

Institute of Accountants and Bookkeepers

IAB LCCI Level 1 Certificate in Business Administration

IAB Qualification Specification

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1. About IAB

Whilst the Institute of Accountants and Bookkeepers (IAB) was established in 1973, its history can be traced back to 1916.

The IAB was formed in 1973 by the Council of the Institute of Administrative Accountants to retain its links with its history by having an organization with Bookkeepers in its title, having been set up in 1916 as the Institute of Bookkeepers – being a professional body for bookkeepers, the present-day equivalent to the ‘in house’ Accountant working in industry and commerce.

The objective of the IAB was to offer basic qualifications in Bookkeeping at three levels, Preliminary, Intermediate and Final, with the final level being the equivalent to GCE A Level, a far cry from the breadth of qualifications now offered by the IAB, however this principle is firmly at the heart of the organisation.

In September 2022 the International Association of Bookkeepers (IAB) changed its name to the Institute of Accountants and Bookkeepers (IAB). This change was made to reflect the diversity of our membership and breadth of our qualification offering.

In 2023 the IAB celebrates its 50th year, the name change, specifically the word ‘institute’ endorses the heritage of the organisation and acknowledges the pioneering work that continues in education, Anti Money Laundering and the lobbying of legislation in government on behalf of the industry.

The IAB is recognised by HM Treasury to regulate our members for the purposes of the Money Laundering Regulations 2017 and 2019.

We represent our members at the following forums:

- * HMRC Agent Support
- * HMRC Compliance Reform
- * HMRC Powers & Safeguarding

- * HMRC Guidance Strategy Forum
- * Anti-Money Laundering Supervisors Forum and Accountancy
- * AML Supervisors' Group
- * National Cross Sector SAR Forum and Advisory Reform
- * Accountancy Intelligence Expert Working Group (ISEWG)
- * Companies House Accountancy Stakeholder
- * Anti-Money Laundering Supervisors Forum (by AMLSF)
- * Accountancy AML Supervisors Group (AASG)

LCCI qualifications

LCCI qualifications are awarded by the IAB, the UK's largest awarding body offering academic and vocational qualifications that are globally recognised and benchmarked. For further information, please visit our qualifications website at <https://www.iablcci.org.uk/qualifications/>

LCCI qualifications have been offered internationally for over 120 years and were started by the London Chamber of Commerce and Industry to meet the need for reliable, high-quality standards across international workforces.

As the way we do business evolves and becomes more fluid on a global scale the demand for internationally recognised standards has never been greater and is a sentiment that is echoed by the IAB who have been supporting financial professionals globally for 50 years.

Based on these shared values from September 2023, the IAB and LCCI will join to continue to offer and develop high-quality, professional qualifications for the finance sector and a range of other professions.

LCCI qualifications are widely regarded by employers as preparing students to carry out the key functions of modern international business. The qualifications are recognised worldwide by employers, universities and professional bodies such as the Association of Chartered Certified Accountants (ACCA).

This new and engaging range of qualifications has been developed in collaboration with professional bodies, employers and customers. We have conducted in-depth, independent consultation to ensure that the qualifications develop the breadth and depth of knowledge, skills and understanding that students need to be effective employees, and that the qualifications support progression pathways.

IAB LCCI offers a wide range of qualifications; they are available at Levels 1 to 4 across the following subject areas:

- Business Management and Development
- Finance and Accounting
- Sales and Marketing
- Personal and Professional Development
- Vocational and Work-Related Skills
- Data Analysis and Management
- Creative Arts and Design
- Sustainability and Corporate Responsibility

Recognition

The IAB team includes established academics from UK universities and industry experts who are responsible in overseeing our entire qualification development and assessment processes to meet our high standards.

We are regulated and approved by

- Ofqual (Office of the Qualifications and Examinations Regulation - England)
- CCEA (Northern Ireland).

We are a full member of Federation of Awarding Bodies (FAB).

IAB is an AML supervisory body, and we are regulated by OPBAS, a subsidiary of the Financial Conduct Authority.

All our qualifications represent the latest in professional standards and provide opportunities for students to develop professional expertise. IAB has an outstanding history and an excellent global reputation. Our qualifications are designed to give you the best chance of achieving your full potential in your chosen career.

- Our Professionally designed qualifications give you the knowledge and skills you need to excel as a professional manager
- IAB is a not-for-profit organisation and we offer cost-effective high-quality qualifications
- IAB's flexible & fast track routes to degrees/master's degrees are a less expensive route to gaining a qualification.
- Our Ofqual qualifications are recognised by colleges, universities, employers and governments around the world.
- For 50 years, learners around the world have been benefitting from IAB qualifications.

The qualifications have been designed to provide an ordered sequence of study that enables a student to progress from one academic level to another, i.e. from Level 1 Foundation Stage qualifications to UKHE recognised Level 4 (First Year undergraduate), Level 6 (Final Year degree graduate) and a Level 7 Diploma (i.e. Postgraduate Masters taught modules).

Why study with IAB

IAB has a 50 year history and an excellent global reputation. Our qualifications are designed to give you the best chance of achieving your full potential in your chosen career. Our suite of Qualifications provides a realistic and broad opportunity for learners seeking career and professional development.

To develop our qualifications in Business, we collaborated with a wide range of students, employers, higher education providers, colleges and subject experts to ensure that the new qualifications meet their needs and expectations. Our qualifications are designed to adapt and develop in line with the needs and demands of employers now and in the future.

Our suite of qualifications provides a rich mix of disciplines and skills development opportunities. Learners will gain insight into the functioning, objectives and processes of organisations, appreciating their diversity

and the influences and impact of external forces on them. The fast changing and complex business environment and different organisation's ability to stay resilient and respond positively to change and opportunities will be explored.

- We are approved and regulated by Ofqual (Office of the Qualifications and Examinations Regulation);
- Our graduates are accepted into corresponding degree and master's top-up programmes with advanced standing;
- An affordable pathway to a UK degree and masters (top-up) programme than the universities;
- Flexible study option through approved delivery centres globally & online;
- The curriculum has a combination of academic and professional elements;
- Learners will gain the professional skills expected by global employers;
- Option to become a professional member upon completion of certain level of our qualifications; and
- Increased potential for international career opportunities.
- You will receive International Recognition by application of designated letters.
- Increased employability and earnings potential.
- Become part of a worldwide community of professionals.
- Leading the way in sustainability.
- No barriers to entry for qualifications.

About the qualification

This professional certificate has been designed to provide participants with a holistic overview of basic business administration. It will provide a comprehensive understanding of the key principles techniques of management accounting.

This practical and interactive certification program has been specifically designed for professionals in the financial sector with positions, such as professional accounts from different levels, management accounts, finance professionals or managers'

Pathways

The Level 1 Certificate has been carefully designed to generate interest for students in a variety of subjects at higher levels. Higher Level Certificates, therefore, offer two key pathways for study, i.e., a Business Pathway (with a focus on Marketing and HR) or a Finance Pathway (with focus on Accounting and Financial (Risk) Management).

In either Certificate pathway, a student may also opt to refine their study further with optional themes of study, which enable individual students to build a portfolio of case studies through their pathway and option choices that will both suit their business needs and ambitions and enable differentiation from other graduates.

Progression

IAB's framework of business management qualifications runs from Level 1, right through to Level 7. You can enter at any level and progress all the way to Level 7, enabling you to accumulate the credits needed for a university top-up.

IAB has progression arrangements with several UK universities that acknowledges the ability of learners after studying Level 4 -7 qualifications to be considered for advanced entry into corresponding degree year/top up and Master's/top-up programmes. Completion of this Level 1 Certificate will enable choice of a range of qualifications at Level 2 and beyond.

Qualification summary

Purpose of the specification

This specification sets out:

- the objectives of the qualification
- any other qualification(s) that a student must have completed before taking the qualification
- any prior knowledge and skills that the student is required to have before taking the qualification
- any other requirements that a student must have satisfied before they will be assessed or before the qualification will be awarded
- the knowledge, understanding and skills that will be assessed as part of the qualification
- the method of assessment and any associated requirements relating to it
- the criteria against which a student's level of attainment will be measured (such as assessment criteria).

Qualification title

IAB LCCI Level 1 Certificate in Business Administration

This qualification is approved by Ofqual and meets the Ofqual General Conditions for inclusion on the Register of Regulated Qualifications. The Qualification Number (QN) is: xxx/xxxx/x.

For all regulated qualifications, we specify the total number of hours that learners are expected to undertake to complete and show achievement for the qualification – this is the Total Qualification Time (TQT). The TQT value indicates the size of a qualification.

Within the TQT, we identify the number of Guided Learning Hours (GLH) that a centre delivering the qualification needs to provide. Guided learning means activities that directly or immediately involve tutors and assessors in teaching, supervising, and invigilating learners, for example lectures, tutorials, online instruction and supervised study.

As well as guided learning, there may be other required learning that is directed by tutors or assessors. This includes, for example, private study, preparation for assessment and undertaking assessment when not under supervision, such as preparatory reading, revision and independent research.

TQT and guided learning hours are assigned after consultation with users of the qualifications.

This qualification has a recommended TQT value of 200 hours and a GLH of a minimum of 110 hours.

The learning hours for this qualification are as follows:

Guided Learning Hours (GLH)	Total Qualification Time (GLH)
110 hours	200 hours

Qualification objectives

Rationale

The purpose of this IAB LCCI L1 Certificate in Business Administration qualification is to give students a thorough foundation in basic business administration practices.

A review of the qualification requirements at this level identified the main functions of business administration within a commercial organisation. This qualification therefore includes content on these main functions:

- Development of the skills and knowledge required to work effectively and efficiently in modern office environments
- Knowledge of processes involved in business communication
- Understanding of customer service skills
- Ability to use spreadsheets to analyse and solve common workplace problems

This qualification is appropriate for students who are already in a role, and for those aspiring to a role where they will be working in a business administration environment and who will be required to demonstrate communication and problem-solving skills.

The IAB LCCI L1 Certificate in Business Administration (VRQ) and the legacy qualification are established and valued by employers worldwide and recognised by professional bodies. All businesses require effective administration, communication and problem-solving skills. Consequently, there is a demand for employees who possess these skills.

This qualification is intended for students who wish to gain a thorough foundation in business administration practices and also for those who are working, or who are preparing to work, within an office environment.

The IAB LCCI L1 Certificate in Business Administration (VRQ) will allow progression to other IAB LCCI

certificates and professional body qualifications, as well as supporting progression to the job market, for example to an administrative or management role within a larger organisation. The IAB LCCI Level 1 Certificate in Business Administration (VRQ) will support students who run their own business and who need to carry out their own administration and those already working in an office environment who would like to enhance their skills.

Eligibility criteria

There are no formal entry requirements for this qualification.

Students may be studying in a local language, but the assessment will be in English. IAB recommends students have B1 level of English on the Common European Framework of Reference (CEFR). This will support access to the assessment materials and be able to communicate responses effectively.

Knowledge, skills and understanding requirements

Progression

LCCI qualifications are designed to allow students to pursue different routes as outlined below.

Enter a chosen field of work, pursue a promotion, or change their field of work

The IAB LCCI Level 1 Certificate in Business Administration supports progression into employment, for example to an administrative role in a large company. The qualification also supports students who run their own businesses and who need to carry out their own administration, and those who are already working in an office environment and would like to enhance their skills.

Using appropriate internal processes, centres must ensure they choose the most appropriate qualification level for their students' needs.

Progress to further study, such as the next LCCI level or externally with a professional body or education provider

This qualification allows progression to Level 2 qualifications across the LCCI suites. Completing different LCCI qualifications could potentially lead to gaining an LCCI Diploma.

Please refer to the *Exemptions* section of this specification for information on recognition from external providers, or the latest LCCI Information Manual for more information about Diplomas.

Knowledge, skills and understanding requirements

The following skills should be developed throughout the course of study.

Skills	Students Should:
	a) demonstrate accuracy, orderliness and appropriate management of business information
	b) use appropriate numeracy skills for the calculation of data
	c) use a range of different internal and external communications skills
	d) prepare information to support problem solving
	e) understand appropriate approaches to effective customer services
	f) use spreadsheet applications to facilitate planning and problem solving

Staffing and physical resource requirements for centres

The IAB in line with regulatory requirements has a Centre Agreement in place which covers the two-way obligations between the IAB as the Awarding Body and each Centre. A key section of this agreement is to ensure a professional approach to the delivery of teaching, learning and assessment, leading to the best learner experience.

Each Centre engaged with the IAB is required to ensure viable levels of staffing, managerial and financial resources are in place to enable it effectively and efficiently deliver the Qualifications as required by the Awarding Organisation.

RPL and APL

Recognition of prior learning (RPL), accreditation of prior learning (APL), and exemptions Localisation Qualification structure QAA benchmarking Credits, Guided Learning Hours (GLH) and Total Qualification Time (TQT).

Applicants without a degree, but with work experience in business management and business finance, at a sufficiently senior level in business organisations, or with other relevant experience, will also be considered according to the usual procedures for accreditation of prior/experiential learning (APL and RPL).

Qualification time and Guided Learning hours

The Certificate therefore amounts to 110 Guided Learning Hours, with additional hours of directed and self-directed study.

Modes of study

The Certificate may be studied Full Time or Part Time, depending on the suitability of the timetable organised by each study centre. Or individual learners/self-study.

Assessment

Overview of assessment

- Four online, externally set and marked examinations, contributing to 80% of the overall grade of the qualification
- One practical activity undertaken by the centre to assess the learner's ability to use appropriate spreadsheet applications effectively
- The examinations will each be 1 hour and will consist of 100 marks
- Candidates will be graded Pass/Fail. A result of Fail will be recorded where candidates do not achieve the required marks for a Pass.
- The examination contains 25 questions.
- Candidates answer all questions.

- The questions comprise a combination of multiple choice and multiple response questions, as well as other formats
- Calculators may be used in the examination
- Bilingual dictionaries are permitted for use in the examination.

The Certificate assessment process is summarised in the table below.

Level	Module	Assessment	Weight
1	Introduction to Business and Administration	Examination	20%
1	Business Communication	Examination	20%
1	Customer Service Skills	Examination	20%
1	Problem Solving in the Workplace	Examination	20%
1	Spreadsheet Applications	Practical assessment	20%

Assessment of this specification will be in English only. Assessment materials will be published in English only and all work submitted for examination must be in English only.

Grade descriptors

Grade	Pass	Fail
	40% and above	39% and below

Marking and moderation

Marking of assessments is usually undertaken by the module tutor. On occasion another marker may conduct the marking process.

Moderation is undertaken by a separate independent tutor, and is a process separate from the marking of assessments and acts as a filter, which ensures that an assessment outcome (e.g., mark and / or grade) is fair, valid, and reliable, and that assessment criteria have been applied consistently, and that any differences in academic judgement between individual markers can be acknowledged and addressed. It ensures consistency in marking within cohorts and throughout the academic year.

Moderation is planned to take place before External Examiners review the operation of the marking and internal moderation process.

Exam non-disclosure

The Certificate examinations are non-disclosed examination, which means that current exam questions and answers will not be published or divulged.

NOTE: Exam topics and/or format are subject to change as approved by The IAAP's Professional Certification Board

Reasonable adjustments and special considerations

The IAB, in line with regulatory requirements has a number of policies in place to ensure we support learners who may have specific needs, for example a form of disability.

As an awarding organisation, the IAB has a duty not to discriminate against individuals in relation to conferring qualifications in respect of the protected characteristics set out in the Equality Act 2010 (an Equality, Diversity and Inclusion Policy and Procedures are in place). The IAB will take steps when developing specifications, identifying the assessment criteria, and drafting assessment content to ensure that the impact on individuals with differing protected characteristics is minimised.

The duty for the IAB to make a reasonable adjustment will apply where assessment arrangements would put a learner who has a disability or learning need at a substantial disadvantage in comparison with a learner who does not have a disability or learning need. In such circumstances, the IAB is required to take steps to mitigate that disadvantage.

Appeals and enquiry of results

The IAB has an Enquiries and Appeals Policy in place which describes the process and procedures for enquiries about results and appeals against assessment decisions and Reasonable Adjustments and Special Considerations permissions.

Learners or centres may wish to submit an enquiry about results – for example, if results vary considerably from those expected. A clerical check of results may conclude the enquiry, or a learner/centre may decide to progress to appeal. An appeal against an assessment decision may be submitted without having already submitted an enquiry about results.

Where an associated investigation leads to the discovery of a failure in its assessment process, the IAB will take all reasonable steps to:

- identify any other learner who has been affected by the failure
- take corrective action or, where no corrective action can be taken, mitigate as far as possible the effect of the failure
- ensure that such a failure cannot reoccur.

Results and certification

Results and certification will be provided within a 3-month timescale. This period is allocated to enable the marking and moderation to take place.

Continuing Professional Education (CPE)

Upon certification, CMAs are required to maintain their knowledge and skills and stay abreast of improvements and current developments by satisfying CPE requirements.

Qualification Specifications

1	Qualification Title	Certificate in Business Administration
2	Qualification code	tbc
3	Level	1 – Professional qualification
4	Pre-requisite Module/s	not applicable
5	Outline	This professional certificate program is designed to provide participants with a comprehensive overview of management administration practices, approaches to communication and the significance of problem-solving techniques. It offers an in-depth understanding of the key principles and techniques essential to business administration within an organisation.
6	Module structure	The course consists of the following five modules: 1. Introduction to Business and Administration 2. Business Communication 3. Customer Service Skills 4. Workplace Problem Solving 5. Spreadsheet Applications

Course modules

Module 1 - Introduction to Business and Administration

GLH: 20 hours

Credits: 3

Learning Outcomes:

At the end of this module, the student will

- Understand the skills required for an business office environment
- Know about a range of office equipment
- Understand Health & Safety procedures and the related regulatory requirements
- Be able to use different channels for internal and external communication

LO1 Know key skill requirements for office working	<i>Assessment criteria:</i> AC1.1 Describe own duties in the workplace AC1.2 Outline workplace requirements relating to personal presentation, timekeeping and attendance and conduct towards others AC1.3 Identify the main procedures related to own work role, with examples of the possible consequences of not following procedures
LO2 Understand office equipment	<i>Assessment criteria:</i> AC2.1 Name common items of equipment used in offices and state their purpose AC2.2 Explain how to use equipment to carry out tasks AC2.3 Describe how to care for and store equipment.
LO3 Understand health and safety procedures within an office environment	<i>Assessment criteria:</i> AC3.1 Outline fire-related procedures within offices AC3.2 Outline accident procedures within offices AC3.3 Describe health and safety procedures within offices

LO4 Be able to communicate effectively with others in a business environment	Assessment criteria: AC4.1 Indicate when and how to approach supervisors and colleagues AC4.2 Outline how to maintain good working relationships within a business environment AC4.3 Give examples of how to respond to complaints			
Transferable Skills (if applicable)	1	Information management and lifelong learning skills		
	2	Problem solving and decision-making skills		
	3	Communication skills		
Indicative Assessment	The assessment strategy for this module is designed to test all the learning outcomes. Learners must demonstrate successful achievement of all learning outcomes to pass the module. A number of formative exercises will guide the student to evaluate and analyse appropriate knowledge of the subject matter before attempting the exam and/or summative assignment.			
	No	Indicative Assessment Type/Title	Weighting	Type/Duration/Words
	1	Examination	100%	1 hour

Module 2 - Business Communication

GLH: 27 hours

Credits: 3

Learning Outcomes:

At the end of this module, the student will

- Understand the significance of effective communication
- Use different methods to communicate effectively
- Develop appropriate methods of communication within teams

LO1 Know about the benefits of effective communication in a business environment.	<i>Assessment criteria:</i> AC1.1 Describe an example of something that can go wrong if communication is not effective AC1.2 Outline the measurement and benefits of effective communication	
LO2 Know about forms of communication.	<i>Assessment criteria:</i> AC2.1 Identify common forms of communication AC2.2 Outline how to choose the correct communication method for specified tasks AC2.3 Describe examples of effective and ineffective communication	
LO3 Know about communication in teams	<i>Assessment criteria:</i> AC3.1 Identify effective and ineffective communication in a team AC3.2 Describe an example of how to encourage better communication in a team	
Transferable Skills (if applicable)	1	Information management and lifelong learning skills
	2	Problem solving and decision-making skills
	3	Communication skills
Indicative	The assessment strategy for this module is designed to test all the	

Assessment	learning outcomes. Learners must demonstrate successful achievement of all learning outcomes to pass the module. A number of formative exercises will guide the student to evaluate and analyse appropriate knowledge of the subject matter before attempting the exam and/or summative assignment.			
	No	Indicative Assessment Type/Title	Weighting	Type/Duration/Words
	1	Examination	100%	1 hour

Module 3 – Customer Service Skills

GLH: 18 hours

Credits: 2

Learning Outcomes:

At the end of this module, the student will

- Understand the principles and benefits of good customer service
- Develop appropriate skills to provide a good standard of customer service
- Be able to help customers and deal with customer enquiries and complaints

LO1 Understand the meaning of good and poor customer service	<i>Assessment criteria:</i> AC1.1 Explain what is meant by good customer service AC1.2 Identify the benefits of good customer service for an organisation AC1.3 Explain what is meant by poor customer service AC1.4 Identify the possible consequences of poor customer service for an organisation
LO2 Understand the importance of first impressions	<i>Assessment criteria:</i> AC2.1 Describe why it is important to make good first impression AC2.2 State what is meant by non-verbal communication and how it can influence a customer's first impression AC2.3 Give examples of how an employee can make a good impression when serving customers
LO3 Know how to assist customers	<i>Assessment criteria:</i> AC3.1 Give examples of the types of assistance customers may require AC3.2 Outline the importance of knowing about an organisation's products or services in order to provide good customer service AC3.3 Demonstrate how assistance can be provided to a good standard of customer service

LO4 Know how to deal with customer problems and complaints	<i>Assessment criteria:</i> AC4.1 Identify examples of possible customer problems or complaints AC4.2 Discuss why it is important to know the organisation’s policy about the actions that can be taken when dealing with customer problems or complaints AC4.3 Demonstrate how an employee could help to resolve a problem or complaint			
Transferable Skills (if applicable)	1	Information management and lifelong learning skills		
	2	Problem solving and decision-making skills		
	3	Communication skills		
Indicative Assessment	The assessment strategy for this module is designed to test all the learning outcomes. Learners must demonstrate successful achievement of all learning outcomes to pass the module. A number of formative exercises will guide the student to evaluate and analyse appropriate knowledge of the subject matter before attempting the exam and/or summative assignment.			
	No	Indicative Assessment Type/Title	Weighting	Type/Duration/Words
	1	Examination	100%	1 hour

Module 4 - Workplace Problem Solving

GLH: 18 hours

Credits: 2

Learning Outcomes:

At the end of this module, the student will

- Know about different types of common workplace problems
- Know how to select appropriate methods for solving problems
- Use different approaches to solve common workplace problems

LO1 Be able to identify problems that occur in the workplace	<i>Assessment criteria:</i> AC1.1 Describe three examples of problems that can occur in the workplace AC1.2 Give reasons why the identified problems may arise	
LO2 Be able to identify methods for solving problems in the workplace	<i>Assessment criteria:</i> AC2.1 Describe three methods used for solving business-related problems AC2.2 Give examples of factors which may influence the choice of problem solving method AC2.3 identify sources of information or support available for the methods described	
LO3 Know how to select a problem solving-method	<i>Assessment criteria:</i> AC3.1 Describe two sequences of action which could be taken to solve a specified problem AC3.2 State which is your preferred solution and why AC3.3 Identify the advantages and disadvantages of the preferred solution	
Transferable Skills (if applicable)	1	Information management and lifelong learning skills
	2	Problem solving and decision-making skills

	3	Communication skills		
Indicative Assessment	The assessment strategy for this module is designed to test all the learning outcomes. Learners must demonstrate successful achievement of all learning outcomes to pass the module.			
	A number of formative exercises will guide the student to evaluate and analyse appropriate knowledge of the subject matter before attempting the exam and/or summative assignment.			
	No	Indicative Assessment Type/Title	Weighting	Type/Duration/Words
	1	Examination	100%	1 hour

Module 5 - Spreadsheet Application

GLH: 27 hours

Credits: 3

Learning Outcomes:

At the end of this module, the student will

- Understand how to use spreadsheets to organise data and information
- Know how to use techniques and formulae to analyse and display information
- Select appropriate spreadsheet applications to present information in a formal manner

LO1 Use spreadsheets to enter, edit and organise numerical and other data	<i>Assessment criteria:</i> AC1.1 Explain what numerical and other information is needed and how a spreadsheet should be structured to meet requirements AC1.2 Enter and edit numerical and other data accurately AC1.3 Store and retrieve spreadsheet files, in line with local guidelines and conventions where available
LO2 Use formulas and tools to summarise and display spreadsheet information	<i>Assessment criteria:</i> AC2.1 Indicate the use of a variety of formulae to manipulate spreadsheet data AC2.2 Demonstrate the use absolute referencing AC2.3 Explain how to sort and filter data to more than one level
LO3 Select and use tools and techniques to present spreadsheet information effectively	<i>Assessment criteria:</i> AC3.1 Select and use appropriate tools and techniques to format spreadsheet cells, rows and columns AC3.2 Insert, delete and rename worksheets AC3.3 Move and copy worksheets AC3.4 Create and amend a chart including legends and axis labels AC3.5 Select and use page layout to present and print spreadsheet

	information			
	AC3.6 Check information meets requirements, using spreadsheet tools and making corrections accurately			
Transferable Skills (if applicable)	1	Information management and lifelong learning skills		
	2	Problem solving and decision-making skills		
	3	Communication skills		
Indicative Assessment	The assessment strategy for this module is designed to test all the learning outcomes. Learners must demonstrate successful achievement of all learning outcomes to pass the module.			
	A number of formative exercises will guide the student to evaluate and analyse appropriate knowledge of the subject matter before attempting the exam and/or summative assignment.			
	No	Indicative Assessment Type/Title	Weighting	Type/Duration/Words
	1	Practical assessment	100%	2,500 words

Entry and assessment information

Please see the *LCCI International Qualification Operations Guide for Centres* and the *LCCI Examination Regulations*, available through our awarding team at awarding@iablccei.org.uk

Student recruitment

IAB LCCI follow the JCQ policy concerning recruitment to our qualifications in that:

- They must be available to anyone who is capable of reaching the required standard.
- They must be free from barriers that restrict access and progression.
- Equal opportunities exist for all students.

Student entry

Details on how to enter candidates for the examination for this qualification can be found at: awarding team at awarding@iablccei.org.uk

The closing date for entries is approximately six weeks before the start of each examination

series. Centres should refer to the published examination timetable for examination dates.

Combinations of entry

There are no forbidden combinations of entry for this qualification.

Age

This qualification is intended for learners aged 16 and above.

Re-sitting the qualification

Candidates can re-sit the examination for the IAB LCCI Level 1 Certificate in Business Administration (VRQ).

It is strongly advised that candidates do not register to undertake a re-sit until they have received the results from their previous examination.

Access arrangements, reasonable adjustments and special consideration

Access arrangements

Access arrangements are agreed before an assessment. They allow students with special educational needs, disabilities or temporary injuries to:

- access the assessment
- show what they know and can do without changing the demands of the assessment

The intention behind an access arrangement is to meet the particular needs of an individual student with a disability without affecting the integrity of the assessment. Access arrangements are the principal way in which awarding bodies comply with the duty under the Equality Act 2010 to make 'reasonable adjustments'.

Access arrangements should always be processed at the start of the course. Students will then know what is available and have the access arrangement(s) in place for assessment.

Reasonable adjustments

The Equality Act 2010 requires an awarding organisation to make reasonable adjustments where a person with a disability would be at a substantial disadvantage in undertaking an assessment. The awarding organisation is required to take reasonable steps to overcome that disadvantage.

A reasonable adjustment for a particular person may be unique to that individual and therefore might not be in the list of available access arrangements.

Whether an adjustment will be considered reasonable will depend on several factors, which will include:

- the needs of the student with the disability
- the effectiveness of the adjustment
- the cost of the adjustment
- the impact of the adjustment on the student with the disability and other students

An adjustment will not be approved if it involves unreasonable costs to the awarding organisation, time limits or affects the security or integrity of the assessment. This is because the adjustment is not 'reasonable.'

Special consideration

Special consideration is a post-examination adjustment to a student's mark or grade to reflect temporary injury, illness or other indisposition at the time of the examination/assessment, which has had, or is likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate their level of attainment in an assessment.

Further information

Please see our website or email our awarding team awarding@iablcci.org.uk for further information about how to apply for access arrangements and special consideration.

For further information about access arrangements, reasonable adjustments and special consideration, please refer to the JCQ website: <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration>

Equality Act 2010 and IAB equality policy

Equality and fairness are central to our work. Our equality policy requires all students to have equal opportunity to access our qualifications and assessments, and our qualifications to be awarded in a way that is fair to every student.

We are committed to making sure that:

- Students with a protected characteristic (as defined by the Equality Act 2010) are not, when they are undertaking one of our qualifications, disadvantaged in comparison to students who do not share that characteristic.
- All students achieve the recognition they deserve for undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers.

You can find details on how to make reasonable adjustments for students with protected characteristics in the policy document accessed by contacting our awarding team awarding@iablcci.org.uk

Malpractice

For up-to-date information on malpractice please refer to the latest Joint Council for Qualifications (JCQ) *Suspected Malpractice in Examinations and Assessments* document, available on the JCQ website: <http://www.jcq.org.uk/exams-office/malpractice/>

Candidate malpractice

Candidate malpractice refers to any act by a candidate that compromises or seeks to compromise the process of assessment or which undermines the integrity of the qualifications or the validity of results/certificates.

Candidate malpractice in examinations must be reported to the IAB awarding team by email awarding@iablcci.org.uk clearly identifying the title or posted to the registered office 110 Bishopsgate, London, EC2N 4AY. Please provide as much information and supporting documentation as possible. Note that the final decision regarding appropriate sanctions lies with IAB.

Failure to report malpractice constitutes staff or centre malpractice.

Staff/centre malpractice

Staff and centre malpractice includes both deliberate malpractice and maladministration of our qualifications. As with candidate malpractice, staff and centre malpractice is any act that compromises or seeks to compromise the process of assessment, or which undermines the integrity of the qualifications or the validity of results/certificates.

All cases of suspected staff malpractice and maladministration must be reported immediately, before any investigation is undertaken by the centre, to IAB awarding team by email awarding@iablcci.org.uk clearly marked malpractice or posted to the registered office 110 Bishopsgate, London, EC2N 4AY. Please provide as much information and supporting documentation as possible. Note that the final decision regarding appropriate sanctions lies with IAB.

Failure to report malpractice itself constitutes malpractice. More detailed guidance on malpractice can be found in the latest version of the document JCQ General and Vocational Qualifications Suspected Malpractice in Examinations and Assessments, available at www.jcq.org.uk/exams-office/malpractice

Language of assessment

Assessment of this specification will be in English only. Assessment materials will be published in English only and all work submitted for examination must be in English only.

Exemptions

We are continuously gaining new and updated exemptions for our LCCI qualifications from professional bodies and organisations. For the latest list of agreements, and to check this specific qualification, please visit the IAB LCCI website: <https://www.iablcci.org.uk/>

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