



LCCI

International
Qualifications from EDI

Business, Administration and IT Qualifications

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London Chamber of Commerce and Industry (LCCI) International Qualifications are provided by EDI, a leading international awarding body.

To find out more about the qualifications and services we offer

visit www.lcci.org.uk

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About LCCI International Qualifications from EDI

London Chamber of Commerce and Industry International Qualifications (LCCI IQs) have been awarded since 1887 and are recognised by employers, governments and universities worldwide. In 2003, the London Chamber of Commerce and Industry Examinations Board merged with Goal assessments, a pioneer in online testing, forming EDI.

EDI has now become one of the UK's leading awarding bodies, accredited by the British government. We also work closely with Ministries of Education around the world.

LCCI International Qualifications 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 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.

How can LCCI International Qualifications benefit you and your candidates?

Features

LCCI brand renowned for over 100 years in over 80 countries

Comprehensive range of qualifications and subject areas

Available at a range of levels

Online registration

On demand examinations availability

Responsive service

Supported by extensive learning resources including textbooks, practice tests and comprehensive downloadable materials

Benefits

Well established and internationally recognised certificates to provide your students with global marketability

Can be used as either stand alone qualifications or as preparation for higher learning

Suitable for students of all ages and experience. Progression routes to higher education and employment

Easy to administer

Flexible - organise the examination whenever best suits your needs

Quick results turnaround

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 a 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

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

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: ASE1074, ASE2074, ASE3074

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 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 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
 - 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 an employer, ie accurate and mailable

Successful candidates may go on to undertake relevant LCCI diplomas.

Text Production (levels 1, 2, and 3) continued

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.

Practical Word Processing (levels 1 and 2)

Practical word processing is intended for candidates who wish to progress their careers or improve the efficiency of their role by employing fundamental word processing skills; a pre-requisite in the modern business environment.

Practical Word Processing (level 1)

Product code: ASEPWP001

This is a perfect starting point for candidates who wish to develop their basic fundamental word processing skills in order to start a career, return to work or progress their career by improved keyboard efficiency.

Assessment Objectives

The assignments will assess the candidate's ability to follow instructions and produce evidence of the criteria below within a certain time constraint:

- simple error-free business documents produced from hand written or keyed-in instructions, accurately produced and in a variety of formats
- keyboarding ability
- document creation, editing, formatting, printing and saving
- production of simple, well presented documents appropriate for business use
- file handling and management

Practical Word Processing (level 1) continued

Syllabus Topics

- Create and save a file
- Retrieve and open a file
- Enter text to create a document
- Edit and enhance text
- Format and amend layout of document
- Use standard manuscript corrections
- Recognise errors and perform corrections
- Print document

Assessment

The format of the final assessment is a set of six practical tasks, provided to assess the candidate. The total time allowance to complete the set is 3 hours and each assignment must be completed in the time allowed for the task. All the assignments in the set must be completed in order for the candidate to be assessed.

The completed set of assignments is marked by the centre and moderated externally by EDI. Grades are allocated according to the standard of work submitted.

Practical Word Processing (level 2)

Product code: ASEPWP002

Excellent progression from Practical Word Processing level 1, and aimed at candidates wishing to reach an advanced level of word processing ability, including manipulating tables and mail merges. Ideal to update understanding of best practice with regard to keyboarding ability and word processing skills in order to improve operational efficiency.

Assessment Objectives

The assignments will assess the candidate's ability to follow instructions and produce evidence of the points below within a set time limit:

- advanced error-free business documents from hand written or keyed-in instructions, accurately and in a variety of formats
- documents which require the use of advanced word processing functions and techniques
- documents from handwritten and keyed-in text, with expansion of abbreviations and editing and correcting of work in accordance with printers' correction signs
- document creation, editing, advanced formatting, printing and saving

Practical Word Processing (level 2) continued

Syllabus Topics

- Formatting a document
- Search and replace
- Headers and footers
- Pagination of documents
- Block functions
- Mail merge
- Boilerplating, creating and using standard paragraphs
- Table functions
- Rearrangement of text in a specified order
- Form design
- Expand standard commonly used abbreviations
- An instruction given once (but expected to be applied throughout document)
- Leaving space of a specified size (either vertically, horizontally or both)
- Entering documents from manuscript

Assessment

The format of the final assessment is a set of six practical tasks, provided to assess the candidate. The total time allowance to complete the set is 5.5 hours and each task must be completed in the time allowed for the task. All the tasks in the set must be completed in order for the candidate to be assessed.

The completed set of tasks is marked by the centre and moderated externally by EDI. Grades are allocated according to the standard of work submitted.

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 Business Administration Level 1 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.

Business Administration (level 3)

Product code: ASE3407

Business Administration level 3 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 Business Administration level 2 and ensures the candidate has reached a level of understanding which demonstrates the ability to use initiative and business awareness.

Business Administration (level 3) continued

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.

- Human resources
- Purchasing/procurement
- Research, design and development
- Management services

Business and Industrial Administration (level 3) continued

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

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. Other questions may require answers in the form of a short essay, a checklist, briefing notes, memorandum or organisational charts.

Business Practice (levels 2 and 3)

Business Practice seeks to test candidates' knowledge of best practice in their understanding of the nature of business activity. Candidates will be aware of the different influences within a business organisation and how the contribution of individuals can affect its success and long term development.

Business Practice (level 2)

Product code: ASE2309

Business Practice at level 2 ensures that candidates can demonstrate an understanding of the main functions of business activity and the individual's contribution to it. This is an ideal qualification for candidates who need a general understanding of best practice in the business environment, with business functions and activities. This qualification ensures a broad knowledge of relevant business activities.

Business Practice (level 2) continued

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate a broad knowledge of the business environment
- develop an appreciation of business functions and activity
- develop an awareness of the contribution the individual can make towards business success
- demonstrate an understanding of the importance of communications within the business organisation

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Influences on business
- The organisation of business
- The functions of business
- The role of management
- Business values and culture
- Communication in business

Assessment

The exam is 2 hours long and candidates will be asked to answer four questions from a choice of six. Candidates are presented with a business situation, problem or issue with a number of tasks to be completed.

Business Practice (level 3)

Product code: ASE3309

The level 3 Business Practice qualification is intended for candidates who are seeking to increase their awareness and understanding of contemporary business practices and organisation. It is expected that candidates from all the main functional areas represented within the business or those seeking to find employment in any of these areas will be able to develop their understanding of business activity and practices.

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate a general understanding of the influences on business organisation
- understand the importance of specialisation in a business context
- appreciate how business planning helps identify organisational aims and objectives

Successful candidates may go on to undertake relevant LCCI IQ diplomas.

Business Practice (level 3) continued

Syllabus Topics

- Influences on business activity
- The functions and organisation of business
- Business management
- Personal contribution to business effectiveness
- Business values and culture
- Communication in business

Assessment

The examination will consist of one question from each topic area. Candidates may be expected to draw upon related syllabus topics when answering questions. The exam is 2.5 hours long and candidates will be asked to answer four questions from a choice of six. 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

The 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

Certificate in International Retail Operations (level 2) continued

Assessment

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

Certificate in Administration, Business and People (level 2)

Product code: ASE0210

The certificate in Administration, Business and People is an assessment of the knowledge of the administrator's role and an understanding of the personal and interpersonal skills required by those in these positions.

Assessment Objectives

The qualification will allow candidates to develop:

- an understanding of the role of administration in a modern organisation, and the legislative context within which organisations operate
- an understanding of the personal and interpersonal skills required of an administrator at this level

The content of each part has been based on the course outline for technical certificates developed in the UK by the Council for Administration. A mapping to the course outline is included in the support pack. The course outline itself is a synthesis of the required underpinning knowledge and understanding of the UK National Vocational Qualification in Administration.

Syllabus topics

- Administration in organisations
- Personal and interpersonal skills

Assessment

Assessment for this qualification is by multiple-choice test.

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

The Level 2 qualification 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.

Meetings (level 3)

Product code: ASE3401

Meetings level 3 is designed to develop understanding of meetings to an advanced level and to provide progression from Meetings level 2. 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, the 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 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.

Principles and Practice of Management (level 3)

Product code: ASE3128

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.

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 and two from section 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.

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.

Assessment Objectives

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

- use competently the applications of word processing; spreadsheets; 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 complex data
- Check a spreadsheet
- Combine information (levels 2 and 3 only)

Practical ICT Skills (levels 1, 2 and 3) continued

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 Presentations

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 unit of Email, Internet and IT Security is assessed by an online test consisting of four practical tasks covering sending and receiving emails and searching the internet, and 11 knowledge based questions. The duration of the test is between 30 minutes and one hour depending on 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.

Using the Internet (level 1)

Product code: ASE1123

Using the Internet is designed for candidates who need to develop a knowledge and understanding of the internet and its application to business. It enhances competence in the use of web browser software, skills in using the World Wide Web for information gathering and commercial transactions, as well as skills in using email as a communicative tool. It is an excellent starting point for candidates who would like to move on to a more advanced web based course such as eCommerce.

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate knowledge and understanding of the internet and its application to business
- use and customise web browser software
- use the World Wide Web to search for information and describe how to carry out commercial transactions
- use email as a communications tool

Successful candidates may go on to undertake relevant LCCI diplomas.

Syllabus Topics

- Introduction to the internet
- Functions and features of web browsers
- Using the World Wide Web and searching the Internet
- Using eCommerce sites and web services
- Using email

Assessment

Candidates will be assessed via a multiple-choice test and a series of practical tasks. Both parts are compulsory and must be completed within a 12-month period. Candidates may complete the practical tasks before the multiple-choice paper if this is felt to be appropriate.

Examination availability

LCCI International Qualifications are available on specific days throughout the year, known as series dates. In addition to this, some LCCI IQs are available On Demand, giving complete flexibility and the ability to schedule an examination at a time most convenient to the centre and the candidates. Availability of our Secretarial, General Business and IT Qualifications is listed below.

Examination	Series available
Audio Transcription 1-4	3 and On Demand (level 2 also available series 4)
Text Production 1-3	2, 3, 4 and On Demand
Practical Word Processing 1 and 2	On Demand
Business Administration 1-3	3, 4 and On Demand
Business and Industrial Administration 3	2 and 4
Business Practice 2 and 3	3, 4 and On Demand
Certificate in International Retail Operations 2	On Demand
Certificate in Administration 2 (Online)	On Demand
Meetings 2 and 3	On Demand
Principles and Practices of Management 3	3, 4 and On Demand
Employability Skills 2	On Demand
The Legal Environment 4	On Demand
Practical ICT 1-3	On Demand
Using the Internet 1	On Demand

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 EDI 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 Practical Word Processing (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
- Teacher's Resource Pack - Using the Internet

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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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.

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