Level 1 Certificate in Business Administration

Qualification Specification

Contents

Introduction

The Level 1 Certificate in Business Administration qualification provides a nationally recognised qualification for anyone working in an administrative role.

The awarding body for this qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualifications Framework (RQF) and provides a progression route to higher level or discipline related qualifications.

Qualification Profile
Level 1 Certificate in Business Administration

Qualification title	**ProQual Level 1 Certificate in Business Administration**
Ofqual qualification number	601/4753/2
Level	1
Total qualification time	250 hours
Guided learning hours	151
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1/11/2014
Qualification end date	

Entry Requirements

There are no formal entry requirements for this qualification.

Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

Qualification Structure

Candidates must achieve **25 credits** – 1**7 credits** from the **Mandatory Group A** and a minimum of **8 credits** from **Optional Group B.**

Mandatory Group A			
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**
A/506/1804	Principles of business communication	1	3
D/506/1794	Health and safety in a business environment	1	2
F/506/1805	Principles of business administration	1	3
L/506/1791	Principles of personal performance and development	1	3
R/506/1792	Principles of working in a business environment	1	4
Y/506/1793	Work with others in a business environment	1	2
Group B - Optional Units			
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**
A/506/1799	Meet and welcome visitors in a business environment	1	2
H/506/1795	Manage time and workload	1	1
K/506/1796	Use a telephone and voicemail system	1	2
K/506/1801	Handle mail	1	1
M/506/1797	Prepare text from notes	1	2
T/506/1803	Use office equipment	1	2
H/506/1893	Communication in a business environment	2	3
L/506/1905	Employee rights and responsibilities	2	2
R/506/1811	Store and retrieve information	2	4
Y/506/1809	Produce business documents	2	3
J/502/4299	Using email	1	2
L/502/4627	Word processing software	1	3
A/506/2113	Deal with customer queries, requests and problems	1	3

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff
Staff delivering this qualification must be appropriately qualified and/or occupationally competent.

Assessors/Internal Quality Assurance
For each competence-based unit centres must be able to provide at least one assessor and one internal verifier who are suitably qualified for the specific occupational area. Assessors and internal verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Assessment

This qualification is competence-based, candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

The qualification must be assessed by an appropriately experienced and qualified assessor.

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:
- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- candidate product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

Learning outcomes set out what a candidate is expected to know, understand or be able to do.

Assessment criteria specify the standard a candidate must meet to show the learning outcome has been achieved.

Learning outcomes and assessment criteria can be found from page 8.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title -

ProQual Level 1 Certificate in Business Administration

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units/credits required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units/credits achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria
Unit A/506/1804
Principles of business communication

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to use a telephone and voicemail system in a business environment	1.1	State the features of a telephone and voicemail system
		1.2	State how a telephone and voicemail system should be used
		1.3	State expected standards of behaviour when using a telephone
		1.4	Identify the type of information that should be given when transferring calls and leaving messages
2	Know how to communicate with others in a business environment	2.1	Outline different methods of business communication
		2.2	State why it is necessary to use different methods of communication
		2.3	Outline the importance of accuracy and clarity when writing and speaking
3	Know how to produce business documents	3.1	State the purpose of different types of business documents
		3.2	State the different techniques for producing business documents
		3.3	Outline the importance of using correct spelling, punctuation, grammar and word order in documents
4	Know how to store and retrieve information	4.1	Describe different types of information storage and backup systems
		4.2	State the different ways in which information can be indexed and stored
		4.3	Describe the different ways in which information can be retrieved and presented

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	4.4 State the purpose of cross-referencing information
	4.5 Outline the possible consequences of poor information storage

Unit D/506/1794
Health and safety in a business environment

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand health and safety responsibilities in a business environment	1.1	State health and safety responsibilities of employers
		1.2	State their own responsibilities for health and safety in the business environment
		1.3	State the occupational health and safety guidelines to be followed when using a keyboard and visual display unit
		1.4	Explain the importance of complying with health and safety requirements
2	Know how to work in a safe way in a business environment	2.1	Identify possible health and safety hazards in the business environment
		2.2	Describe ways in which accidents can be avoided in the business environment
		2.3	Outline why it is important to report hazards and accidents that occur in the business environment
		2.4	Outline organisational emergency health and safety procedures
3	Be able to comply with health and safety requirements in a business environment	3.1	Use approved techniques to prevent strain or injury when carrying out work activities
		3.2	Take action to ensure that their own conduct does not endanger others
		3.3	Follow manufacturers or organisational instructions for the use of equipment, materials and products
		3.4	Follow organisational procedures and legal requirements to minimise risks to health and safety

Unit F/506/1805
Principles of business administration

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to meet and welcome visitors in a business environment	1.1	State the different ways in which to make visitors welcome
		1.2	State the importance of dealing with visitors promptly and courteously
		1.3	Outline the purpose of recording visitors' arrival and departure
		1.4	Describe possible health, safety and security requirements relevant to visitors' arrival
		1.5	Describe the different types of needs that visitors may have
		1.6	Describe ways of dealing with challenging behaviour from visitors'
2	Know how provide mail services	2.1	State what is meant by "junk" mail
		2.2	State the factors to be taken into account when choosing postage methods
		2.3	Describe different methods of paying postage charges
		2.4	Outline the purpose of a franking machine
		2.5	State the different types of mail used in business
		2.6	State why it is important to distribute and dispatch mail efficiently and to the correct persons
3	Know how to use office equipment	3.1	Describe the features and uses of different types of office equipment
		3.2	State why it is important to adhere to manufacturers' instructions and organisational procedures when using office equipment

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	3.3 Describe how equipment and the work area should be left after use
	3.4 Describe ways to minimise waste in the use of resources

Unit L/506/1791
Principles of personal performance and development

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know employees' rights and employers' expectations	1.1	State an organisation's expectations for the conduct of its employees
		1.2	State an employee's rights in relation to their employment
		1.3	State why it is important to work within employees' rights and employers' expectations
		1.4	State where to find information and advice on employees' rights and employers' expectations
2	Know how to manage their own work	2.1	Describe ways of managing allocated tasks to ensure they are completed on time
		2.2	State the purpose of keeping other people informed of progress and problems with work activities
		2.3	Explain the importance of accepting responsibility for one's own work
		2.4	State the limits of their own responsibilities at work
		2.5	State what to do when a problem arises with work activities
3	Know ways of managing and improving personal performance and development	3.1	State the purpose and benefits of personal development at work
		3.2	Describe the purpose of individual and team goals and targets
		3.3	Explain the use of personal development plans
		3.4	Explain the importance of fulfilling a personal development plan

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	3.5 Outline a manager's role in an individual's personal development
	3.6 Outline relevant personal development opportunities and career paths within the organisation
	3.7 Describe how acting on feedback can benefit a team and organisation

Unit R/506/1792
Principles of working in a business environment

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know the purpose and structure of business organisations	1.1	State the purposes of different types of business organisations
		1.2	Explain why it is important for a business to be financially secure
		1.3	State the purposes of an organisational chart
		1.4	Describe the role of the main functional areas of business organisations
2	Know how to contribute to environmental sustainability within an organisation	2.1	State what is meant by "environmental sustainability"
		2.2	Explain why it is important to keep waste to a minimum
		2.3	Describe practices that may be used to minimise waste in a business environment
		2.4	State the standard procedures to be followed when recycling and disposing of waste
3	Know how to support equality and diversity within an organisation	3.1	State the meaning of the terms "equality" and "diversity"
		3.2	State why it is important to support equality and diversity in the work environment
		3.3	Describe ways of behaving that show sensitivity and respect for other people
		3.4	State the legal requirements relating to equality and diversity
4	Know the requirements of confidentiality and security in an organisation	4.1	State the importance of maintaining organisational standards of confidentiality

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	4.2	Outline how confidentiality requirements affect the workplace
	4.3	State the importance of maintaining organisational standards of security
	4.4	Outline how security requirements affect the workplace

Unit Y/506/1793
Work with others in a business environment

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how to work with others in a business environment	1.1 Describe how their own role fits in with the role of others in their team
	1.2 Describe how their own behaviour can affect teamwork
	1.3 Describe behaviours that show trust, respect and consideration for others
	1.4 Outline the importance of following instructions when completing tasks
	1.5 State the importance of understanding authority at work
	1.6 State why it is important to behave in a way that does not cause conflict
	1.7 State what to do if problems occur when working with others
	1.8 Describe different ways to help colleagues with work activities
2 Be able to work with others in a business environment	2.1 Meet agreed deadlines, targets and quality standards
	2.2 Maintain expected standards of performance
	2.3 Act positively on feedback on own performance
	2.4 Treat others with courtesy and respect
	2.5 Follow organisational policies and procedures and legal requirements whilst working with others

Unit A/506/1799
Meet and welcome visitors in a business environment

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to meet visitors in a business environment	1.1	State an organisation's procedures for dealing with visitors
		1.2	Describe the standards of personal behaviour and presentation that an organisation should expect from staff that meet and welcome visitors
		1.3	Identify any organisational health, safety and security requirements relevant to visitors
		1.4	Describe what to do and who to contact when problems with visitors arise
2	Be able to meet visitors in a business environment	2.1	Welcome visitors politely in accordance with organisational standards
		2.2	Confirm the identity of visitors and the reasons for their visit
		2.3	Check that any health, safety and security actions are carried out
		2.4	Record visitors' arrival and departure in accordance with organisational procedures
		2.5	Inform those who are being visited of the arrival of their visitor(s) in accordance with organisational standards
		2.6	Present a positive personal image in accordance with organisational standards

Unit H/506/1795
Manage time and workload

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to manage their own time and workload	1.1	Describe ways of managing time and workload
		1.2	State why it is important to the organisation and the individual that time and workload are managed effectively
		1.3	State why it is important to seek work and offer help to others
		1.4	Describe how seeking help from colleagues can help in managing workload
		1.5	Describe why it is important to accept responsibility for their own mistakes
2	Be able to manage time and workload	2.1	Use time management techniques to manage the completion of tasks
		2.2	Finish tasks within the allotted timescale
		2.3	Inform team members of progress and developments of work activities
		2.4	Ask for work when existing tasks have been completed
		2.5	Report problems beyond their own level of authority to the appropriate person
		2.6	Follow organisational procedures and legal requirements when managing time and workload

Unit K/506/1796
Use a telephone and voicemail system

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to use a telephone and voicemail system	1.1	Outline how a caller's experiences affect their view of an organisation
		1.2	Outline organisational standards and procedures for communicating on the telephone
		1.3	State the importance of following organisational standards and procedures when making and receiving telephone calls
		1.4	State organisational fault reporting procedures
		1.5	Describe why it is important to follow security and data protection procedures when using a telephone system
		1.6	State the information to be given out when transferring calls, taking or leaving messages
		1.7	State organisational guidelines for deleting voicemail messages
2	Be able to make telephone calls	2.1	Identify the reason for making a call
		2.2	Obtain the name and number(s) of the person to be contacted
		2.3	Communicate information to achieve the call objective(s)
		2.4	Communicate in a way that meets organisational standards and guidelines
3	Be able to receive telephone calls	3.1	Identify the caller in accordance with organisational procedures
		3.2	Deal with calls in accordance with organisational procedures
		3.3	Pass calls to the right person/department

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		3.4	Take messages when the person to be contacted is unavailable
		3.5	Represent an organisation in a way that meets the required standards and guidelines
4	Be able to use voicemail systems	4.1	Use voicemail systems in accordance with manufacturers' instructions
		4.2	Keep the voicemail message system up to date
		4.3	Pass on accurate messages in accordance with organisational policies

Unit K/506/1801
Handle mail

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to deal with mail	1.1	State to whom in an organisation mail should be delivered
		1.2	State what to do in the event of problems arising when dealing with mail
		1.3	State organisational policies on mail handling and security
		1.4	Describe the organisational procedures for reporting suspicious or damaged items
2	Be able to deal with incoming mail	2.1	Sort incoming mail according to addressees' details
		2.2	Distribute incoming mail to the right people within the agreed schedule
		2.3	Deal with incorrectly addressed and "junk" mail in accordance with organisational procedures
3	Be able to deal with outgoing mail	3.1	Collect outgoing mail on time
		3.2	Prepare packages for distribution
		3.3	Despatch outgoing mail on time

Unit M/506/1797
Prepare text from notes

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to prepare text from notes	1.1	Describe the different types of business documents that can be produced from notes
		1.2	Describe responsibilities and procedures for agreeing, producing and checking text
		1.3	State the potential consequences of producing inaccurate text
		1.4	State organisational procedures for the storage, security and confidentiality of text
2	Be able to produce text from own or others' notes	2.1	Produce accurate text from notes in the required format and to agreed timescales
		2.2	Check that the text is an accurate depiction of the notes
		2.3	Check that the text has correct spelling, punctuation, grammar and sentence structure
		2.4	Store texts and original notes in accordance with organisational procedures

Unit T/506/1803
Use office equipment

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how to use office equipment	1.1 State how to choose equipment and resources for a task
	1.2 Describe organisational procedures for keeping equipment clean, hygienic and replenished with consumables
2 Be able to use office equipment	2.1 Follow manufacturers' instructions and organisational procedures when using office equipment
	2.2 Keep equipment clean, hygienic and replenished with consumables
	2.3 Minimise wastage in the use of resources
	2.4 Take action to ensure the work area is left to agreed standards ready for the next user
	2.5 Report faults and problems to the right person promptly

Unit H/506/1893
Communication in a business environment

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand the requirements of written and verbal business communication	1.1 Explain why different communication methods are used in the business environment
	1.2 Describe the communication requirements of different audiences
	1.3 Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications
	1.4 Explain the importance of using appropriate body language and tone of voice when communicating verbally
2 Be able to produce written business communications	2.1 Identify the nature, purpose, audience and use of the information to be communicated
	2.2 Use communication channels that are appropriate to the information to be communicated and the audience
	2.3 Present information in the format that meets the brief
	2.4 Adhere to agreed business communication conventions and degree of formality of expression when producing documents
	2.5 Produce business communications that are clear, accurate and correct
	2.6 Meet agreed deadlines in communicating with others
3 Be able to communicate verbally in business environments	3.1 Identify the nature, purpose, recipient/s and intended use of the information to be communicated
	3.2 Use language that is appropriate for the recipient's needs

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	3.3	Use body language and tone of voice to reinforce messages
	3.4	Identify the meaning and implications of information that is communicated verbally
	3.5	Confirm that a recipient has understood correctly what has been communicated
	3.6	Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards

Unit L/506/1905
Employee rights and responsibilities

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand the role of organisations and industries	1.1	Explain the role of their own occupation within an organisation and industry
		1.2	Describe career pathways within their organisation and industry
		1.3	Identify sources of information and advice on an industry, occupation, training and career pathway
		1.4	Describe an organisation's principles of conduct and codes of practice
		1.5	Explain issues of public concern that affect an organisation and industry
		1.6	Describe the types, roles and responsibilities of representative bodies and their relevance to their own role
2	Understand employers' expectations and employees' rights and obligations	2.1	Describe the employer and employee statutory rights and responsibilities that affect their own role
		2.2	Describe an employer's expectations for employees' standards of personal presentation, punctuality and behaviour
		2.3	Describe the procedures and documentation that protect relationships with employees
		2.4	Identify sources of information and advice on employment rights and responsibilities

Unit R/506/1811
Store and retrieve information

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand information storage and retrieval	1.1	Describe systems and procedures for storing and retrieving information
		1.2	Outline legal and organisational requirements for information security and retention
		1.3	Explain how to create filing systems to facilitate information identification and retrieval
		1.4	Explain how to use different search techniques to locate and retrieve information
		1.5	Describe what to do when problems arise when storing or retrieving information
2	Be able to gather and store information	2.1	Gather the information required within the agreed timescale
		2.2	Store files and folders in accordance with organisational procedures
		2.3	Store information in approved locations
		2.4	Adhere to organisational policies and procedures, legal and ethical requirements
3	Be able to retrieve information	3.1	Confirm information to be retrieved and its intended use
		3.2	Retrieve the required information within the agreed timescale

Unit Y/506/1809
Produce business documents

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand how to prepare business documents	1.1	Explain the requirements for language, tone, image and presentation for different documents
		1.2	Explain how to integrate images into documents
		1.3	Describe how corporate identity impacts upon document production
		1.4	Explain the requirements of data protection, copyright and intellectual property legislation relating to document production
		1.5	Describe organisational procedures for version control
		1.6	Describe security requirements relating to document production
2	Be able to prepare business documents	2.1	Identify the purpose, audience, content, style, format and deadlines of a document
		2.2	Use document production resources in line with organisational guidelines
		2.3	Use correct grammar, spelling, punctuation and sentence structure
		2.4	Produce documents that meet the requirements within the agreed timescale
3	Be able to distribute business documents	3.1	Provide final documents in the appropriate medium for authorised readers
		3.2	Specify restrictions and distribution lists in accordance with the requirements
		3.3	Maintain the requirements of security in the production, distribution and storage of documents

Unit J/502/4299
Using Email

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Use e-mail software tools and techniques to compose and send messages	1.1	Use software tools to compose and format e-mail messages
		1.2	Attach files to e-mail messages
		1.3	Send e-mail messages
		1.4	Identify how to stay safe and respect others when using e-mail
		1.5	Use an address book to store and retrieve contact information
2	Manage incoming email effectively	2.1	Follow guidelines and procedures for using e-mail
		2.2	Identify when and how to respond to e-mail messages
		2.3	Read and respond to e-mail messages appropriately
		2.4	Identify what messages to delete and when to do so
		2.5	Organise and store e-mail messages
		2.6	Respond appropriately to common e-mail problems

Unit L/502/4627
Word Processing Software

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Enter, edit and combine text and other information accurately within word processing documents	1.1	Identify what types of information are needed in documents
		1.2	Identify what templates are available and when to use them
		1.3	Use keyboard or other input method to enter or insert text and other information
		1.4	Combine information of different types or from different sources into a document
		1.5	Enter information into existing tables, forms and templates
		1.6	Use editing tools to amend document content
		1.7	Store and retrieve document files effectively, in line with local guidelines and conventions where available
2	Structure information within word processing documents	2.1	Create and modify tables to organise tabular or numeric information
		2.2	Select and apply heading styles to text
3	Use word processing software tools to format and present documents	3.1	Identify what formatting to use to enhance presentation of the document
		3.2	Select and use appropriate techniques to format characters and paragraphs
		3.3	Select and use appropriate page layout to present and print documents
		3.4	Check documents meet needs, using IT tools and making corrections as necessary

Unit A/506/2113
Deal with customer queries, requests and problems

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to deal with customer queries, requests and problems	1.1	List queries and requests that customers are likely to have
		1.2	Describe how to identify customers' queries, requests and problems
		1.3	Describe how to behave and communicate with customers who are dissatisfied
		1.4	Describe the kinds of behaviour and communication that could make a situation worse
		1.5	Describe when, why and from whom to obtain information or help
		1.6	State to whom and when problems should be referred
2	Be able to deal with customers' queries and requests	2.1	Deal with queries and requests in a professional way
		2.2	Provide customers with responses to their queries within the limits of their own authority
		2.3	Obtain information or help when queries or requests cannot be answered
		2.4	Keep customers informed of progress
3	Be able to deal with customers' problems	3.1	Identify the nature of customers' problems
		3.2	Communicate with customers calmly and confidently
		3.3	Resolve problems within the limits of their own authority

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	3.4	Brief colleagues when referring problems
	3.5	Check that customers are satisfied with the actions taken
	3.6	Adhere to organisational policies and procedures, legal and ethical requirements when dealing with customers' problems

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