



# Diploma in BUSINESS SUPPORT SERVICES



## QUALIFICATION STRUCTURE

### Level 1 Business and Administration units 102-105

To achieve the Level 1 Diploma in Business Skills – Business and Administration, learners must achieve a minimum credit value of 39 of which a minimum of 25 credits must be Level 1 or above. 10 credits must come from the mandatory units. A minimum of 11 credits must come from optional group B and 8 credits must come from optional group E. The remaining 10 credits may come from group B, C or D.

| Unit Number<br>Accreditation                      | City & Guilds<br>Unit Number | Unit<br>Title                                                | Credit<br>Value | Unit<br>Level |
|---------------------------------------------------|------------------------------|--------------------------------------------------------------|-----------------|---------------|
| <b>Mandatory</b>                                  |                              |                                                              |                 |               |
| L/501/6883                                        | 101                          | Rights and responsibilities in the workplace                 | 3               | 1             |
| J/600/7805                                        | 102                          | Introduction to health and safety awareness in the workplace | 2               | 1             |
| J/505/4743                                        | 103                          | Self assessment and development                              | 3               | 1             |
| J/502/0477                                        | 104                          | Preparation for work                                         | 2               | 1             |
| <b>Optional Group B - Business Administration</b> |                              |                                                              |                 |               |
| R/600/1098                                        | 012                          | Using office equipment in a business environment             | 3               | E3            |
| H/600/1090                                        | 013                          | *Working in business and administration                      | 2               | E3            |
| L/600/1097                                        | 014                          | Professional behaviour in an office environment              | 2               | E3            |
| F/502/4009                                        | 105                          | *Working in business and administration                      | 3               | 1             |
| K/502/4005                                        | 106                          | Creating business documents                                  | 3               | 1             |
| M/502/4006                                        | 107                          | Welcome visitors                                             | 2               | 1             |
| T/502/4007                                        | 108                          | Making and receiving calls                                   | 2               | 1             |
| A/502/4008                                        | 109                          | Handling mail                                                | 2               | 1             |

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# Diploma in BUSINESS SUPPORT SERVICES



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|--------------------------------------------|------------------------------|-------------------------------------------------------------------------------------------|-----------------|---------------|
| K/502/0472                                 | 110                          | Individual rights and responsibilities                                                    | 1               | 1             |
| J/502/0463                                 | 111                          | Working towards goals                                                                     | 2               | 1             |
| F/600/5017                                 | 112                          | Producing documents in a business environment                                             | 6               | 2             |
| A/600/5002                                 | 113                          | Using a telephone system                                                                  | 3               | 2             |
| J/600/5004                                 | 114                          | Operating and maintaining office equipment                                                | 4               | 2             |
| A/600/4982                                 | 115                          | Maintaining customer relations in a business environment                                  | 4               | 2             |
| J/600/4984                                 | 116                          | Managing diary systems                                                                    | 4               | 2             |
| H/600/4989                                 | 117                          | Collecting and storing information                                                        | 3               | 2             |
| Y/600/4990                                 | 118                          | Retrieving information                                                                    | 2               | 2             |
| <b>Optional Group C – Customer Service</b> |                              |                                                                                           |                 |               |
| R/601/6068                                 | 119                          | Create a good impression to customers                                                     | 2               | 1             |
| R/601/6071                                 | 120                          | Apply legislation, regulation and organisational procedures for customer service          | 3               | 1             |
| H/601/6074                                 | 121                          | Deal with queries and requests                                                            | 3               | 1             |
| K/601/6075                                 | 122                          | Record and communicate customer problems                                                  | 2               | 1             |
| M/601/6076                                 | 123                          | Working in customer service                                                               | 2               | 1             |
| T/601/6077                                 | 124                          | Answer telephone calls from customers                                                     | 2               | 1             |
| A/601/6078                                 | 125                          | Positive communication with customers                                                     | 2               | 1             |
| F/601/6079                                 | 126                          | Contribute to effective customer service                                                  | 2               | 1             |
| T/601/6080                                 | 127                          | The customer service experience                                                           | 2               | 1             |
| <b>Optional Group D - Retail</b>           |                              |                                                                                           |                 |               |
| A/502/5756                                 | 128                          | Understanding the business of retail                                                      | 1               | 1             |
| T/502/5819                                 | 129                          | Understanding customer service in the retail sector                                       | 2               | 1             |
| M/502/5804                                 | 130                          | Understanding how a retail business maintains health, safety and security on its premises | 2               | 1             |



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|-----------------------------------------|------------------------------|----------------------------------------------------------------------------------------------|-----------------|---------------|
| T/502/5805                              | 131                          | Understanding the retail selling process                                                     | 2               | 1             |
| R/502/5780                              | 132                          | Understanding how individuals and teams contribute to the effectiveness of a retail business | 2               | 1             |
| J/502/5808                              | 133                          | Understanding the control, handling and replenishment of stock in a retail business          | 2               | 1             |
| D/502/5801                              | 201                          | Understanding retail consumer law                                                            | 2               | 2             |
| H/502/5797                              | 202                          | Understanding the handling of customer payments in a retail business                         | 2               | 2             |
| <b>Optional Group E - Employability</b> |                              |                                                                                              |                 |               |
| T/505/4642                              | 005                          | Attitudes and values for personal development                                                | 1               | E3            |
| J/505/4645                              | 006                          | Conduct at work                                                                              | 1               | E3            |
| Y/505/4648                              | 007                          | Effective communication                                                                      | 2               | E3            |
| R/505/4650                              | 008                          | Effective speaking for the workplace                                                         | 2               | E3            |
| Y/505/4651                              | 009                          | Effective written communication for the workplace                                            | 2               | E3            |
| M/505/4655                              | 010                          | Prioritising and completing tasks                                                            | 1               | E3            |
| T/505/4656                              | 011                          | Personal presentation and hygiene                                                            | 2               | E3            |
| D/505/4652                              | 134                          | Applying for a job                                                                           | 2               | 1             |
| K/505/4654                              | 135                          | Interview skills                                                                             | 3               | 1             |
| A/505/4657                              | 136                          | Searching for a job                                                                          | 2               | 1             |
| F/505/4658                              | 137                          | Career progression                                                                           | 2               | 1             |
| J/505/4659                              | 138                          | Enterprise Activity – producing a product or service                                         | 3               | 1             |
| A/505/4660                              | 139                          | Safe learning in the workplace                                                               | 4               | 1             |
| F/505/4661                              | 140                          | Building working relationships in the workplace                                              | 2               | 1             |
| J/505/4662                              | 141                          | Rights, responsibilities and citizenship                                                     | 3               | 1             |

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LEVEL 1



**WORKFORCE**  
TRAINING SERVICES

## Diploma in BUSINESS SUPPORT SERVICES



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|------------------------------|------------------------------|-----------------------------|-----------------|---------------|
| L/505/4663                   | 142                          | Working as part of a team   | 3               | 1             |
| R/505/4664                   | 143                          | Interpersonal relationships | 2               | 1             |
| Y/505/4665                   | 144                          | Undertaking work placement  | 3               | 1             |

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# Diploma in BUSINESS ADMINISTRATION



## QUALIFICATION STRUCTURE

To achieve the Level 2 Diploma in Business Administration, learners must achieve 45 credits in total; 21 credits from the mandatory units and a total of 24 credits from the optional units as follows:

A minimum of 14 credits from group A optional units.

A maximum of 10 credits from group B optional units.

A maximum of 6 credits from group C optional units.

A minimum of 36 credits must be achieved through the completion of units at Level 2 or above.

| Unit Number<br>Accreditation | City & Guilds<br>Unit Number | Unit<br>Title                                                         | Credit<br>Value | Unit<br>Level |
|------------------------------|------------------------------|-----------------------------------------------------------------------|-----------------|---------------|
| <b>Mandatory</b>             |                              |                                                                       |                 |               |
| H/506/1893                   | 222                          | Communication in a business environment                               | 3               | 2             |
| J/506/1899                   | 224                          | Principles of providing administrative services                       | 4               | 2             |
| T/506/1901                   | 225                          | Principles of business document production and information management | 3               | 2             |
| A/506/1964                   | 226                          | Understand employer organisations                                     | 4               | 2             |
| L/506/1788                   | 239                          | Manage personal performance and development                           | 4               | 2             |
| R/506/1789                   | 240                          | Develop working relationships with colleagues                         | 3               | 2             |
| <b>Optional Group A</b>      |                              |                                                                       |                 |               |
| D/506/1794                   | 101                          | Health and safety in a business environment                           | 2               | 1             |
| K/506/1796                   | 102                          | Use a telephone and voicemail system                                  | 2               | 1             |
| A/506/1799                   | 103                          | Meet and welcome visitors in a business environment                   | 2               | 1             |
| L/506/1807                   | 201                          | Manage diary systems                                                  | 2               | 2             |
| Y/506/1809                   | 202                          | Produce business documents                                            | 3               | 2             |
| L/506/1810                   | 203                          | Collate and report data                                               | 3               | 2             |



# Diploma in BUSINESS ADMINISTRATION



| Unit Number<br>Accreditation | City & Guilds<br>Unit Number | Unit<br>Title                                                                | Credit<br>Value | Unit<br>Level |
|------------------------------|------------------------------|------------------------------------------------------------------------------|-----------------|---------------|
| R/506/1811                   | 204                          | Store and retrieve information                                               | 4               | 2             |
| Y/506/1812                   | 205                          | Produce minutes of meetings                                                  | 3               | 2             |
| D/506/1813                   | 206                          | Handle mail                                                                  | 3               | 2             |
| H/506/1814                   | 207                          | Provide reception services                                                   | 3               | 2             |
| K/506/1815                   | 208                          | Prepare text from notes using touch typing                                   | 4               | 2             |
| M/506/1816                   | 209                          | Prepare text from shorthand                                                  | 6               | 2             |
| T/506/1817                   | 210                          | Prepare text from recorded audio instruction                                 | 4               | 2             |
| T/506/1865                   | 212                          | Archive information                                                          | 3               | 2             |
| Y/506/2295                   | 213                          | Maintain and issue stationery and supplies                                   | 3               | 2             |
| J/506/1868                   | 214                          | Use and maintain office equipment                                            | 2               | 2             |
| L/506/1869                   | 215                          | Contribute to the organisation of an event                                   | 3               | 2             |
| D/506/1875                   | 216                          | Organise business travel or accommodation                                    | 4               | 2             |
| H/506/1876                   | 217                          | Provide administrative support for meetings                                  | 4               | 2             |
| T/506/1879                   | 218                          | Administer human resource records                                            | 3               | 2             |
| A/506/1883                   | 219                          | Administer the recruitment and selection process                             | 3               | 2             |
| R/506/1887                   | 220                          | Administer parking dispensations                                             | 3               | 2             |
| R/506/1890                   | 221                          | Administer finance                                                           | 4               | 2             |
| M/506/1895                   | 223                          | Buddy a colleague to develop their skills                                    | 3               | 2             |
| L/506/1905                   | 227                          | Employee rights and responsibilities                                         | 2               | 2             |
| K/506/1913                   | 304                          | Develop a presentation                                                       | 3               | 3             |
| M/506/1914                   | 305                          | Deliver a presentation                                                       | 3               | 3             |
| A/506/1916                   | 307                          | Contribute to the development and implementation<br>of an information system | 6               | 3             |
| F/506/1917                   | 308                          | Monitor information systems                                                  | 8               | 3             |
| M/506/1945                   | 322                          | Analyse and present business data                                            | 6               | 3             |

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# Diploma in BUSINESS ADMINISTRATION



| Unit Number<br>Accreditation | City & Guilds<br>Unit Number | Unit<br>Title                                                | Credit<br>Value | Unit<br>Level |
|------------------------------|------------------------------|--------------------------------------------------------------|-----------------|---------------|
| <b>Optional Group B</b>      |                              |                                                              |                 |               |
| R/506/2134                   | 228                          | Process information about customers                          | 3               | 2             |
| Y/506/2149                   | 229                          | Develop customer relationships                               | 3               | 2             |
| A/506/2130                   | 230                          | Deliver customer service                                     | 5               | 2             |
| F/502/4396                   | 233                          | Bespoke Software                                             | 3               | 2             |
| F/502/4625                   | 234                          | Spreadsheet Software                                         | 4               | 2             |
| F/601/8320                   | 236                          | Processing customers' financial transactions                 | 4               | 2             |
| J/502/4559                   | 237                          | Data Management Software                                     | 3               | 2             |
| M/502/4300                   | 242                          | Using email                                                  | 3               | 2             |
| M/502/4622                   | 243                          | Presentation Software                                        | 4               | 2             |
| R/502/4628                   | 244                          | Word Processing Software                                     | 4               | 2             |
| R/502/4631                   | 245                          | Website Software                                             | 4               | 2             |
| T/505/1238                   | 247                          | Payroll Processing                                           | 5               | 2             |
| F/506/1934                   | 344                          | Participate in a project                                     | 3               | 3             |
| <b>Optional Group C</b>      |                              |                                                              |                 |               |
| L/506/2083                   | 104                          | Understand working in a customer service environment         | 3               | 1             |
| A/506/1818                   | 211                          | Understand the use of research in business                   | 6               | 2             |
| D/502/9928                   | 231                          | Principles of marketing theory                               | 4               | 2             |
| D/502/9931                   | 232                          | Principles of digital marketing                              | 5               | 2             |
| F/505/6880                   | 235                          | Exploring Social Media                                       | 2               | 2             |
| K/503/8194                   | 238                          | Principles of customer relationships                         | 3               | 2             |
| R/506/2294                   | 241                          | Principles of team leading                                   | 5               | 2             |
| R/505/3515                   | 246                          | Know how to publish, integrate and share using social media  | 5               | 2             |
| J/506/1806                   | 273                          | Principles of equality and diversity in the workplace        | 2               | 2             |
| L/505/3514                   | 274                          | Understand the safe use of online and social media platforms | 4               | 2             |

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# Diploma in BUSINESS ADMINISTRATION



## QUALIFICATION STRUCTURE

To achieve the Level 3 Diploma in Business Administration, learners must achieve a total of 58 credits in total; 27 credits from the mandatory units and a minimum of 31 credits from the optional units as follows;

A minimum of 13 credits from group A optional units

A maximum of 10 credits from group B optional units.

A maximum of 8 credits from group C optional units

A minimum of 40 credits must be achieved through the completion of units at Level 3 or above

| Unit Number<br>Accreditation | City & Guilds<br>Unit Number | Unit<br>Title                                        | Credit<br>Value | Unit<br>Level |
|------------------------------|------------------------------|------------------------------------------------------|-----------------|---------------|
| <b>Mandatory</b>             |                              |                                                      |                 |               |
| Y/506/1910                   | 301                          | Communicate in a business environment                | 4               | 3             |
| R/506/1940                   | 318                          | Principles of business communication and information | 4               | 3             |
| Y/506/1941                   | 319                          | Principles of administration                         | 6               | 3             |
| D/506/1942                   | 320                          | Principles of business                               | 10              | 3             |
| T/506/2952                   | 345                          | Manage personal and professional development         | 3               | 3             |
| <b>Optional Group A</b>      |                              |                                                      |                 |               |
| Y/506/1809                   | 202                          | Produce business documents                           | 3               | 2             |
| R/506/1811                   | 204                          | Store and retrieve information                       | 4               | 2             |
| Y/506/1812                   | 205                          | Produce minutes of meetings                          | 3               | 2             |
| D/506/1813                   | 206                          | Handle mail                                          | 3               | 2             |
| K/506/1815                   | 208                          | Prepare text from notes using touch typing           | 4               | 2             |
| M/506/1816                   | 209                          | Prepare text from shorthand                          | 6               | 2             |
| T/506/1817                   | 210                          | Prepare text from recorded audio instruction         | 4               | 2             |

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# Diploma in BUSINESS ADMINISTRATION



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|------------------------------|------------------------------|-----------------------------------------------------------------------------------------|-----------------|---------------|
| Y/506/2295                   | 213                          | Maintain and issue stationery and supplies                                              | 3               | 2             |
| L/506/1869                   | 215                          | Contribute to the organisation of an event                                              | 3               | 2             |
| D/506/1875                   | 216                          | Organise business travel or accommodation                                               | 4               | 2             |
| H/506/1876                   | 217                          | Provide administrative support for meetings                                             | 4               | 2             |
| T/506/1879                   | 218                          | Administer human resource records                                                       | 3               | 2             |
| A/506/1883                   | 219                          | Administer the recruitment and selection process                                        | 3               | 2             |
| R/506/1887                   | 220                          | Administer parking dispensations                                                        | 3               | 2             |
| R/506/1890                   | 221                          | Administer finance                                                                      | 4               | 2             |
| M/506/1895                   | 223                          | Buddy a colleague to develop their skills                                               | 3               | 2             |
| L/506/1905                   | 227                          | Employee rights and responsibilities                                                    | 2               | 2             |
| D/506/1911                   | 302                          | Contribute to the improvement of business performance                                   | 6               | 3             |
| H/506/1912                   | 303                          | Negotiate in a business environment                                                     | 4               | 3             |
| K/506/1913                   | 304                          | Develop a presentation                                                                  | 3               | 3             |
| M/506/1914                   | 305                          | Deliver a presentation                                                                  | 3               | 3             |
| T/506/1915                   | 306                          | Create bespoke business documents                                                       | 4               | 3             |
| A/506/1916                   | 307                          | Contribute to the development and implementation<br>of an information system            | 6               | 3             |
| F/506/1917                   | 308                          | Monitor information systems                                                             | 8               | 3             |
| J/506/1918                   | 309                          | Evaluate the provision of business travel or accommodation                              | 5               | 3             |
| L/506/1919                   | 310                          | Provide administrative support in schools                                               | 5               | 3             |
| F/506/1920                   | 311                          | Administer parking and traffic challenges, representations<br>and civil parking appeals | 5               | 3             |
| R/506/1923                   | 312                          | Administer statutory parking and traffic appeals                                        | 6               | 3             |
| T/506/1932                   | 313                          | Administer parking and traffic debt recovery                                            | 5               | 3             |
| J/506/1935                   | 314                          | Administer legal files                                                                  | 5               | 3             |
| L/506/1936                   | 315                          | Build legal case files                                                                  | 5               | 3             |

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|------------------------------|------------------------------|----------------------------------------------------------------|-----------------|---------------|
| Y/506/1938                   | 316                          | Manage legal case files                                        | 5               | 3             |
| K/506/1944                   | 321                          | Manage an office facility                                      | 4               | 3             |
| M/506/1945                   | 322                          | Analyse and present business data                              | 6               | 3             |
| R/506/1954                   | 405                          | Support environmental sustainability in a business environment | 4               | 4             |
| D/506/1956                   | 406                          | Resolve administrative problems                                | 6               | 4             |
| H/506/1957                   | 407                          | Prepare specifications for contracts                           | 4               | 4             |
| <b>Optional Group B</b>      |                              |                                                                |                 |               |
| L/506/2150                   | 323                          | Organise and deliver customer service                          | 5               | 3             |
| R/506/2151                   | 325                          | Resolve customers' complaints                                  | 4               | 3             |
| J/502/4397                   | 327                          | Bespoke Software                                               | 4               | 3             |
| J/502/4626                   | 328                          | Spreadsheet Software                                           | 6               | 3             |
| T/506/1820                   | 332                          | Promote equality, diversity and inclusion in the workplace     | 3               | 3             |
| A/506/1821                   | 333                          | Manage team performance                                        | 4               | 3             |
| J/506/1921                   | 334                          | Manage individuals' performance                                | 4               | 3             |
| L/506/1922                   | 335                          | Manage individuals' development in the workplace               | 3               | 3             |
| Y/506/1924                   | 336                          | Chair and lead meetings                                        | 3               | 3             |
| J/506/2292                   | 338                          | Encourage innovation                                           | 4               | 3             |
| M/506/1928                   | 340                          | Procure products and/or services                               | 5               | 3             |
| T/506/1929                   | 341                          | Implement change                                               | 5               | 3             |
| K/506/1930                   | 342                          | Implement and maintain business continuity plans and processes | 4               | 3             |
| F/506/1934                   | 344                          | Participate in a project                                       | 3               | 3             |
| T/502/4301                   | 347                          | Using email                                                    | 3               | 3             |
| T/502/4556                   | 348                          | Database Software                                              | 6               | 3             |
| T/502/4623                   | 349                          | Presentation Software                                          | 6               | 3             |
| Y/502/4629                   | 351                          | Word Processing Software                                       | 6               | 3             |
| Y/502/4632                   | 352                          | Website Software                                               | 5               | 3             |

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|------------------------------|------------------------------|---------------------------------------------------|-----------------|---------------|
| J/506/1949                   | 410                          | Develop and maintain professional networks        | 3               | 4             |
| Y/506/1955                   | 411                          | Develop and implement an operational plan         | 5               | 4             |
| K/506/1989                   | 415                          | Manage physical resources                         | 4               | 4             |
| K/506/1992                   | 416                          | Prepare for and support quality audits            | 3               | 4             |
| A/506/1995                   | 418                          | Manage a budget                                   | 4               | 4             |
| R/506/1999                   | 419                          | Manage a project                                  | 7               | 4             |
| L/506/2004                   | 420                          | Manage business risk                              | 6               | 4             |
| R/506/2909                   | 422                          | Recruitment, selection and induction practice     | 6               | 4             |
| <b>Optional Group C</b>      |                              |                                                   |                 |               |
| Y/506/2152                   | 324                          | Understand the customer service environment       | 5               | 3             |
| F/502/9937                   | 326                          | Principles of digital marketing and research      | 7               | 3             |
| J/502/9938                   | 329                          | Principles of marketing stakeholder relationships | 3               | 3             |
| K/502/9933                   | 330                          | Principles of market research                     | 5               | 3             |
| D/506/1925                   | 337                          | Principles of leadership and management           | 8               | 3             |
| R/503/9324                   | 346                          | Principles of Social Media within a Business      | 6               | 3             |
| T/502/9935                   | 350                          | Principles of marketing and evaluation            | 7               | 3             |

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