



Qualification Specification

Skills for Business and Administration

**Version 6.0
(May 2018)**

This qualification specification covers the following qualifications:

Qualification Number	Qualification Title
600/9208/7	Gateway Qualifications Entry Level Award In Skills for Business and Administration (Entry 3)
600/8587/3	Gateway Qualifications Entry Level Certificate In Skills for Business and Administration (Entry 3)
600/8822/9	Gateway Qualifications Entry Level Diploma In Skills for Business and Administration (Entry 3)
600/9209/9	Gateway Qualifications Level 1 Award In Skills for Business and Administration
600/8824/2	Gateway Qualifications Level 1 Certificate In Skills for Business and Administration
600/8823/0	Gateway Qualifications Level 1 Diploma In Skills for Business and Administration

About this qualification specification

This qualification specification is intended for tutors, assessors, internal quality assurers, centre quality managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The specification should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this qualification you must be a Gateway Qualifications recognised centre.

If your centre is not yet recognised, please contact our Development Team to discuss becoming a Gateway Qualifications Recognised Centre:

Telephone: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

Website: www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/

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1. Qualification Information

1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

These qualifications are intended to provide learners with a broad introduction to the business and administration sector, equipping learners with underpinning knowledge and skills specific to the sector alongside a range of transferable employability skills. They are designed to support progression to further learning and ultimately to work in business and administration or other related sectors.

The Skills for Business and Administration qualifications form part of a suite of 'Skills for...' qualifications that cover a number of sectors and are available at Entry 3, Level 1 and Level 2. The employability skills units are common across the suite, enabling easy transfer of credits between qualifications and supporting opportunities for cross-faculty working.

The qualifications have been developed with the support of a number of further education colleges, training providers and adult and community learning providers. They have been designed to be consistent with the principles for study programmes for 16-19 year olds but are also relevant, particularly in the case of the smaller qualifications, for adults including the unemployed. These qualifications are also suitable for pre-16 learners.

1.2 Objective

The Gateway Qualifications Skills for Business and Administration Qualifications are categorised as having the following objectives:

- prepare learners to progress to a qualification in the same sector or a related area at a higher level or requiring more specific knowledge, skills and understanding
- prepare learners for employment in the sector or a related sector.

1.3 Key facts

Qualification Title	Total Qualification Time	Guided Learning	Credit Value
Gateway Qualifications Entry Level Award In Skills for Business and Administration (Entry 3)	60	50	6
Gateway Qualifications Entry Level Certificate In Skills for Business and Administration (Entry 3)	180	140	18
Gateway Qualifications Entry Level Diploma In Skills for Business and Administration (Entry 3)	370	294	37
Gateway Qualifications Level 1 Award In Skills for Business and Administration	60	45	6
Gateway Qualifications Level 1 Certificate In Skills for Business and Administration	250	191	25
Gateway Qualifications Level 1 Diploma In Skills for Business and Administration	370	288	37

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

1.4 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a portfolio of evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

1.5 Geographical coverage

This qualification has been approved by Ofqual to be offered in England and by Qualification Wales to be delivered in Wales.

If a centre based in Northern Ireland or overseas (including Scotland) would like to offer this qualification, they should make an enquiry to Gateway Qualifications.

1.6 Progression opportunities

These qualifications are designed to enable progression into further learning at the same level (e.g. from an award to a certificate) or to further learning at a higher level (e.g. from Entry 3 to Level 1). The strong focus on transferable employability skills means that learners could move within or between sectors as they progress. Some learners may be able to progress directly into employment, particularly where work-based training will be offered, but it is expected that most learners will build on the skills and knowledge gained from these qualifications through further learning before entering employment.

1.7 Funding

For information regarding potential sources of funding please visit the following the Education and Skills Funding Agency:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>.

1.8 Relationship with other frameworks

The qualifications offered by Gateway Qualifications in Skills for Business and Administration link to the National Occupational Standards for Business and Administration. They provide some of the underpinning knowledge and practical skills that will support progression to a relevant competency-based qualification.

1.9 Equality, diversity and inclusion

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

2. Learner Entry Requirements

2.1 Age

The approved age range for these qualifications is Pre-16, 16-18, 19+.

2.2 Prior qualifications

There are no prior qualification requirements for these qualifications.

2.3 Prior skills/knowledge/understanding

There are no prior skills, knowledge or understanding requirements for these qualifications. However, learners will benefit from having functional skills, at least at one level below that of the qualification (e.g. at least Entry 3 for the Level 1 qualifications).

2.4 Restrictions

There are no restrictions to entry for these qualifications.

2.5 Access to qualifications for learners with disabilities or specific needs

It is Gateway Qualifications' aim that there shall be equal opportunities within the organisation and in all the services it provides, within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy.

2.6 Additional requirements/guidance

There are no additional rules or guidance relating to learner entry requirements for these qualifications.

3. Achieving the Qualification

3.1 Qualification structure

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. To obtain unit information, please contact Gateway Qualifications who will enable access to our unit library. Please refer to the Appendix for details of barred units.

Gateway Qualifications Entry Level Award In Skills for Business and Administration (Entry 3)

To achieve the Gateway Qualifications Entry Level Award In Skills for Business and Administration (Entry 3), the learner must complete at least one unit from Group M – Mandatory worth a minimum of 3 credits and 3 further credits from Group M or Group O1 – Optional units.

Mandatory Units

Unit Number	Title	Level	Credit Value	GLH
Y/504/6310	Effective Communication in the Workplace	Entry 3	3	30
R/504/8105	Working in Business and Administration	Entry 3	3	30

Optional Units

Unit Number	Title	Level	Credit Value	GLH
R/504/7844	Professional Behaviour in an Office Environment	Entry 3	2	20
M/504/8113	Using Office Equipment in a Business Environment	Entry 3	3	30
J/504/7842	Handling Telephone Calls from Customers	Entry 3	2	20
J/504/7839	Dealing with Queries and Requests	Entry 3	3	20
A/504/6316	Using ICT in the Workplace	Entry 3	3	25

Gateway Qualifications Entry Level Certificate In Skills for Business and Administration (Entry 3)

To achieve the Gateway Qualifications Entry Level Certificate in Skills for Business and Administration (Entry 3), the learner must complete the two mandatory units from Group M, totalling 6 credits. In addition, they must complete a minimum of 6 credits from Group O1 (Optional units: Business and Administration) and 6 further credits from either Group O1 or Group O2 (Optional units: Employability Skills).

Mandatory Units

Unit Number	Title	Level	Credit Value	GLH
Y/504/6310	Effective Communication in the Workplace	Entry 3	3	30
R/504/8105	Working in Business and Administration	Entry 3	3	30

Optional Units: Business and Administration

Unit Number	Title	Level	Credit Value	GLH
Y/504/7828	Creating Business Documents	1	3	30
J/504/7839	Dealing with Queries and Requests	Entry 3	3	20
J/504/6321	Exploring and Presenting Enterprise Ideas	Entry 3	3	25
L/504/6322	Exploring and Presenting Enterprise Ideas	1	3	25
L/504/6319	Exploring Entrepreneurship	Entry 3	2	15
F/504/6320	Exploring Entrepreneurship	1	2	15
J/504/7842	Handling Telephone Calls from Customers	Entry 3	2	20
A/504/7840	Handling Mail	1	2	20
Y/504/6324	Introduction to Self-Employment	Entry 3	3	25
F/504/7662	Introduction to Self-Employment	1	3	22
T/504/8128	Making and Receiving Calls	1	2	20
R/504/7844	Professional Behaviour in an Office Environment	Entry 3	2	20
D/504/7846	Solve Business Problems	1	2	16
H/504/7847	Supporting Business Meetings	1	3	25
A/504/6316	Using ICT in the Workplace	Entry 3	3	25
F/504/6317	Using ICT in the Workplace	1	3	25
M/504/8113	Using Office Equipment in a Business Environment	Entry 3	3	30
K/504/8112	Welcoming Visitors	1	2	20
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
K/504/8109	Working as an Administrator	1	3	20
M/504/7978	Working in an Office	1	2	16

Optional Units: Employability Skills

Unit Number	Title	Level	Credit Value	GLH
F/504/6317	Using ICT in the Workplace	1	3	25
J/503/2807	Applying for a Job	Entry 3	1	10
H/503/2832	Applying for a Job	1	1	10
J/504/6268	Assessing own Personal, Learning and Thinking Skills	1	1	8

Unit Number	Title	Level	Credit Value	GLH
F/504/6267	Assessing own Personal, Learning and Thinking Skills	Entry 3	1	8
D/503/2845	Building Working Relationships with Colleagues	1	2	20
R/503/2812	Career Progression	Entry 3	1	10
F/503/2837	Career Progression	1	2	20
Y/503/2813	Conduct at Work	Entry 3	1	10
R/506/3493	Effectiveness at Work	1	2	16
Y/506/6461	Effectiveness at Work	Entry 3	2	20
M/503/2834	Interview Skills	1	1	10
R/503/2809	Interview Skills	Entry 3	1	10
J/503/2855	Learning from Work Placement	1	2	10
A/503/2822	Learning from Work Placement	Entry 3	2	10
L/503/2842	Positive Attitudes and Behaviours at Work	1	1	10
L/503/2808	Preparing for an Interview	Entry 3	1	10
K/503/2833	Preparing for an Interview	1	1	10
T/503/2821	Preparing for Work Placement	Entry 3	1	10
F/503/2854	Preparing for Work Placement	1	1	10
F/503/2823	Safe Learning in the Workplace	Entry 3	1	10
L/503/2856	Safe Learning in the Workplace	1	1	10
F/503/2806	Searching for a Job	Entry 3	1	10
D/503/2831	Searching for a Job	1	1	10
J/503/2810	Self-management Skills	Entry 3	2	20
M/503/2817	Setting and Meeting Targets at Work	Entry 3	2	20
T/503/2849	Setting and Meeting Targets at Work	1	2	20
J/504/6299	Skills for Creative Thinkers	Entry 3	2	15
H/504/6262	Skills for Creative Thinkers	1	2	15
A/504/6249	Skills for Effective Participants	Entry 3	2	15
Y/504/6260	Skills for Effective Participants	1	2	15
T/504/6248	Skills for Independent Enquirers	Entry 3	2	15
D/504/6258	Skills for Independent Enquirers	1	2	15
F/504/6902	Skills for Reflective Learners	Entry 3	2	15
A/504/6915	Skills for Reflective Learners	1	2	15
K/504/6246	Skills for Self Managers	Entry 3	2	15
J/504/6254	Skills for Self Managers	1	2	15
H/504/6245	Skills for Team Workers	Entry 3	2	15
A/504/6252	Skills for Team Workers	1	2	15
T/503/2818	Solving Work-related Problems	Entry 3	2	20
K/503/2850	Solving Work-related Problems	1	2	20
K/504/6327	Time Management	1	2	20
K/504/6313	Using Numeracy Skills in the Workplace	Entry 3	3	30
M/504/6314	Using Numeracy Skills in the Workplace	1	3	30
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
K/504/6702	Work in a customer-friendly way	1	2	18
D/503/2814	Working in a Team	Entry 3	3	30
R/503/2843	Working in a Team	1	3	30
H/504/6309	Working with Colleagues	Entry 3	2	20

Gateway Qualifications Entry Level Diploma in Skills for Business and Administration (Entry 3)

To achieve the Gateway Qualifications Entry Level Diploma in Skills for Business and Administration (Entry 3), the learner must complete the two mandatory units from Group M, totalling 6 credits. In addition, they must complete a minimum of 14 credits from Group O1 (Optional units: Business and Administration) and 17 further credits from either Group O1 or Group O2 (Optional units: Employability Skills) Learners cannot include more than one unit with the same or similar title.

Mandatory Units

Unit Number	Title	Level	Credit Value	GLH
Y/504/6310	Effective Communication in the Workplace	Entry 3	3	30
R/504/8105	Working in Business and Administration	Entry 3	3	30

Optional Units: Business and Administration

Unit Number	Title	Level	Credit Value	GLH
Y/504/7828	Creating Business Documents	1	3	30
J/504/7839	Dealing with Queries and Requests	Entry 3	3	20
J/504/6321	Exploring and Presenting Enterprise Ideas	Entry 3	3	25
L/504/6322	Exploring and Presenting Enterprise Ideas	1	3	25
L/504/6319	Exploring Entrepreneurship	Entry 3	2	15
F/504/6320	Exploring Entrepreneurship	1	2	15
J/504/7842	Handling Telephone Calls from Customers	Entry 3	2	20
A/504/7840	Handling Mail	1	2	20
Y/504/6324	Introduction to Self-Employment	Entry 3	3	25
F/504/7662	Introduction to Self-Employment	1	3	22
T/504/8128	Making and Receiving Calls	1	2	20
R/504/7844	Professional Behaviour in an Office Environment	Entry 3	2	20
D/504/7846	Solve Business Problems	1	2	16
H/504/7847	Supporting Business Meetings	1	3	25
A/504/6316	Using ICT in the Workplace	Entry 3	3	25
F/504/6317	Using ICT in the Workplace	1	3	25
M/504/8113	Using Office Equipment in a Business Environment	Entry 3	3	30
K/504/8112	Welcoming Visitors	1	2	20
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
K/504/8109	Working as an Administrator	1	3	20
M/504/7978	Working in an Office	1	2	16

Optional Units: Employability Skills

Unit Number	Title	Level	Credit Value	GLH
F/504/6317	Using ICT in the Workplace	1	3	25
J/503/2807	Applying for a Job	Entry 3	1	10
H/503/2832	Applying for a Job	1	1	10
J/504/6268	Assessing own Personal, Learning and Thinking Skills	1	1	8
F/504/6267	Assessing own Personal, Learning and Thinking Skills	Entry 3	1	8
D/503/2845	Building Working Relationships with Colleagues	1	2	20
R/503/2812	Career Progression	Entry 3	1	10
F/503/2837	Career Progression	1	2	20
Y/503/2813	Conduct at Work	Entry 3	1	10
R/506/3493	Effectiveness at Work	1	2	16
Y/506/6461	Effectiveness at Work	Entry 3	2	20
M/503/2834	Interview Skills	1	1	10
R/503/2809	Interview Skills	Entry 3	1	10
J/503/2855	Learning from Work Placement	1	2	10
A/503/2822	Learning from Work Placement	Entry 3	2	10
L/503/2842	Positive Attitudes and Behaviours at Work	1	1	10
L/503/2808	Preparing for an Interview	Entry 3	1	10
K/503/2833	Preparing for an Interview	1	1	10
T/503/2821	Preparing for Work Placement	Entry 3	1	10
F/503/2854	Preparing for Work Placement	1	1	10
F/503/2823	Safe Learning in the Workplace	Entry 3	1	10
L/503/2856	Safe Learning in the Workplace	1	1	10
F/503/2806	Searching for a Job	Entry 3	1	10
D/503/2831	Searching for a Job	1	1	10
J/503/2810	Self-management Skills	Entry 3	2	20
M/503/2817	Setting and Meeting Targets at Work	Entry 3	2	20
T/503/2849	Setting and Meeting Targets at Work	1	2	20
J/504/6299	Skills for Creative Thinkers	Entry 3	2	15
H/504/6262	Skills for Creative Thinkers	1	2	15
A/504/6249	Skills for Effective Participants	Entry 3	2	15
Y/504/6260	Skills for Effective Participants	1	2	15
T/504/6248	Skills for Independent Enquirers	Entry 3	2	15
D/504/6258	Skills for Independent Enquirers	1	2	15
F/504/6902	Skills for Reflective Learners	Entry 3	2	15
A/504/6915	Skills for Reflective Learners	1	2	15
K/504/6246	Skills for Self Managers	Entry 3	2	15
J/504/6254	Skills for Self Managers	1	2	15
H/504/6245	Skills for Team Workers	Entry 3	2	15
A/504/6252	Skills for Team Workers	1	2	15
T/503/2818	Solving Work-related Problems	Entry 3	2	20
K/503/2850	Solving Work-related Problems	1	2	20
K/504/6327	Time Management	1	2	20
K/504/6313	Using Numeracy Skills in the Workplace	Entry 3	3	30
M/504/6314	Using Numeracy Skills in the Workplace	1	3	30

Unit Number	Title	Level	Credit Value	GLH
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
K/504/6702	Work in a customer-friendly way	1	2	18
D/503/2814	Working in a Team	Entry 3	3	30
R/503/2843	Working in a Team	1	3	30
H/504/6309	Working with Colleagues	Entry 3	2	20

Gateway Qualifications Level 1 Award in Skills for Business and Administration

To achieve the Gateway Qualifications Level 1 Award in Skills for Business and Administration, the learner must complete at least one unit from Group M – Mandatory worth a minimum of 3 credits and at least 3 further credits from Group M or Group O1 – Optional units.

Mandatory Units

Unit Number	Title	Level	Credit Value	GLH
D/504/6311	Effective Communication in the Workplace	1	3	30
K/504/7980	Working in Business and Administration	1	3	25

Optional Units

Unit Number	Title	Level	Credit Value	GLH
Y/504/7828	Creating Business Documents	1	3	30
H/504/7847	Supporting Business Meetings	1	3	25
F/504/6320	Exploring Entrepreneurship	1	2	15
A/504/7840	Handling Mail	1	2	20
D/504/7846	Solve Business Problems	1	2	16
T/504/8128	Making and Receiving Calls	1	2	20
K/504/8109	Working as an Administrator	1	3	20

Gateway Qualifications Level 1 Certificate in Skills for Business and Administration

To achieve the Gateway Qualifications Level 1 Certificate in Skills for Business and Administration, the learner must complete the two mandatory units from Group M, totalling 6 credits. In addition, they must complete a minimum of 10 credits from Group O1 (Optional units: Business and Administration) and 9 further credits from either Group O1 or Group O2 (Optional units: Employability Skills) At least 15 credits must be at level 1 or above of which at least 4 must be from group O1. Learners cannot include more than one unit with the same or similar title.

Mandatory Units

Unit Number	Title	Level	Credit Value	GLH
D/504/6311	Effective Communication in the Workplace	1	3	30
K/504/7980	Working in Business and Administration	1	3	25

Optional Units: Business and Administration

Unit Number	Title	Level	Credit Value	GLH
A/504/7823	Business Organisation Structures	2	3	24
Y/504/7828	Creating Business Documents	1	3	30
J/504/7839	Dealing with Queries and Requests	Entry 3	3	20
L/504/6319	Exploring Entrepreneurship	Entry 3	2	15
F/504/6320	Exploring Entrepreneurship	1	2	15
L/504/6336	Exploring Entrepreneurship	2	2	15
J/504/6321	Exploring and Presenting Enterprise Ideas	Entry 3	3	25
L/504/6322	Exploring and Presenting Enterprise Ideas	1	3	25
R/504/6337	Exploring and Presenting Enterprise Ideas	2	3	25
A/504/7840	Handling Mail	1	2	20
J/504/7842	Handling Telephone Calls from Customers	Entry 3	2	20
Y/504/6324	Introduction to Self-Employment	Entry 3	3	25
F/504/7662	Introduction to Self-Employment	1	3	22
H/504/6326	Introduction to Self-Employment	2	3	22
T/504/8128	Making and Receiving Calls	1	2	20
L/504/7843	Personal Budgeting and Managing Money	2	3	24
R/504/7844	Professional Behaviour in an Office Environment	Entry 3	2	20
D/504/7846	Solve Business Problems	1	2	16
M/504/7849	Supporting Sustainability in an Office Environment	2	2	16
H/504/7847	Supporting Business Meetings	1	3	25
K/504/7851	Understanding Business Meeting Techniques	2	3	27
K/504/7977	Understanding Business Organisations	2	3	24
A/504/6316	Using ICT in the Workplace	Entry 3	3	25
F/504/6317	Using ICT in the Workplace	1	3	25
J/504/6318	Using ICT in the Workplace	2	3	25
M/504/8113	Using Office Equipment in a Business Environment	Entry 3	3	30
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
M/504/7978	Working in an Office	1	2	16

Unit Number	Title	Level	Credit Value	GLH
K/504/8112	Welcoming Visitors	1	2	20
K/504/8109	Working as an Administrator	1	3	20

Optional Units: Employability Skills

Unit Number	Title	Level	Credit Value	GLH
J/503/2807	Applying for a Job	Entry 3	1	10
H/503/2832	Applying for a Job	1	1	10
K/503/2864	Applying for a Job	2	1	10
F/504/6267	Assessing own Personal, Learning and Thinking Skills	Entry 3	1	8
J/504/6268	Assessing own Personal, Learning and Thinking Skills	1	1	8
L/504/6269	Assessing own Personal, Learning and Thinking Skills	2	1	8
D/503/2845	Building Working Relationships with Colleagues	1	2	20
H/503/2877	Building Working Relationships with Colleagues	2	2	20
K/503/2878	Building Working Relationships with Customers	2	2	20
R/503/2812	Career Progression	Entry 3	1	10
F/503/2837	Career Progression	1	2	20
J/503/2869	Career Progression	2	2	20
Y/503/2813	Conduct at Work	Entry 3	1	10
Y/506/6461	Effectiveness at Work	Entry 3	2	20
R/506/3493	Effectiveness at Work	1	2	16
R/503/2874	Effectiveness at Work	2	1	10
H/601/9699	Health and Safety in the Workplace	2	1	10
R/503/2809	Interview Skills	Entry 3	1	10
M/503/2834	Interview Skills	1	1	10
T/503/2866	Interview Skills	2	1	10
A/503/2822	Learning from Work Placement	Entry 3	2	10
J/503/2855	Learning from Work Placement	1	2	10
L/503/2887	Learning from Work Placement	2	2	20
L/503/2842	Positive Attitudes and Behaviours at Work	1	1	10
F/503/2871	Practising Leadership Skills with Others	2	2	20
L/503/2808	Preparing for an Interview	Entry 3	1	10
K/503/2833	Preparing for an Interview	1	1	10
M/503/2865	Preparing for an Interview	2	1	10
T/503/2821	Preparing for Work Placement	Entry 3	1	10
F/503/2854	Preparing for Work Placement	1	1	10
F/503/2885	Preparing for Work Placement	2	1	10
F/503/2823	Safe Learning in the Workplace	Entry 3	1	10
L/503/2856	Safe Learning in the Workplace	1	1	10
F/503/2806	Searching for a Job	Entry 3	1	10
D/503/2831	Searching for a Job	1	1	10

Unit Number	Title	Level	Credit Value	GLH
H/503/2863	Searching for a Job	2	1	10
J/503/2810	Self-management Skills	Entry 3	2	20
M/503/2817	Setting and Meeting Targets at Work	Entry 3	2	20
T/503/2849	Setting and Meeting Targets at Work	1	2	20
K/503/2881	Setting and Meeting Targets at Work	2	2	20
J/504/6299	Skills for Creative Thinkers	Entry 3	2	15
H/504/6262	Skills for Creative Thinkers	1	2	15
D/504/6261	Skills for Creative Thinkers	2	2	15
A/504/6249	Skills for Effective Participants	Entry 3	2	15
Y/504/6260	Skills for Effective Participants	1	2	15
A/504/7627	Skills for Effective Participants	2	2	15
T/504/6248	Skills for Independent Enquirers	Entry 3	2	15
D/504/6258	Skills for Independent Enquirers	1	2	15
Y/504/6257	Skills for Independent Enquirers	2	2	15
F/504/6902	Skills for Reflective Learners	Entry 3	2	15
A/504/6915	Skills for Reflective Learners	1	2	15
M/504/6913	Skills for Reflective Learners	2	2	15
K/504/6246	Skills for Self Managers	Entry 3	2	15
J/504/6254	Skills for Self Managers	1	2	15
D/504/6308	Skills for Self Managers	2	2	15
H/504/6245	Skills for Team Workers	Entry 3	2	15
A/504/6252	Skills for Team Workers	1	2	15
T/504/6251	Skills for Team Workers	2	2	15
T/503/2818	Solving Work-related Problems	Entry 3	2	20
K/503/2850	Solving Work-related Problems	1	2	20
M/503/2882	Solving Work-related Problems	2	2	20
K/504/6327	Time Management	1	2	20
M/504/6328	Time Management	2	2	20
K/504/6313	Using Numeracy Skills in the Workplace	Entry 3	3	30
M/504/6314	Using Numeracy Skills in the Workplace	1	3	30
T/504/6315	Using Numeracy Skills in the Workplace	2	3	30
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
K/504/6702	Work in a customer-friendly way	1	2	18
D/503/2814	Working in a Team	Entry 3	3	30
R/503/2843	Working in a Team	1	3	30
Y/503/2875	Working in a Team	2	3	30
H/504/6309	Working with Colleagues	Entry 3	2	20

Gateway Qualifications Level 1 Diploma in Skills for Business and Administration

To achieve the Gateway Qualifications Level 1 Diploma in Skills for Business and Administration, the learner must complete the two mandatory units from Group M, totalling 6 credits. In addition, they must complete a minimum of 18 credits from Group O1 (Optional units: Business and Administration) and 13 further credits from either Group O1 or Group O2 (Optional units: Employability Skills). At least 22 credits must be at level 1 or above of which at least 8 must be from group O1. Learners cannot include more than one unit with the same or similar title.

Mandatory Units

Unit Number	Title	Level	Credit Value	GLH
D/504/6311	Effective Communication in the Workplace	1	3	30
K/504/7980	Working in Business and Administration	1	3	25

Optional Units: Business and Administration

Unit Number	Title	Level	Credit Value	GLH
A/504/7823	Business Organisation Structures	2	3	24
Y/504/7828	Creating Business Documents	1	3	30
J/504/7839	Dealing with Queries and Requests	Entry 3	3	20
L/504/6319	Exploring Entrepreneurship	Entry 3	2	15
F/504/6320	Exploring Entrepreneurship	1	2	15
L/504/6336	Exploring Entrepreneurship	2	2	15
J/504/6321	Exploring and Presenting Enterprise Ideas	Entry 3	3	25
L/504/6322	Exploring and Presenting Enterprise Ideas	1	3	25
R/504/6337	Exploring and Presenting Enterprise Ideas	2	3	25
A/504/7840	Handling Mail	1	2	20
J/504/7842	Handling Telephone Calls from Customers	Entry 3	2	20
Y/504/6324	Introduction to Self-Employment	Entry 3	3	25
F/504/7662	Introduction to Self-Employment	1	3	22
H/504/6326	Introduction to Self-Employment	2	3	22
T/504/8128	Making and Receiving Calls	1	2	20
L/504/7843	Personal Budgeting and Managing Money	2	3	24
R/504/7844	Professional Behaviour in an Office Environment	Entry 3	2	20
D/504/7846	Solve Business Problems	1	2	16
M/504/7849	Supporting Sustainability in an Office Environment	2	2	16
H/504/7847	Supporting Business Meetings	1	3	25
K/504/7851	Understanding Business Meeting Techniques	2	3	27
K/504/7977	Understanding Business Organisations	2	3	24
A/504/6316	Using ICT in the Workplace	Entry 3	3	25
F/504/6317	Using ICT in the Workplace	1	3	25
J/504/6318	Using ICT in the Workplace	2	3	25
M/504/8113	Using Office Equipment in a Business Environment	Entry 3	3	30
H/504/6701	Work in a customer-friendly way	Entry 3	2	18

Unit Number	Title	Level	Credit Value	GLH
M/504/7978	Working in an Office	1	2	16
K/504/8112	Welcoming Visitors	1	2	20
K/504/8109	Working as an Administrator	1	3	20

Optional Units: Employability Skills

Unit Number	Title	Level	Credit Value	GLH
J/503/2807	Applying for a Job	Entry 3	1	10
H/503/2832	Applying for a Job	1	1	10
K/503/2864	Applying for a Job	2	1	10
F/504/6267	Assessing own Personal, Learning and Thinking Skills	Entry 3	1	8
J/504/6268	Assessing own Personal, Learning and Thinking Skills	1	1	8
L/504/6269	Assessing own Personal, Learning and Thinking Skills	2	1	8
D/503/2845	Building Working Relationships with Colleagues	1	2	20
H/503/2877	Building Working Relationships with Colleagues	2	2	20
K/503/2878	Building Working Relationships with Customers	2	2	20
R/503/2812	Career Progression	Entry 3	1	10
F/503/2837	Career Progression	1	2	20
J/503/2869	Career Progression	2	2	20
Y/503/2813	Conduct at Work	Entry 3	1	10
Y/506/6461	Effectiveness at Work	Entry 3	2	20
R/506/3493	Effectiveness at Work	1	2	16
R/503/2874	Effectiveness at Work	2	1	10
H/601/9699	Health and Safety in the Workplace	2	1	10
R/503/2809	Interview Skills	Entry 3	1	10
M/503/2834	Interview Skills	1	1	10
T/503/2866	Interview Skills	2	1	10
A/503/2822	Learning from Work Placement	Entry 3	2	10
J/503/2855	Learning from Work Placement	1	2	10
L/503/2887	Learning from Work Placement	2	2	20
L/503/2842	Positive Attitudes and Behaviours at Work	1	1	10
F/503/2871	Practising Leadership Skills with Others	2	2	20
L/503/2808	Preparing for an Interview	Entry 3	1	10
K/503/2833	Preparing for an Interview	1	1	10
M/503/2865	Preparing for an Interview	2	1	10
T/503/2821	Preparing for Work Placement	Entry 3	1	10
F/503/2854	Preparing for Work Placement	1	1	10
F/503/2885	Preparing for Work Placement	2	1	10
F/503/2823	Safe Learning in the Workplace	Entry 3	1	10
L/503/2856	Safe Learning in the Workplace	1	1	10
F/503/2806	Searching for a Job	Entry 3	1	10

Unit Number	Title	Level	Credit Value	GLH
D/503/2831	Searching for a Job	1	1	10
H/503/2863	Searching for a Job	2	1	10
J/503/2810	Self-management Skills	Entry 3	2	20
M/503/2817	Setting and Meeting Targets at Work	Entry 3	2	20
T/503/2849	Setting and Meeting Targets at Work	1	2	20
K/503/2881	Setting and Meeting Targets at Work	2	2	20
J/504/6299	Skills for Creative Thinkers	Entry 3	2	15
H/504/6262	Skills for Creative Thinkers	1	2	15
D/504/6261	Skills for Creative Thinkers	2	2	15
A/504/6249	Skills for Effective Participants	Entry 3	2	15
Y/504/6260	Skills for Effective Participants	1	2	15
A/504/7627	Skills for Effective Participants	2	2	15
T/504/6248	Skills for Independent Enquirers	Entry 3	2	15
D/504/6258	Skills for Independent Enquirers	1	2	15
Y/504/6257	Skills for Independent Enquirers	2	2	15
F/504/6902	Skills for Reflective Learners	Entry 3	2	15
A/504/6915	Skills for Reflective Learners	1	2	15
M/504/6913	Skills for Reflective Learners	2	2	15
K/504/6246	Skills for Self Managers	Entry 3	2	15
J/504/6254	Skills for Self Managers	1	2	15
D/504/6308	Skills for Self Managers	2	2	15
H/504/6245	Skills for Team Workers	Entry 3	2	15
A/504/6252	Skills for Team Workers	1	2	15
T/504/6251	Skills for Team Workers	2	2	15
T/503/2818	Solving Work-related Problems	Entry 3	2	20
K/503/2850	Solving Work-related Problems	1	2	20
M/503/2882	Solving Work-related Problems	2	2	20
K/504/6327	Time Management	1	2	20
M/504/6328	Time Management	2	2	20
K/504/6313	Using Numeracy Skills in the Workplace	Entry 3	3	30
M/504/6314	Using Numeracy Skills in the Workplace	1	3	30
T/504/6315	Using Numeracy Skills in the Workplace	2	3	30
H/504/6701	Work in a customer-friendly way	Entry 3	2	18
K/504/6702	Work in a customer-friendly way	1	2	18
D/503/2814	Working in a Team	Entry 3	3	30
R/503/2843	Working in a Team	1	3	30
Y/503/2875	Working in a Team	2	3	30
H/504/6309	Working with Colleagues	Entry 3	2	20

3.2 Recognition of Prior Learning (RPL)

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

Where Recognition of Prior Learning is permitted then the evidence must be mapped against the criteria for which it is being claimed for and be valid, authentic, sufficient, reliable, valid and current.

A maximum of 70% of a qualification can be achieved through the process of Recognition of Prior Learning, with at least 30% gained through new learning.

The process for claiming RPL is set out in the Gateway Qualifications' policy on Recognition of Prior Learning.

3.3 Links to other qualifications

These qualifications form part of a suite 'Skills for...' qualifications in a number of sectors and across Entry 3, Level 1 and Level 2. The employability skills units are common across the suite and also appear within Gateway Qualifications provision in Employability Skills. Some of the employability skills units also make up the Gateway Qualifications Personal, Learning and Thinking Skills qualifications and the Entry 3 employability skills units also feature in the Entry 3 Preparation for Employment qualifications.

4. Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

4.1 Method of assessment

The method of assessment for the qualifications is through a portfolio of evidence.

4.2 Assessment materials

There are no specific assessment materials provided for this qualification.

4.3 Qualification-specific centre requirements

There are no additional resource requirements for this qualification

In the delivery of qualification and units to pre-16 learners centres are required to exercise due diligence in respect of the following:

- the learner's needs and access to information and advice about the units offered and how the course of learning will meet their needs
- the learner's present capacity to undertake the tasks set by tutors, and tutors understanding of how particular tasks accord with the assessment criteria for the unit
- tutors should be fully conversant with the qualification and unit specification/s offered to learners, where clarification is required the centre should consult with the assigned Quality Reviewer for further advice and guidance in the delivery of units and refer to the Centre Handbook and Reasonable Adjustment and Special Consideration policy and guidance
- centres will be required to have appropriate and up to date risk assessments and ensure that appropriate support and supervision is provided; appropriate subject specialist knowledge should be consulted where the possibility of harm to learners is identified; this will be monitored through Gateway Qualifications' quality assurance process
- the centre contact for the unit/qualification being delivered must ensure that all procedures relating to the delivery of the unit/qualification operate effectively in the centre.

4.4 Qualification-specific tutor/assessor requirements

There are no specific tutor/assessor requirements for these qualifications.

4.5 Qualification-specific verification requirements

There are no specific verification requirements for these qualifications.

5. What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as a Gateway Qualifications centre please contact:

Gateway Qualifications
3 Tollgate Business Park
Colchester
Essex
CO3 8AB

Tel: 01206 911 211

Email: enquiries@gatewayqualifications.org.uk

6. Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).

7. Appendices

Appendix 1 – Entry Level Barred Unit Listings

Gateway Qualifications Entry Level Certificate In Skills for Business and Administration (Entry 3)

Gateway Qualifications Entry Level Diploma In Skills for Business and Administration (Entry 3)

This Unit	Is Barred Against These Units
Handling Telephone Calls from Customers (J/504/7842)	Making and Receiving Calls (T/504/8128)
Using ICT in the Workplace (A/504/6316)	Using ICT in the Workplace (F/504/6317)
Work in a customer-friendly way (H/504/6701)	Work in a customer-friendly way (K/504/6702)
Exploring Entrepreneurship (L/504/6319A)	Exploring Entrepreneurship (F/504/6320)
Exploring and Presenting Enterprise Ideas (J/504/6321)	Exploring and Presenting Enterprise Ideas (L/504/6322)
Introduction to Self-Employment (Y/504/6324)	Introduction to Self-Employment (F/504/7662)
Solve Business Problems (D/504/7846)	Solving Work-related Problems (K/503/2850)
	Solving Work-related Problems (T/503/2818)
Working with Colleagues (H/504/6309)	Building Working Relationships with Colleagues (D/503/2845)
Career Progression (F/503/2837)	Career Progression (R/503/2812)
Searching for a Job (D/503/2831)	Searching for a Job (F/503/2806)
Applying for a Job (H/503/2832)	Applying for a Job (J/503/2807)
Preparing for an Interview (K/503/2833)	Preparing for an Interview (L/503/2808)
Interview Skills (M/503/2834)	Interview Skills (R/503/2809)
Setting and Meeting Targets at Work (M/503/2817)	Setting and Meeting Targets at Work (T/503/2849)
Solving Work-related Problems (K/503/2850)	Solving Work-related Problems (T/503/2818)
Conduct at Work (Y/503/2813)	Positive Attitudes and Behaviours at Work (L/503/2842)
Safe Learning in the Workplace (F/503/2823)	Safe Learning in the Workplace (L/503/2856)
Preparing for Work Placement (F/503/2854)	Preparing for Work Placement (T/503/2821)
Learning from Work Placement (A/503/2822)	Learning from Work Placement (J/503/2855)
Using Numeracy Skills in the Workplace	Using Numeracy Skills in the Workplace

(K/504/6313)	(M/504/6314)
Skills for Effective Participants (A/504/6249)	Skills for Effective Participants (Y/504/6260)
Skills for Reflective Learners (A/504/6915)	Skills for Reflective Learners (F/504/6902)
Working in a Team (D/503/2814)	Working in a Team (R/503/2843)
	Skills for Team Workers (A/504/6252)
	Skills for Team Workers (H/504/6245)
Working in a Team (R/503/2843)	Skills for Team Workers (A/504/6252)
	Skills for Team Workers (H/504/6245)
Skills for Team Workers (A/504/6252)	Skills for Team Workers (H/504/6245)
Skills for Independent Enquirers (D/504/6258)	Skills for Independent Enquirers (T/504/6248)
Self-management Skills (J/503/2810)	Time Management (K/504/6327)
	Skills for Self Managers (J/504/6254)
	Skills for Self Managers (K/504/6246)
Skills for Self Managers (J/504/6254)	Skills for Self Managers (K/504/6246)
Skills for Creative Thinkers (H/504/6262)	Skills for Creative Thinkers (J/504/6299)
Assessing own Personal, Learning and Thinking Skills (F/504/6267)	Assessing own Personal, Learning and Thinking Skills (J/504/6268)
Effectiveness at Work (Y/506/6461)	Effectiveness at Work (R/506/3493)

Appendix 2 – Level 1 Barred Unit Listings

Gateway Qualifications Level 1 Certificate In Skills for Business and Administration Gateway Qualifications Level 1 Diploma In Skills for Business and Administration

This Unit	Is Barred Against These Units
Making and Receiving Calls (T/504/8128)	Handling Telephone Calls from Customers (J/504/7842)
Supporting Business Meetings (H/504/7847)	Understanding Business Meeting Techniques (K/504/7851)
Using ICT in the Workplace (A/504/6316)	Using ICT in the Workplace (F/504/6317)
	Using ICT in the Workplace (J/504/6318)
Using ICT in the Workplace (F/504/6317)	Using ICT in the Workplace (J/504/6318)
Work in a customer-friendly way (H/504/6701)	Work in a customer-friendly way (K/504/6702)
Exploring Entrepreneurship (L/504/6319)	Exploring Entrepreneurship (F/504/6320)
	Exploring Entrepreneurship (L/504/6336)
Exploring Entrepreneurship (F/504/6320)	Exploring Entrepreneurship (L/504/6336)
Exploring and Presenting Enterprise Ideas (J/504/6321)	Exploring and Presenting Enterprise Ideas (L/504/6322)
	Exploring and Presenting Enterprise Ideas (R/504/6337)
Exploring and Presenting Enterprise Ideas (L/504/6322)	Exploring and Presenting Enterprise Ideas (R/504/6337)
Introduction to Self-Employment (Y/504/6324)	Introduction to Self-Employment (F/504/7662)
	Introduction to Self-Employment (H/504/6326)
Introduction to Self-Employment (F/504/7662)	Introduction to Self-Employment (H/504/6326)
Solve Business Problems (D/504/7846)	Solving Work-related Problems (T/503/2818)
	Solving Work-related Problems (K/503/2850)
	Solving Work-related Problems (M/503/2882)
Working in a Team (D/503/2814)	Working in a Team (R/503/2843)
	Working in a Team (Y/503/2875)
	Skills for Team Workers (H/504/6245)
	Skills for Team Workers (A/504/6252)
	Skills for Team Workers (T/504/6251)

Working in a Team (R/503/2843)	Working in a Team (Y/503/2875)
	Skills for Team Workers (H/504/6245)
	Skills for Team Workers (A/504/6252)
	Skills for Team Workers (T/504/6251)
Working in a Team (Y/503/2875)	Skills for Team Workers (H/504/6245)
	Skills for Team Workers (A/504/6252)
	Skills for Team Workers (T/504/6251)
Working with Colleagues (H/504/6309)	Building Working Relationships with Colleagues (D/503/2845)
	Building Working Relationships with Colleagues (H/503/2877)
Building Working Relationships with Colleagues (D/503/2845)	Building Working Relationships with Colleagues (H/503/2877)
Career Progression (R/503/2812)	Career Progression (F/503/2837)
	Career Progression (J/503/2869)
Career Progression (F/503/2837)	Career Progression (J/503/2869)
Searching for a Job (F/503/2806)	Searching for a Job (D/503/2831)
	Searching for a Job (H/503/2863)
Searching for a Job (D/503/2831)	Searching for a Job (H/503/2863)
Applying for a Job (J/503/2807)	Applying for a Job (H/503/2832)
	Applying for a Job (K/503/2864)
Applying for a Job (H/503/2832)	Applying for a Job (K/503/2864)
Self-management Skills (J/503/2810)	Time Management (K/504/6327)
	Time Management (M/504/6328)
	Skills for Self Managers (K/504/6246)
	Skills for Self Managers (J/504/6254)
Time Management (K/504/6327)	Skills for Self Managers (D/504/6308)
	Time Management (M/504/6328)
Preparing for an Interview (L/503/2808)	Preparing for an Interview (K/503/2833)
	Preparing for an Interview (M/503/2865)
Preparing for an Interview (K/503/2833)	Preparing for an Interview (M/503/2865)
Interview Skills (R/503/2809)	Interview Skills (M/503/2834)
	Interview Skills (T/503/2866)
Interview Skills (M/503/2834)	Interview Skills (T/503/2866)
Setting and Meeting Targets at Work (M/503/2817)	Setting and Meeting Targets at Work (T/503/2849)
	Setting and Meeting Targets at Work (K/503/2881)
Setting and Meeting Targets at Work (T/503/2849)	Setting and Meeting Targets at Work (K/503/2881)

Solving Work-related Problems (T/503/2818)	Solving Work-related Problems (K/503/2850)
	Solving Work-related Problems (M/503/2882)
Solving Work-related Problems (K/503/2850)	Solving Work-related Problems (M/503/2882)
Conduct at Work (Y/503/2813)	Positive Attitudes and Behaviours at Work (L/503/2842)
	Effectiveness at Work (R/503/2874)
Positive Attitudes and Behaviours at Work (L/503/2842)	Effectiveness at Work (R/503/2874)
Safe Learning in the Workplace (F/503/2823)	Safe Learning in the Workplace (L/503/2856)
	Health and Safety in the Workplace (H/601/9699)
Safe Learning in the Workplace (L/503/2856)	Health and Safety in the Workplace (H/601/9699)
Preparing for Work Placement (T/503/2821)	Preparing for Work Placement (F/503/2854)
	Preparing for Work Placement (F/503/2885)
Preparing for Work Placement (F/503/2854)	Preparing for Work Placement (F/503/2885)
Learning from Work Placement (A/503/2822)	Learning from Work Placement (J/503/2855)
	Learning from Work Placement (L/503/2887)
Learning from Work Placement (J/503/2855)	Learning from Work Placement (L/503/2887)
Work in a customer-friendly way (K/504/6702)	Building Working Relationships with Customers (K/503/2878)
Using Numeracy Skills in the Workplace (K/504/6313)	Using Numeracy Skills in the Workplace (M/504/6314)
	Using Numeracy Skills in the Workplace (T/504/6315)
Using Numeracy Skills in the Workplace (M/504/6314)	Using Numeracy Skills in the Workplace (T/504/6315)
Skills for Effective Participants (A/504/6249)	Skills for Effective Participants (Y/504/6260)
	Skills for Effective Participants (A/504/7627)
Skills for Effective Participants (Y/504/6260)	Skills for Effective Participants (A/504/7627)
Skills for Reflective Learners (F/504/6902)	Skills for Reflective Learners (A/504/6915)
	Skills for Reflective Learners (M/504/6913)
Skills for Reflective Learners (A/504/6915)	Skills for Reflective Learners (M/504/6913)
Skills for Team Workers (H/504/6245)	Skills for Team Workers (A/504/6252)
	Skills for Team Workers (T/504/6251)
Skills for Team Workers (A/504/6252)	Skills for Team Workers (T/504/6251)

Skills for Independent Enquirers (T/504/6248)	Skills for Independent Enquirers (D/504/6258)
	Skills for Independent Enquirers (Y/504/6257)
Skills for Independent Enquirers (D/504/6258)	Skills for Independent Enquirers (Y/504/6257)
Skills for Self Managers (K/504/6246)	Skills for Self Managers (J/504/6254)
	Skills for Self Managers (D/504/6308)
Skills for Self Managers (J/504/6254)	Skills for Self Managers (D/504/6308)
Skills for Creative Thinkers (J/504/6299)	Skills for Creative Thinkers (H/504/6262)
	Skills for Creative Thinkers (D/504/6261)
Skills for Creative Thinkers (H/504/6262)	Skills for Creative Thinkers (D/504/6261)
Assessing own Personal, Learning and Thinking Skills (F/504/6267)	Assessing own Personal, Learning and Thinking Skills (J/504/6268)
	Assessing own Personal, Learning and Thinking Skills (L/504/6269)
Assessing own Personal, Learning and Thinking Skills (J/504/6268)	Assessing own Personal, Learning and Thinking Skills (L/504/6269)
Effectiveness at Work (Y/506/6461)	Effectiveness at Work (R/506/3493)
	Effectiveness at Work (R/503/2874)
Effectiveness at Work (R/506/3493)	Effectiveness at Work (R/503/2874)

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