



# **Level 4 Certificate in Professional Practice**

## Qualification Specification

610/7067/1  
CertPPL426

February  
2026

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# Contents

|   |   |
|---|---|
| <b>1. ABBE</b> .....                                | 4 |
| <b>1.1 Introduction</b> .....                       | 4 |
| <b>1.2 Mission Statement</b> .....                  | 4 |
| <b>1.3 Qualification Specification</b> .....        | 4 |
| <b>1.4 Enquiries</b> .....                          | 4 |
| <b>2. Qualification Information</b> .....           | 5 |
| <b>2.1 Qualification Purpose</b> .....              | 5 |
| <b>2.2 Who could take this Qualification?</b> ..... | 5 |
| <b>2.3 Qualification Number</b> .....               | 5 |
| <b>2.4 Qualification Level</b> .....                | 5 |
| <b>2.5 Total Qualification Time</b> .....           | 5 |
| <b>2.6 Age ranges</b> .....                         | 5 |
| <b>2.7 Structure of the Qualification</b> .....     | 5 |
| <b>2.8 Grading</b> .....                            | 6 |
| <b>3. Qualification Unit(s)</b> .....               | 7 |



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# 1. ABBE

## 1.1 Introduction

ABBE, the Awarding Body for the Built Environment, is a forward-thinking organisation that offers a range of qualifications, benefits and support.

ABBE is regulated by Ofqual for the delivery of a range of qualifications. Our qualifications are nationally recognised helping learners to achieve their full potential and ambitions.

The full range of qualifications can be found on our website at [www.abbqa.co.uk](http://www.abbqa.co.uk)

## 1.2 Mission Statement

**Our Values - Quality through Standards:** Our aim is to provide a high-quality experience by building a strong community of mutual support and trust. We can use our collective talents to build meaningful partnerships to help us all to achieve our goals. ABBE is a recognised Awarding Organisation with strong professional integrity.

**Our Vision:** Is that every learner is confident, successful and has the opportunity to achieve their full potential.

**Our Mission:** ABBE Educates, inspires and empowers learners

## 1.3 Qualification Specification

The aim of this specification is to provide learners and centres with information about the content of this qualification. This specification is a live document and, as such, will be updated when required.

## 1.4 Enquiries

Any enquiries relating to this qualification should be addressed to:

ABBE

Birmingham City University

Curzon Building

4 Cardigan Street

Birmingham

B4 7BD

Tel: 0121 331 5174

Email: [abbeenquiries@bcu.ac.uk](mailto:abbeenquiries@bcu.ac.uk)

Website: [www.abbqa.co.uk](http://www.abbqa.co.uk)



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## 2. Qualification Information

### 2.1 Qualification Purpose

The ABBE Level 4 Certificate in Professional Practice is designed to develop the advanced workplace behaviours, communication skills, and digital capabilities required for early-career professionals working in office-based, client-facing, or support roles across the professional services sector.

This qualification supports confident and competent performance in administrative, operational, and junior professional roles, with a focus on ethical conduct, independent working, and effective collaboration. It is relevant across sectors including legal, financial, consultancy, property, accountancy, and public administration, and supports the transition from routine support tasks to roles requiring greater autonomy and professional judgement.

### 2.2 Who could take this Qualification?

The ABBE Level 4 Certificate in Professional Practice is designed for learners in the early stages of their professional career who are seeking to strengthen their workplace effectiveness through advanced communication, ethical conduct, and digital capability. It is particularly suited to those in administrative, operational, or junior client-facing roles across the professional services sector.

### 2.3 Qualification Number

ABBE Level 4 Certificate in Professional Practice: 610/7067/1

### 2.4 Qualification Level

This qualification has been listed on the Regulated Qualifications Framework (RQF) at: Level 4

### 2.5 Total Qualification Time

This qualification is allocated Total Qualification Time (TQT) this includes Guided Learning (GL) expressed in hours, which indicates the number of hours of supervised or directed study time and assessment. Credit has also been allocated to this qualification.

- The Total Qualification Time (TQT) for this qualification is: 150 hours
- Guided Learning (GL) for this qualification is: 56 hours
- Credit Value: 15 credits

### 2.6 Age ranges

|        |     |
|--------|-----|
| Pre 16 | No  |
| 16-18  | No  |
| 18+    | Yes |
| 19+    | Yes |

### 2.7 Structure of the Qualification

To achieve this qualification, learners must achieve 6 mandatory units.

| Mandatory Unit(s) |            |  |       |              |
|-------------------|------------|--|-------|--------------|
| Unit No.          | URN        | Unit name                                    | Level | Credit value |
| 1                 | Y/651/9466 | Professional Conduct and Workplace Behaviour | 4     | 2            |



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|   |            |   |   |   |
|---|------------|---|---|---|
| 2 | A/651/9467 | Verbal Communication and Interpersonal Skills         | 4 | 2 |
| 3 | D/651/9468 | Business Writing and Document Standards               | 4 | 3 |
| 4 | F/651/9469 | Applied Digital Skills for Professional Environments  | 4 | 4 |
| 5 | K/651/9470 | Self-Management and Professional Development Planning | 4 | 2 |
| 6 | L/651/9471 | Professional Ethics and Decision-Making               | 4 | 2 |

## 2.8 Grading

This qualification is: Pass/Fail.



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## 3. Qualification Unit(s)

### Unit 1 – Professional Conduct and Workplace Behaviour

Unit reference Number: Y/651/9466

Level: 4

Credit: 2

GLH: 8

#### Learning outcomes:

1. Understand expectations of professional behaviour within the workplace
2. Understand strategies to maintain professionalism in challenging situations
3. Understand organisational culture and values in professional environments
4. Be able to assess professional behaviour and inform development needs



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## **Unit 2 – Verbal Communication and Interpersonal Skills**

Unit reference Number: A/651/9467

Level: 4

Credit: 2

GLH: 8

### **Learning outcomes:**

1. Understand the principles of effective verbal communication in professional contexts
2. Understand how to communicate effectively in a range of workplace situations
3. Understand how to demonstrate effective interpersonal behaviours in professional interactions
4. Be able to reflect on own verbal communication and interpersonal effectiveness



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### **Unit 3 – Business Writing and Document Standards**

Unit reference Number: D/651/9468

Level: 4

Credit: 3

GLH: 10

#### **Learning outcomes:**

1. Understand the principles of effective business writing
2. Be able to produce business documents that meet professional standards
3. Be able to apply organisational conventions and expectations to written communication
4. Be able to review and improve own business writing skills



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## **Unit 4 – Applied Digital Skills for Professional Environments**

Unit reference Number: F/651/9469

Level: 4

Credit: 4

GLH: 15

### **Learning outcomes:**

1. Understand how digital tools support communication and productivity in professional environments
2. Be able to use word processing and presentation tools to produce professional documents
3. Be able to use spreadsheets to manage, analyse, and present workplace information
4. Be able to apply best practice in managing digital communication and files



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## **Unit 5 – Self-Management and Professional Development Planning**

Unit reference Number: K/651/9470

Level: 4

Credit: 2

GLH: 8

### **Learning outcomes:**

1. Understand the principles of effective self-management in the workplace
2. Understand how to apply self-management techniques to organise and complete work effectively
3. Understand how to use feedback and reflection to support continuous improvement
4. Be able to plan and review personal and professional development



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## **Unit 6 – Professional Ethics and Decision-Making**

Unit reference Number: L/651/9471

Level: 4

Credit: 2

GLH: 7

### **Learning outcomes:**

1. Understand the principles of ethical behaviour in professional practice
2. Be able to identify and respond to ethical issues in workplace situations
3. Understand the role of organisations in promoting ethical conduct
4. Be able to reflect on personal values and ethical responsibilities



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