



Business, Administration and IT qualifications

LCCI

International
Qualifications from EDI

**Internationally recognised
Business, Administration and IT
qualifications**

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About LCCI International Qualifications from EDI

LCCI International Qualifications from EDI are offered through a growing network of over 4,000 centres, supported by extensive learning resources and easy online administration. The qualifications are taken in over 80 countries and each year over 500,000 are awarded across the globe.

LCCI International Qualifications offers qualifications and diplomas in a range of subject areas, covering all the key functions of business:

- Languages
- Financial and Quantitative
- Marketing and Customer Service
- Business, Administration and IT

The examinations assess the professional knowledge of the subject and are tested in English. For those candidates for whom English is not the first language, the required level of English ability can be found in each syllabus.

LCCI International Qualifications enjoy widespread recognition from employers, universities and professional bodies in the UK.

Benefits to you and your candidates?

Features	Benefits
LCCI brand renowned for over 100 years in over 80 countries	Well established and internationally recognised certificates to provide your students with global marketability
Comprehensive range of qualifications and subject areas	Can be used as either stand alone qualifications or as preparation for higher learning
Available at a range of levels	Suitable for students of all ages and experience. Progression routes to higher education and employment
Online registration	Easy to administer
On Demand examinations availability	Flexible – organise the examination whenever best suits your needs
Responsive service	Quick results turnaround
Supported by extensive learning resources including textbooks, practice tests and comprehensive downloadable materials	Confidently prepare students for LCCI examinations

International recognitions

- Universities
- Employers
- Governments
- Schools
- Civil Service
- Chambers of Commerce
- Professional bodies
- Employment offices
- Trade unions

For more information on the international recognitions of LCCI International Qualifications, visit www.lcci.org.uk.

Secretarial qualifications

Secretarial functions, including production of communications (both for internal and external use) are essential functions for the smooth running of any business. LCCI International Qualifications in Audio Transcription and Text Production are internationally recognised benchmarks which provide evidence of competency in key areas within this field.

Audio Transcription (levels 1, 2, 3 and 4)

Product codes: ASE1004, ASE2004, ASE3004, ASE4004

Audio Transcription qualifications are intended for those whose position requires definable standards of document production, presentation and audio transcription skill. This includes secretaries, Personal Assistants and anyone involved in general administration roles which include producing communications. LCCI Audio Transcription qualifications provide evidence of standards in these competencies rising from basic to advanced, and the topics and tasks covered in the syllabuses help to focus study in order to hone skills.

Assessment Objectives

Upon completion of this qualification, candidates will be able to:

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

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Audio dictation skill
- Production
- Presentation
- Transcription

Assessment

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

- Business letter or fax message
- Memo
- Informative document
- Other business documents
- Composition document

The total word count will be between 600 and 1250 words depending on level.

Text Production (levels 1, 2, and 3)

Product codes: ASE20077, ASE20078, ASE20079

This qualification is intended for candidates who are working in a position that requires a demonstrable standard of the ability to transcribe documents from printed or handwritten copy. This also covers the correct ways of producing and presenting communications in a business context. LCCI Text Production qualifications provide evidence of standards in these competencies rising from basic to advanced, and the topics and tasks covered in the syllabuses help to focus practice and develop strengths in these crucial areas.

Assessment Objectives

The examination will assess the candidate's ability to:

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

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Following instructions
- Production
- Presentation
- Transcription

Assessment

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

- Business letter or fax message
- Memo
- Informative document
- Other business documents

The total word count will be between 625 and 950 words depending on level.

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

General Business qualifications

Demonstrable ability in various aspects of Business Administration are crucial to the efficiency and thus long term future of any company. LCCI International Qualifications are relevant and practical for the modern workplace and enable both companies and individuals to assess and hone their abilities and efficiencies in these key fields.

Business Administration (levels 1, 2 and 3)

LCCI Qualifications in Business Administration demonstrate levels of understanding of routine administration, procedures and standards as well as establishing levels of competence in the use of office equipment, business services and supplies.

Business Administration (level 1)

Product code: ASE1027

The aims of this level of the qualification are to enable candidates to develop an understanding of basic routine administration, procedures and standards as well as to gain a knowledge of standard office equipment, services and supplies and the ability to apply this knowledge and understanding in an office environment.

Assessment Objectives

Upon completion of this qualification, candidates will be able to:

- demonstrate a basic understanding of the need for efficient business administration
- provide examples of business communications and complete simple forms
- process information and follow instructions
- describe the uses of office equipment and services

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Office organisation
- Documentation
- Materials and stationery
- Storage and retrieval of information
- Office machinery
- Internal and external communication
- Services provided by outside agencies

Assessment

The final assessment is 2 hours long and candidates will be required to answer five questions from a choice of nine. The questions are in one of three formats: short answers, lists and diagrams or charts.

Business Administration (level 2)

Product code: ASE2407

The aims of this level of the qualification are to enable candidates to continue to develop their understanding of routine administration, procedures and standards and standard office equipment. This provides an excellent progression route from Level 1 Business Administration and ensures the candidate has considerably improved their ability to understand Business Administration.

Assessment Objectives

Upon completion of this qualification, candidates will be able to:

- demonstrate a general understanding of the need for efficient business administration
- provide examples of effective business communications
- process information and follow instructions
- evidence a strong understanding of the uses of office equipment and services

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- The office
- Equipment, materials, services and supplies
- Work environment and controls
- Procedures and information
- Communication, personal effectiveness and supporting others

Assessment

The final assessment is 2 hours long and candidates will be required to complete four tasks from a choice of five. The tasks set are one task from each of the five syllabus areas. The tasks are presented as five separate 'in tray' exercises. Each task simulates one which may well be expected in a real life business situation. Tasks are presented in various forms with a clarification of the requirements set out beneath the task.

Candidates are requested to answer in one or more of the following formats:

- Lists – series of bullet points
- Notes, memos, faxes and emails – any acceptable business style
- Letters – any acceptable style. Letterheaded paper will not be required
- Forms and notices – simple form design or completion of a form may be required

Business Administration (level 3)

Product code: ASE3407

Level 3 Business Administration is an advanced qualification for those who need to develop a thorough understanding of administration systems, business services and management support. This provides an excellent progression route from Level 2 Business Administration and ensures the candidate has reached a level of understanding which demonstrates the ability to use initiative and business awareness.

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate the need for effective work practices, administration systems and procedures
- show awareness of the importance of accurate and timely information and effective business communication
- identify appropriate suppliers of equipment and services and after sales care
- identify appropriate equipment and services for given situations
- plan business meetings, events and travel

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Equipment, materials, services and supplies
- Work environment and controls
- Procedures, information and communication
- Organisation and personal effectiveness
- Business meetings, events and travel

Assessment

The final assessment is 2.5 hours long and candidates will be requested to complete four tasks from a choice of five. The tasks set are one task from each of the five syllabus areas. The tasks are presented as five separate 'in tray' exercises. Each task simulates one which may well be expected in a real life business situation. Tasks are presented in various forms with a clarification of the requirements set out beneath the task.

Candidates are requested to answer in one or more of the following formats:

- Short reports to include appropriate headings
- Forms and notices and lists. Simple form design or completion of a form may be required
- Letters, memos, faxes and emails. Any acceptable business style will be accepted. Letterheaded paper will not be required

Business and Industrial Administration (level 3)

Product code: ASE3008

Business and Industrial Administration is designed to benchmark candidates' ability to understand the core activities of administration in the business world, to identify and apply this knowledge to various roles in organisations and to use their competence to illustrate their understanding through the use of real or theoretical examples. It is also designed to demonstrate an awareness of the nature and significance of innovation and change within business and industrial administration.

Assessment Objectives

This qualification tests the candidate's ability to:

- identify the characteristics of national and international business organisations
- recognise the key functions within an organisation and the impact of progress on each
- understand the importance of management services and research and development within an organisation
- appreciate the importance of finance and financial statements to an organisation
- apply the above knowledge and understanding to real-life business scenarios

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Business organisation
- Production
- Marketing
- Financial
- Human resources
- Purchasing/procurement
- Research, design and development
- Management services

Assessment

The final assessment is 3 hours long and candidates will be asked to answer four questions from a choice of eight. At least one question will require an answer in the form of a report. Candidates will need to structure their report with headings and sub-headings. The report should have at least three sections: an introduction, a main section and a conclusion or recommendations. The introduction should indicate the purpose of the report and for whom the report is intended. The main section should use a concise essay style or bullet points. The report needs to finish with a conclusion which should include candidate recommendations.

Candidates are requested to answer other questions in one or more of the following formats:

- Concise essay
- Bullet points
- Checklist
- Briefing notes
- Memorandum
- Organisation chart

Business Principles and Practice (levels 2 and 3)

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

Business Principles and Practice (level 2)

Product code: ASE20073

Level 2 Business Principles and Practice ensures that candidates can demonstrate an understanding of the nature and scope of business activity and the role it plays in society. This is an ideal qualification for candidates who are preparing for entry level positions across the functional areas of businesses.

Assessment Objectives

The examination will assess the candidate's ability to demonstrate knowledge and understanding of the:

- nature of business activity in terms of its purpose, sector classification, stakeholder groups and the business environment
- role and importance of mission statements, business objectives and entrepreneurship in business activity
- main features of different types of business ownership and formal organisational structures (including organisational charts) and the context in which each is most suitable
- role and importance of management and leadership in terms of management functions and responsibilities and the different leadership roles and qualities
- different methods of communication used within a business, the context in which each is used and the importance of effective communications
- business operations in terms of the concepts of production and productivity, factors of production and the location and size of businesses
- different sources of finance for businesses and the services available from commercial banks and insurance companies to support business operations
- importance of a good public image, how this can be promoted and the importance of customers and good customer service to a business

Syllabus Topics

- Nature of business activity
- Organisation and management of businesses
- Business operations and finance
- Importance of good public image and customer service to a business

Assessment

The exam is 2 hours long and candidates will be asked to answer all four questions.

Candidates are presented with a business situation, problem or issue with a number of tasks to be completed.

Business Principles and Practice (level 3)

Product code: ASE20074

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

Assessment Objectives

The examination will assess the candidate's ability to demonstrate knowledge and understanding of:

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

Syllabus Topics

- Business and its environment
- Business organisation, management and culture
- Operational and financial management
- Introduction to business strategy and planning
- Measuring and improving business performance

Assessment

The examination is 2.5 hours long and candidates will be asked to answer all five questions, covering all five areas of the syllabus.

Candidates are presented with a business situation, problem or issue with a number of tasks to be completed.

Certificate in International Retail Operations (level 2)

Product code: ASEINTRET2

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

This qualification is relevant to all sectors within the retail industry. To be awarded the full qualification candidates must complete the learning requirements and assessments for the two units:

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

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

Assessment Objectives

The assessments enable candidates to demonstrate their ability to:

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

Syllabus Topics

- Service, selling and product knowledge
- Risk awareness, health and safety
- Personal effectiveness and teamwork
- Merchandise handling, storage and display

Assessment

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

Meetings (levels 2 and 3)

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

Meetings (level 2)

Product code: ASE2304

Level 2 Meetings will be particularly suitable for those seeking employment in business who wish to enhance their meetings skills. These include administrators, managers and secretaries.

Assessment Objectives

The examination will assess the candidate's ability to:

- understand the different types of informal meetings and their purpose
- discuss the advantages of meetings and the criteria for success
- identify factors to consider when choosing a venue and constructing an agenda
- describe the responsibilities of the chairperson, administrator and participants before, during and after a meeting

Syllabus Topics

- Purpose and types of meetings
- Arranging meetings
- Choosing a venue
- Agenda
- Criteria for success
- Role and responsibilities of the chairperson
- Role and responsibilities of the note-taker
- Roles and responsibilities of the participants

Assessment

Assessment is by way of a 1 hour written examination consisting of 4 compulsory questions.

Candidates are requested to answer in one or more of the following formats:

- Bullet points
- Agenda
- Short answers – lists, explanations

Meetings (level 3)

Product code: ASE3401

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

Assessment Objectives

The examination will assess the candidate's ability to:

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

Syllabus Topics

- Purpose and types of meetings
- Organising meetings
- Venue alternatives
- Notice of meeting, agenda and papers
- Role and responsibilities of the chairperson
- Role and responsibilities of the note-taker/administrator
- Roles and responsibilities of the participants
- Meetings behaviour

Assessment

Assessment is by way of a 1 hour 20 minutes written examination consisting of 4 compulsory questions.

Candidates are requested to answer in one or more of the following formats:

- Bullet points
- Agenda
- Short paragraphs

Principles and Practice of Management (level 3)

Product code: ASE3128

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

Assessment Objectives

The examination will assess the candidate's ability to:

- exhibit knowledge and understanding of the key elements of management
- apply this knowledge and understanding to general and specific situations and contexts
- supply relevant examples and applications of the practice of management

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Management development
- Management functions
- Management structure
- Managing people
- Managing performance
- Managing communication
- Managing change

Assessment

The exam is 3 hours long and candidates will be asked to answer four questions. Some questions may require the use of a communication format appropriate to the practice of management as detailed in the syllabus.

Candidates are requested to answer in one or more of the following formats:

- Memorandum
- Checklists
- Summaries
- Reports
- Notes

Employability Skills (level 2)

Product code: ASE20010

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

Assessment Objectives

The examination will assess the candidate's ability to:

- manage his/her own work role
- demonstrate personal behaviours that contribute to personal effectiveness and success at work
- manage stress and personal feelings at work
- use verbal and written communication skills
- present personal information to prospective employers
- work with and support others as part of a team
- build positive working relationships
- respond to challenging situations at work
- monitor and maintain a safe working environment
- contribute to a secure working environment

The qualification can be taken in its own right or as a part of a level two group award or level three group diploma.

Syllabus Topics

- Personal effectiveness at work
- Developing personal communication skills
- Developing team skills and positive working relationships
- Health, safety and security in the workplace

Assessment

The qualification is assessed by a combination of practical assessment and a multiple-choice test. The practical assessment is internally marked and externally moderated by EDI. The multiple-choice test consists of 25 questions and lasts for 1 hour. More information on the assessments can be found in the Support Pack on the LCCI website.

The Legal Environment (level 4)

Product code: ASE4503

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

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate a broad knowledge and understanding of the nature of law and the English legal system
- apply legal principles relating to contract, tort, agency and negligence to business problems
- demonstrate an understanding of the law of companies and partnership

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Outline of the English legal system
- Contract
- Tort of negligence
- Agency
- Partnership
- Company law

Assessment

The final assessment for the legal environment is 3 hours long, with the paper split into two sections. Section A contains three questions on company law. Section B contains six questions dealing with the remainder of the syllabus.

Candidates are required to answer four questions in total (one from section A, two from section B and one other question from either section A or B). Unless otherwise stated, candidates should use a concise essay style. Candidates will be expected to refer to case law as indicated in the syllabus.

Award in Introduction to Business Strategy and Planning (level 3)

Product code: ASE20057

This qualification is intended for those who wish to develop a general understanding of strategic planning and the frameworks and models applied in the process in order to broaden their career opportunities and progression. It is particularly suitable for people who currently hold management positions or those aspiring to such positions.

Aims

The aims of the qualification are to enable candidates to:

- demonstrate an understanding of the concept of strategy and strategic planning
- demonstrate an understanding of the different frameworks and models used in internal and external strategic analysis
- apply and interpret the different frameworks and models in specific situations and assess their usefulness in strategy development
- demonstrate an understanding and application of the Ansoff Matrix
- demonstrate an understanding of the strategic implementation process and the factors affecting the effectiveness of implementation

Syllabus topics

- Strategy and strategic planning
- Internal and external strategic analysis
- Strategic choice and decision-making - Ansoff Matrix
- Strategic implementation

Assessment

Assessment is through a 60 minute paper-based examination. The assessment consists of 30 compulsory multiple choice questions covering all areas of the syllabus.

Award in measuring and improving business performance (Level 3)

Product code: ASE20058

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

Aims

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

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

Syllabus topics

- Importance of measuring business performance
- Performance measures
- Performance measurement and Improvement models
- Business improvement practices
- Management Information Systems (MIS) in Business Improvement
- Contribution of Management and Staff to Business Improvement

Assessment

Assessment is through a 60-minute paper-based examination consisting of 30 multiple choice questions. The assessment will cover all areas of the syllabus.

IT qualifications

In the modern business environment, ICT is a fundamental business skill. A comprehensive understanding of modern uses of standard ICT functions to communicate as well as to display, manipulate and store information is a pre-requisite for any organisation working in an international, globalised world.

Practical ICT Skills (levels 1, 2 and 3)

Product codeS: ASEPICT1, ASEPICT2, ASEPICT3

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

Assessment Objectives

The assessments enable candidates to demonstrate their ability at the appropriate level to:

- use competently the applications of word processing; spreadsheet; database and presentation software and apply these skills to produce accurate, business-like work
 - carry out email and internet-based tasks and give consideration to IT security within a business context
- Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

Unit 1 Word Processing

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

- File handling
- Enter and edit text
- Format text and documents
- Combine information
- Work with tables
- Check text

Unit 2 Spreadsheets

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

- File handling
- Enter and edit data
- Format a spreadsheet
- Functions and formulae
- Analysis of data
- Present data
- Check a spreadsheet
- Combine information (levels 2 and 3 only)

Unit 3 Databases

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

- File handling
- Database design, data entry and database modification
- Data queries and sorting
- Database reports
- Formatting data
- Checking data (level 3 includes checking data integrity)

Unit 4 Presentation Software

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

- File handling and printing
- Enter information
- Format slides
- Slide shows
- Checking presentations

Unit 5 Email, Internet and IT Security

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

- Using email
- Using the internet
- Protecting IT
- Laws and guidelines

Assessment

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

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

Online Test

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

Assignments

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

Examination availability

LCCI International Qualifications are available On Demand and the following are also available on specific days throughout the year, known as Series dates.

Examination

Business Administration 2 and 3

Business Principles and Practice 2 and 3

Text Production 2 and 3

LCCI Annual Qualification Reviews

Centres are able to download Annual Qualification Reviews for the most popular LCCI International Qualifications. The Annual Qualification Reviews provide support and guidance to centres, helping teachers to prepare their candidates for taking the examinations.

For further information, please email the International enquiries team, internationalenquiries@ediplc.com.

Support materials

To enhance our General Business and IT qualifications, we offer a wide range of support materials designed to help you deliver our qualifications and your candidates pass their examinations.

- Extended syllabuses cover the topics that should be included when delivering a course leading to one of our qualifications. You will find them invaluable when designing courses and planning lessons.
- Past papers are published to enable candidates to practise and to get a feel for what will be expected of them in the examination.
- Model answers provide examples of ideal examination answers, as well as helpful hints and advice on examination technique.
- Support Packs to guide centres and teachers in delivering the qualification.

Support publications

All LCCI International Qualifications are supported by a comprehensive list of recommended reading materials which support preparation for the qualification perfectly.

Also available are a range of 'How to Pass' books, which prepare students for the LCCI International Qualifications examinations. The books are written by our Chief Examiners, and are invaluable as both course texts and revision guides. They can be ordered directly from the International Enquiries team or via www.lcci.org.uk.

- How to Pass Audio Transcription (levels combined)
- How to Pass Text Production (levels combined)
- How to Pass Business Administration 1
- How to Pass Business Administration 2
- How to Pass Business Administration 3
- How to Pass Business Practice 2
- How to Pass Business Practice 3

Visit www.lcci.org.uk for a full list of our publications and to obtain an order form for your chosen books. You can also use the site to download extended syllabuses, model answers and past papers.

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