

Professional Business Development - Level 4 Course

Key Information

Course Format:
Paper Based Course Materials

Price:
£350.00

Assessment:
Written Assignments

Payment Options:
Spread the cost over 4 monthly payments

Approximate Study Time:
120 Hours of Self Study

Initial Payment of
£155.00

Approximate Delivery Time:
1-2 Working Days (Courier Service)

Followed by 3 payments of:
£65.00



The **Professional Business Development - Level 4 Course** is designed for students who wish to develop their specialist business skills and demonstrate general business principles in the role which they perform in an organisation.

The Objectives of the Course are to:

- Put into practice personal skills which underpin effective business performance.
- Practice and demonstrate leadership skills.
- Plan and implement a range of business development skills.
- Devise, implement and monitor a customer service excellence programme.
- Develop working practices which comply with business, employment and consumer law.

On successful completion on this course students will receive an accredited Level 4 Certificate of Achievement.

The Course Includes the Following Units:

• Unit One – Personal Skills

The following topics are covered: Communication skills; Verbal; Non- verbal; Written; Listening; Presenting data; Presentations; Report writing; Internal and external communications; Working as part of a team; Time and stress management; Self assessment and continuing professional development.

• Unit 2 - Leadership Skills

The following topics are covered: Coaching and mentoring; Delivering training; Managing people; Motivating people; Dealing with difficult people; Performance management.

• Unit 3 - Business Development Skills

The following topics are covered: Planning for success; Project management; Influencing skills; Negotiating skills; Strategic thinking; Conflict resolution/mediation; Problem solving.

• Unit 4 - Service

The following topics are covered: Internal and external customers; Developing customer service in others; Service Excellence Skills.

• Unit 5 - Legal aspects of Business

The following topics are covered: Businesses and the Law; Employment status; A contract of employment; Legislation relating to employment of staff; Working hours and time rights; Family rights; Pay rights; Discrimination; Health and safety; Contracts and obligations; Creating a legally valid customer contract; Unfair Terms In Consumer Contracts Regulations 1999; Creating a valid business to business contract; Unfair Contract Terms Act 1977.

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Prerequisites:

There are no particular entry requirements.

Course Duration & Support:

Students may register at any time and have a full year to complete their studies.

You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

Assessment:

You will be assessed on coursework which is detailed in the course materials. Most coursework consists of short paragraph answers to set questions. Your work can be sent back to your course tutor by email or by post.

Certification:

At the end of this course successful learners will receive a Certificate of Achievement from ABC Awards and Certa Awards and a Learner Unit Summary (which lists the components the learner has completed as part of the course).

The course has been endorsed under the ABC Awards and Certa Awards Quality Licence Scheme. This means that Kendal Publishing has undergone an external quality check to ensure that the organisation and the courses it offers, meet defined quality criteria. The completion of this course alone does not lead to a regulated qualification* but may be used as evidence of knowledge and skills gained.

The Learner Unit Summary may be used as evidence towards Recognition of Prior Learning if you wish to progress your studies in this subject. To this end the learning outcomes of the course have been benchmarked at Level 4 against level descriptors published by Ofqual, to indicate the depth of study and level of demand/complexity involved in successful completion by the learner.

Information on level descriptors can be found on the Ofqual's level descriptors page.

The course itself has been designed by Kendal Publishing to meet specific learners' and/or employers' requirements which cannot be satisfied through current regulated qualifications. ABC Awards & Certa Awards endorsement involves robust and rigorous quality audits by external auditors to ensure quality is continually met. A review of courses is carried out as part of the endorsement process.

ABC Awards and Certa Awards have long-established reputations for providing high quality vocational qualifications across a wide range of industries. ABC Awards and Certa Awards combine over 180 years of expertise combined with a responsive, flexible and innovative approach to the needs of our customers.

Renowned for excellent customer service, and quality standards, ABC Awards and Certa Awards also offer regulated qualifications for all ages and abilities post-14; all are developed with the support of relevant stakeholders to ensure that they meet the needs and standards of employers across the UK.

*Regulated qualification refers to those qualifications that are regulated by Ofqual / CCEA / Qualification Wales