

BUSINESS ADMINISTRATION

COURSES	UNITS
• iCQ Level 1 Award in Principles of Customer Service	1
• iCQ Level 2 Diploma in Customer Service (RQF)	1
• iCQ Level 2 Award in Buddying to Develop a Colleague's Skills (RQF)	1
• iCQ Level 2 Certificate in Customer Service (RQF)	2
• iCQ Level 2 Award in Introduction to Business Administration	2
• iCQ Level 2 Award in Introduction to Customer Service	2
• iCQ Level 3 Certificate in Principles of Customer Service (RQF)	2
• iCQ Level 2 Certificate in Principles of Team Leading (RQF)	3
• iCQ Level 3 Certificate in Principles of Management (RQF)	3
• iCQ Level 5 Certificate in Equality, Diversity and Inclusion	3
• iCQ Level 2 Certificate in Principles of Business and Administration (RQF)	4
• iCQ Level 2 Certificate in Data Protection and Data Security Principles	4
• iCQ Level 3 Certificate in Principles of Business and Administration (RQF)	5
• iCQ Level 5 Diploma in Management and Leadership (RQF)	5
• iCQ Level 3 Certificate in Introduction to Principles of Management Level (RQF)	6
• iCQ Level 3 Diploma in Management Principles	6
• iCQ Level 4 Diploma in Management and Leadership (RQF)	6
• iCQ Level 1 Certificate in Customer Service (RQF)	7
• iCQ Level 2 Certificate in Contact Centre Operations (RQF)	7
• iCQ Level 3 NVQ Diploma in Contact Centre Operations (RQF)	7
• iCQ Level 3 Diploma in Business Administration (RQF)	7
• iCQ Level 2 Diploma in Team Leading (RQF)	8
• iCQ Level 3 Certificate in Contact Centre Operations (RQF)	8
• iCQ Level 4 NVQ Diploma in Customer Service (RQF)	8
• iCQ Level 4 Diploma in Business and Administration (RQF)	8
• iCQ Level 1 Certificate in Business Administration (RQF)	9
• iCQ Level 2 Diploma In Business Administration (RQF)	9
• iCQ Level 3 Diploma in Management (RQF)	9
• iCQ Level 4 NVQ Diploma in Management (RQF)	9
• iCQ Level 4 NVQ Diploma in Business Administration (RQF)	9
• iCQ Level 3 Diploma in Customer Service (RQF)	10
• iCQ Level 5 NVQ Diploma in Management and Leadership (RQF)	10