain a programme for employment or further education.
- Those already in employment furthering their knowledge for promotion or to venture into new fields.
- Corporate Companies approaching BCE directly or Approved Centres for in-house training.
- Those looking for career change.
- Mature adults with no formal programmes.

Guided Learning Hours is the entire notional learning hours representing estimate of total amount of time reasonably required for learners to achieve necessary level of attainment for the award of a programme.

Activities that contribute to guided learning hours include:

- Guided Learning
- Independent and unsupervised research/learning
- Unsupervised compilation of a portfolio of work experience
- Unsupervised e-learning
- Unsupervised e-assessment
- Unsupervised coursework
- Watching a pre-recorded podcast or webinar
- Unsupervised work-based learning

Activities that contribute to Guided Learning include:

- Classroom-based learning supervised by a Tutor
- Work-based learning supervised by a Tutor
- Live webinar or telephone tutorial with a Tutor in real time
- E-learning supervised by a Tutor in real time
- Forms of assessment

Level 5 Diploma in Administrative Assistant (139 Credits)

Administrative service managers coordinate and direct the many support services that allow organisations to operate efficiently.

Why does the programme exist – To provide knowledge, strategies and abilities in Help Desk & Problem Solving Skills, Accounting, Business Management, Business Legal & Regulatory Environment and Personal Finance, all vital elements in Administrative occupations.

How does it fit into the larger programme – Office automation and organisational restructuring have led secretaries and administrative assistants to assume responsibilities once reserved for managerial and professional staff.

For who it was designed – The programme is designed for learners who complete the Level 4 Certificate in Business Studies & Internet Technology or equivalence.

How it will benefit learners – Secretaries and administrative assistants perform a variety of administrative and clerical duties necessary to run an organisation efficiently. They serve as information and communication managers for an office, plan and schedule meetings and appointments; organise and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, Web sites, and email.

Units:

- Help Desk & Problem Solving Skills
- Accounting
- Business Management
- Business Legal & Regulatory Environment
- Personal Finance

Help Desk & Problem Solving Skills - Customer service excellence aims to bring professional, high-level concepts into common currency with front-line public services by offering a unique improvement tool to help those delivering public services put their customers at the core of what they do. Customer service managers ensure that the organisation they work for satisfies its customers' needs. They may work at various levels, from head office to the front end of the business. Work might include: helping to develop a customer service policy for an entire organisation; managing a team of customer services staff and handling face-to-face enquiries from customers.

Accounting - Accounting is the backbone of business. Ethical and professional accounting forms a clear financial image of a business, and allow managers to make informed decisions, keep investors abreast of developments in the business, and check business profitable. Accountancy (profession) or accounting (methodology) is the measurement, disclosure or provision of assurance about financial information that helps managers, investors, tax authorities and other decision makers make resource allocation decisions.

Business Management - A rapidly changing economy means more opportunities for those who have specific business management knowledge and skills. The concept of business management encompasses all aspects of owning and operating a business. This includes everything from business administration to marketing of the goods and services being offered.

Business Legal & Regulatory Environment – understanding business documents and legal requirements save time and this enable organisations to run smoothly. Government regulations change regularly hence it is important for organisations to keep up with the changes.

Personal Finance – knowledge in personal finance improves the wellbeing of citizens. Just as organisations look after their finances, we too, should look after our personal finance!

Unit	Pre-requisite	Core-requisite	Guided Learning Hours	Number of Credits
Help Desk & Problem Solving Skills	Basic Business organisational knowledge.	A Pass or better in Certificate in Business Studies or equivalence.	220	22
Accounting	Basic knowledge of Accounting Principles.	A Pass or better in Certificate in Business Studies or equivalence.	200	20
Business Management	Basic Business organisational knowledge.	A Pass or better in Certificate in Business Studies or equivalence.	300	30
Business Legal & Regulatory Environment	Basic Business organisational knowledge.	A Pass or better in Certificate in Business Studies or equivalence.	240	24
Personal Finance	Basic Business organisational knowledge.	A Pass or better in Certificate in Business Studies or equivalence.	240	24
Coursework (Project) for all units			190	19

Rules of combination:	All units are mandatory
Age Group:	18+
Programme Type:	Vendor/Industry

Help Desk & Problem Solving Skills Learning Hours Information Sheet

Unit Titles		Credits	Notional Learning Hours					Total
			Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	
01	Technical support	2.0	8	6	2	2	2	20
02	Help desk organisational structure	2.0	8	6	2	2	2	20
03	Incident management considerations	2.0	8	6	2	2	2	20
04	Problem identification process	2.0	8	6	2	2	2	20
05	Computer telephone integration	2.0	8	6	2	2	2	20
06	Web-based support tools	2.0	8	6	2	2	2	20
07	Performance management	2.0	8	6	2	2	2	20
08	Knowledge management	2.0	8	6	2	2	2	20
09	Asset management	2.0	8	6	2	2	2	20
10	Staff development	2.0	8	6	2	2	2	20
11	Managerial problem solving	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
		22.0	88					220

Accounting Learning Hours Information Sheet

[see Diploma in BA & Computer Systems]

Business Management Learning Hours Information Sheet

[see Diploma in BA & Computer Systems]

Business Legal & Regulatory Environment Learning Hours Information Sheet

Unit Titles		Credits	Notional Learning Hours					Total
			Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	
01	Legal concepts and principles	2.0	8	6	2	2	2	20
02	Court system and jurisdiction	2.0	8	6	2	2	2	20
03	Mediation and arbitration	2.0	8	6	2	2	2	20
04	Government departments and agencies	2.0	8	6	2	2	2	20
05	Elements of a contract	2.0	8	6	2	2	2	20
06	Legal issues affecting business	2.0	8	6	2	2	2	20
07	Ecommerce contral law issues	2.0	8	6	2	2	2	20
08	Tort law	2.0	8	6	2	2	2	20
09	Classification of property	2.0	8	6	2	2	2	20
10	Business organisations	2.0	8	6	2	2	2	20
11	Employment law	2.0	8	6	2	2	2	20
12	Government environmental laws	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
		24.0	96					240

Personal Finance Learning Hours Information Sheet

Unit Titles		Credits	Notional Learning Hours					Total
			Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	
01	Personal finance issues	2.0	8	6	2	2	2	20
02	Tools and techniques for analysing Financial Statement	2.0	8	6	2	2	2	20
03	Household finance issues	2.0	8	6	2	2	2	20
04	Cash flow planning	2.0	8	6	2	2	2	20
05	Debt analysis	2.0	8	6	2	2	2	20
06	Financial investments	2.0	8	6	2	2	2	20
07	Personal savings	2.0	8	6	2	2	2	20
08	Stock market investments	2.0	8	6	2	2	2	20
09	Risk Management Framework (RMF)	2.0	8	6	2	2	2	20
10	Retirement planning	2.0	8	6	2	2	2	20
11	Tax planning	2.0	8	6	2	2	2	20
12	Estate planning solutions	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
		24.0	96					240

Level 5 Diploma in Secretarial Studies (145 Credits)

Secretaries use a variety of office equipment, such as fax machines, photocopiers, scanners, and videoconferencing and telephone systems. In addition, secretaries often use computers to do tasks previously handled by managers and professionals, such as: creating spreadsheets, composing correspondence, managing databases; and creating presentations, reports, and documents using desktop publishing software and digital graphics.

Why does the programme exist – Many secretaries now provide training and orientation for new staff, conduct research on the Internet, operate and troubleshoot new office technologies. They also provide high-level administrative support for top executives of an organisation, hence Computer Keyboard Typing & WordProcessing Skills, Accounting, Business Legal Documents, Managerial Communication & Interpersonal Skills and Business Office skills knowledge is vital.

How does it fit into the larger programme – Generally, today's secretaries perform fewer clerical tasks, they handle more complex responsibilities such as reviewing incoming memos, submissions, and reports. They also prepare agendas and make arrangements for meetings of committees and executive boards, conduct research and prepare statistical reports.

For who it was designed – Those who complete the Level 4 Certificate in Business Studies & Internet Technology.

How it will benefit learners – Career opportunities include: Receptionists and information clerks; Communications equipment operators and Bookkeepers. This give learners a wide range of opportunities.

Units:

- Computer Keyboard, Typing & WordProcessing Skills
- Accounting
- Business Legal Documents
- Business Office Skills
- Managerial Communication & Interpersonal Skills

Computer Keyboard, Typing & WordProcessing Skills – everybody today be it a CEO or Manager, type their emails, hence having a certain minimum speed and knowing the keyboard layout helps.

Accounting - Accounting is the backbone of business. Ethical and professional accounting forms a clear financial image of a business, and allow managers to make informed decisions, keep investors abreast of developments in the business, and check business profitable. Accountancy (profession) or accounting (methodology) is the measurement, disclosure or provision of assurance about financial information that helps managers, investors, tax authorities and other decision makers make resource allocation decisions.

Business Legal Documents - To be competitive, it is important to be knowledgeable on a variety of essential business documents, legal forms and agreements used in households and corporate organisations.

Business Office Skills - business management skills need to be developed to their full potential if a manager, and therefore an organisation, is to be successful. The famous management guru Peter Drucker made the vital distinction between 'efficient' and 'effective' business skills. Performing an activity swiftly and economically is efficient, while doing the right thing well is effective. The wrong thing, however, is ineffective by definition. Good business management skills guide you towards the right goals, and achievement of those will be highly effective.

Managerial Communication & Interpersonal Skills – Managers spent most of their times solving staff and organisational problems, intermediating or addressing delegates. Only if proper communication channels are followed will Managers' responsibilities be effective.

Unit	Pre-requisite	Core-requisite	Guided Learning Hours	Number of Credits
Computer Keyboard, Typing & WordProcessing Skills	Basic business knowledge.	A pass or higher in Certificate in Business Studies or equivalence.	360	36
Accounting	Basic knowledge of Accounting Principles.	A pass or higher in Certificate in Business Studies or equivalence.	200	20
Business Office Skills	Basic business knowledge.	A pass or higher in Certificate in Business Studies or equivalence.	280	28
Business Legal Documents	Basic business knowledge.	A pass or higher in Certificate in Business Studies or equivalence.	220	22
Managerial Communication & Interpersonal Skills	Basic business knowledge.	A pass or higher in Certificate in Business Studies or equivalence.	200	20
Coursework (Project) for all units			190	19

Rules of combination:	All units are mandatory
Age Group:	18+
Programme Type:	Vendor/Industry

Computer Keyboard, Typing and WordProcessing Skills Learning Hours Information Sheet

Unit Titles	Credits	Notional Learning Hours					
		Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	Total
Microsoft Word (Word Processing) [see Diploma in Information Technology]							
Keyboard Typing							
01 Keyboard setup and key functions	2.0	8	6	2	2	2	20
02 Keyboard letters	2.0	8	6	2	2	2	20
03 Typing speed and accuracy	2.0	8	6	2	2	2	20
04 Formatting attributes to text	2.0	8	6	2	2	2	20
04 Numbers and special characters	2.0	8	6	2	2	2	20
05 Creating business official documents	2.0	8	6	2	2	2	20
06 Creating tables in word	2.0	8	6	2	2	2	20
07 Creating business legal documents	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
	14.0	56					140

Accounting Learning Hours Information Sheet

[see Diploma in BA & Computer Systems]

Business Office Skills Learning Hours Information Sheet

Unit Titles		Credits	Notional Learning Hours					Total
			Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	
01	Office equipment overview	2.0	8	6	2	2	2	20
02	Internal and external communication	2.0	8	6	2	2	2	20
03	Document management	2.0	8	6	2	2	2	20
04	Customer service and support skills	2.0	8	6	2	2	2	20
05	Reception customer service	2.0	8	6	2	2	2	20
06	Business structures	2.0	8	6	2	2	2	20
07	Occupational workplace health and safety	2.0	8	6	2	2	2	20
08	Career development plan	2.0	8	6	2	2	2	20
09	Creativity, innovation and change	2.0	8	6	2	2	2	20
10	Group teamwork	2.0	8	6	2	2	2	20
11	Business travel	2.0	8	6	2	2	2	20
12	Financial records and managing petty cash	2.0	8	6	2	2	2	20
13	Business banking policies and procedures	2.0	8	6	2	2	2	20
14	Ordinary and electronic mail	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
		28.0	112					280

Business Legal Documents Learning Hours Information Sheet

Unit Titles		Credits	Notional Learning Hours					Total
			Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	
01	Business documents	2.0	8	6	2	2	2	20
02	Company registration process	2.0	8	6	2	2	2	20
03	Employment contracts and forms	2.0	8	6	2	2	2	20
04	Personal relationship documents	2.0	8	6	2	2	2	20
05	Domestic and consumer documents	2.0	8	6	2	2	2	20
06	Financial agreement legal documents	2.0	8	6	2	2	2	20
07	IT contracts and software agreements	2.0	8	6	2	2	2	20
08	Partnership documents	2.0	8	6	2	2	2	20
09	Power of attorney	2.0	8	6	2	2	2	20
10	Property letting legal documents	2.0	8	6	2	2	2	20
11	Legal Wills	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
		22.0	88					220

Managerial Communication & Interpersonal Skills Learning Hours Information Sheet

Unit Titles		Credits	Notional Learning Hours					Total
			Guided / Contact Learning	Independent Learning	Research Activities / Group Work	Assessment (self/class)	Coursework	
01	Role of communication	2.0	8	6	2	2	2	20
02	Factors managers should review before communicating	2.0	8	6	2	2	2	20
03	Communication technologies	2.0	8	6	2	2	2	20
04	Managerial writing strategies	2.0	8	6	2	2	2	20
05	Functions of reports	2.0	8	6	2	2	2	20
06	Listening skills	2.0	8	6	2	2	2	20
07	Negotiation strategies	2.0	8	6	2	2	2	20
08	Interviewing techniques	2.0	8	6	2	2	2	20
09	Effective meetings	2.0	8	6	2	2	2	20
10	Team building skills	<u>2.0</u>	<u>8</u>	6	2	2	2	<u>20</u>
		20.0	80					200