

# Business Administration

Level 2 QCF units

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<b>Title</b>	Manage diary systems	
<b>Skills CFA Reference</b>	B&A 13	
<b>Level</b>	2	
<b>Credit Value</b>	2	
<b>GLH</b>	12	
<b>Unit Reference No.</b>	L/506/1807	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the management of diary systems	1.1 Explain the importance of keeping diary systems up to date 1.2 Describe the basis on which bookings and changes are prioritised 1.3 Explain any constraints relating to making bookings for people or facilities 1.4 Describe the types of problems that can occur when managing diaries	
2. Be able to manage diary systems	2.1 Obtain the information needed to make diary entries 2.2 Make accurate and timely diary entries 2.3 Respond to changes in a way that balances and meets the needs of those involved 2.4 Communicate up-to-date information to everyone involved 2.5 Keep diaries up-to-date 2.6 Maintain the requirements of confidentiality	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAA431 Use a diary system</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared

<b>Title</b>	Produce business documents	
<b>Skills CFA Reference</b>	B&A 14	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	24	
<b>Unit Reference No.</b>	Y/506/1809	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	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	

<b>Additional Information about the unit</b>
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Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAA211 Produce documents in a business environment</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Collate and report data	
<b>Skills CFA Reference</b>	B&A 15	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	19	
<b>Unit Reference No.</b>	L/506/1810	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to collate and report data	1.1 Describe the different ways that data can be organised 1.2 Explain why data should be presented and reported in different ways 1.3 Explain the use of text and diagrams in helping readers to understand the presented data 1.4 Explain the requirements relating to confidentiality, data protection, intellectual property and copyright legislations	
2. Be able to collate data	2.1 Ensure that data collected is complete, accurate and up-to-date 2.2 Check the data against agreed criteria 2.3 Organise data in a way that will enable meaningful analysis 2.4 Meet agreed timescales in the collation of data	
3. Be able to report data	3.1 Present data in the agreed reporting format and house style 3.2 Report data within agreed timescale 3.3 Distribute data reports to authorised readers	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAD321 Collate and organise data</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the	15.2

subject/sector classification system	
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Store and retrieve information	
<b>Skills CFA Reference</b>	B&A 16	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	19	
<b>Unit Reference No.</b>	R/506/1811	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	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	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAD332 Store and retrieve information using a filing system</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)



Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Produce minutes of meetings	
<b>Skills CFA Reference</b>	B&A 17	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	13	
<b>Unit Reference No.</b>	Y/506/1812	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to take minutes of meetings	1.1 Explain the purpose of different types of minutes and other meeting records 1.2 Explain the legal requirements of formal minutes 1.3 Describe organisational conventions for producing minutes 1.4 Describe the responsibilities of the minute taker in a meeting 1.5 Explain why it is important to maintain confidentiality of meetings, discussions and actions 1.6 Explain why it is necessary to record who proposed and seconded suggestions and changes	
2. Be able to take notes of meetings	2.1 Take accurate notes of the attendance, proceedings, areas of discussion and agreed actions of meetings 2.2 Record allocated responsibilities for agreed actions	
3. Be able to produce minutes of meetings	3.1 Transcribe notes accurately into meeting minutes using correct language, grammar, punctuation and sentence structure and in the agreed style 3.2 Include agreed attachments or appendices 3.3 Obtain approval for the final documents 3.4 Distribute minutes to the agreed distribution list 3.5 Maintain the requirements of confidentiality	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit	Business & Administration (2013) National

and relevant national occupational standards or other professional standards or curricula (if appropriate)	Occupational Standards: <ul style="list-style-type: none"> <li>CFABAA441 Take minutes</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Handle mail	
<b>Skills CFA Reference</b>	B&A 18	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	15	
<b>Unit Reference No.</b>	D/506/1813	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to deal with mail	1.1 Explain how to deal with “junk” mail 1.2 Describe what to do in the event of problems arising when dealing with incoming or outgoing mail 1.3 Describe how to operate a franking machine 1.4 Explain how to prepare packages for distribution 1.5 State organisational policies and procedures on mail handling, security and the use of courier services 1.6 Explain the process for reporting suspicious or damaged items in accordance with organisational procedures	
2. Be able to deal with incoming mail	2.1 Sort incoming mail in line with organisational procedures 2.2 Distribute incoming mail and packages to the right people according to 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 Organise the collection of outgoing mail and packages on time 3.2 Identify the best option for dispatching mail according to the required degree of urgency, size and value of the item 3.3 Dispatch outgoing mail on time	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAA612 Handle mail</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Provide reception services	
<b>Skills CFA Reference</b>	B&A 19	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	15	
<b>Unit Reference No.</b>	H/506/1814	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand reception services	1.1 Explain the receptionist's role in representing an organisation 1.2 Explain an organisation's structure and lines of communication 1.3 Describe an organisation's standards of presentation 1.4 Explain the health, safety and security implications of visitors to a building 1.5 Explain how to deal with challenging people	
2. Be able to provide a reception service	2.1 Welcome visitors in accordance with organisational standards 2.2 Direct visitors to the person they are visiting in accordance with organisational standards 2.3 Record visitors' arrivals and departures in accordance with organisational procedures 2.4 Provide advice and accurate information within organisational guidelines on confidentiality 2.5 Keep the reception area tidy and materials up-to-date 2.6 Answer and deal with telephone calls within organisational standards 2.7 Adhere to organisational procedures on entry, security, health and safety	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAC312 Provide reception services</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)

appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Prepare text from notes using touch typing
<b>Skills CFA Reference</b>	B&A 20
<b>Level</b>	2
<b>Credit Value</b>	4
<b>GLH</b>	26
<b>Unit Reference No.</b>	K/506/1815
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
The learner will:	The learner can:
1. Understand how to create text from notes	1.1 Explain the importance of confirming the purpose of the text and intended audience 1.2 Describe the problems that may occur in transcribing notes written by others 1.3 Explain the consequences of incorrect spelling, punctuation, grammar and sentence structure, and inaccurate content 1.4 Explain how technology features can help to create, format and check the accuracy of text 1.5 Describe ways of checking produced texts for accuracy and correctness 1.6 Describe organisational procedures for the storage, security and confidentiality of information
2. Be able to produce text using touch typing	2.1 Agree the purpose, format and deadlines for texts 2.2 Touch type texts at the speed and level of accuracy required by the organisation 2.3 Check that the text is accurate and the meaning is clear and correct 2.4 Store texts and original notes safely and securely following organisational procedures 2.5 Present texts in the required formats and within the agreed timescales

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards	Business & Administration (2013) National Occupational Standards:



or other professional standards or curricula (if appropriate)	<ul style="list-style-type: none"> <li>• CFABAA213a Prepare text from notes using touch typing</li> <li>• CFABAA213b Prepare text from notes using touch typing (40 wpm)</li> <li>• CFABAA213c Prepare text from notes using touch typing (60 wpm)</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Prepare text from shorthand	
<b>Skills CFA Reference</b>	B&A 21	
<b>Level</b>	2	
<b>Credit Value</b>	6	
<b>GLH</b>	46	
<b>Unit Reference No.</b>	M/506/1816	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to use shorthand to create text	1.1 Explain the importance of confirming the purpose of the text and intended audience 1.2 Describe techniques that may be used when taking shorthand notes 1.3 Explain the consequences of incorrect spelling, punctuation, grammar and sentence structure, and inaccurate content 1.4 Explain how technology features can help to create, format and check the accuracy of text 1.5 Describe ways of checking produced texts for accuracy and correctness 1.6 Describe organisational procedures for the storage, security and confidentiality of information	
2. Be able to use shorthand to prepare text	2.1 Agree the purpose, format and deadlines for texts 2.2 Take dictation using shorthand at the speed required by the organisation 2.3 Input and format text from shorthand notes 2.4 Check that text is accurate and the meaning is clear and correct 2.5 Store texts and original notes safely and securely following organisational procedures 2.6 Present texts in the required formats and within the agreed timescales	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAD311 Prepare text from shorthand</li> <li>• CFABAD311a Prepare text from shorthand (60 wpm)</li> <li>• CFABAD311b Prepare text from shorthand (80 wpm)</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Prepare text from recorded audio instruction	
<b>Skills CFA Reference</b>	B&A 22	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	15	
<b>Unit Reference No.</b>	T/506/1817	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the preparation of text from recorded notes	1.1 Explain the importance of confirming the purpose of the text and intended audience 1.2 Describe the main features of the different types of technology that can be used for playing back recordings 1.3 Explain how different speaking styles of those giving dictation can affect outputs 1.4 Explain the consequences of incorrect spelling, punctuation, grammar and sentence structure, and inaccurate content 1.5 Describe ways of checking produced texts for accuracy and correctness 1.6 Describe organisational procedures for the storage, security and confidentiality of information	
2. Be able to prepare text from recorded notes	2.1 Agree the purpose, format and deadlines for texts 2.2 Input and format text from audio recording 2.3 Check that text is accurate and the meaning is clear and correct 2.4 Store texts and original recordings safely and securely following organisational procedures 2.5 Present texts in the required formats and within the agreed timescales	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAD312 Prepare text from recorded audio instruction</li> <li>• CFABAD312a Prepare text from</li> </ul>

	<p>recorded audio instruction (40 wpm)</p> <ul style="list-style-type: none"> <li>CFABAD312b Prepare text from recorded audio instruction (60 wpm)</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Understand the use of research in business	
<b>Skills CFA Reference</b>	B&A 23	
<b>Level</b>	2	
<b>Credit Value</b>	6	
<b>GLH</b>	40	
<b>Unit Reference No.</b>	A/506/1818	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the research process	1.1 Describe the main stages in the research process 1.2 Explain the importance of scoping research and setting the research objectives 1.3 Explain the importance of identifying the limitations of research methods 1.4 Explain the difference between primary and secondary research 1.5 Describe the difference between quantitative and qualitative research methods 1.6 Describe the advantages and disadvantages of different research methods 1.7 Describe the use of different analytical techniques in the research process 1.8 Explain the importance of validity and reliability in the research process	
2. Understand how to use research in business	2.1 Outline the limitations of applying research outcomes 2.2 Explain why and how to use sources of current and archived business information 2.3 Explain how to validate research information 2.4 Describe the purpose and applications of research in business 2.5 Describe organisational conventions and formats for presenting research reports 2.6 Explain the organisational policy for acknowledging sources of information 2.7 Explain ways in which ethics can affect the conduct and use of research	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards : <ul style="list-style-type: none"> <li>• CFABAD323 Research information</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Archive information	
<b>Skills CFA Reference</b>	B&A 24	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	14	
<b>Unit Reference No.</b>	T/506/1865	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand archiving requirements	1.1 Describe different ways of archiving information 1.2 Describe how to retrieve archived information 1.3 Describe organisational procedures for archiving, retrieving and deleting information 1.4 Explain the importance of document retention policies to organisations' 1.5 Describe the security and access requirements of offsite archives	
2. Be able to archive information	2.1 Confirm the information to be archived 2.2 Identify the retention period post-archiving 2.3 Archive information within the agreed timescale 2.4 Keep archive records up-to-date and indexed 2.5 Report problems to the right person 2.6 Adhere to organisational policies and procedures, legal and ethical requirements when archiving information	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAD334 Provide archive services</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector	15.2



classification system	
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Maintain and issue stationery and supplies
<b>Skills CFA Reference</b>	B&A 25
<b>Level</b>	2
<b>Credit Value</b>	3
<b>GLH</b>	18
<b>Unit Reference No.</b>	Y/506/2295
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
The learner will:	The learner can:
1. Understand the maintenance of stationery and supplies	1.1 Describe organisational policies, procedures and levels of authority in maintaining supplies 1.2 Explain how to carry out a stock check of stationery 1.3 Describe the types of problems that may occur with deliveries and stock items 1.4 Explain how to deal with problems that occur with deliveries and stock items 1.5 Explain the factors to take into account when ordering stationery 1.6 Explain the benefits and limitations of different potential suppliers, against organisational requirements 1.7 Explain how to calculate quantities of stationery and supplies to be ordered 1.8 Describe how to dispose of or recycle waste
2. Be able to maintain stocks of stationery and supplies	2.1 Maintain stocks of stationery and supplies at the required levels 2.2 Maintain the requirements of storage and security 2.3 Carry out stock checks in accordance with organisational policies and procedures 2.4 Chase up late or incorrect orders with suppliers
3. Be able to issue stock of stationery and supplies	3.1 Issue stationery and supplies in accordance with organisational requirements 3.2 Maintain up-to-date records of stock issued, received and in storage 3.3 Deal with unwanted or damaged stationery and supplies safely

	3.4 Recommend ways in which the system for receiving and issuing stock could be improved
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<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAF141 Maintain and issue stock items</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Use and maintain office equipment	
<b>Skills CFA Reference</b>	B&A 26	
<b>Level</b>	2	
<b>Credit Value</b>	2	
<b>GLH</b>	10	
<b>Unit Reference No.</b>	J/506/1868	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to use office equipment	1.1 Describe organisational policies, procedures and levels of authority in maintaining office equipment 1.2 Describe how to use different types of office equipment 1.3 Explain the reasons for following manufacturer's and organisational instructions when operating equipment 1.4 Describe the types of equipment faults likely to be experienced and the correct way of dealing with these	
2. Be able to use and maintain office equipment	2.1 Use the equipment that is appropriate to the task in accordance with the manufacturer's instructions 2.2 Follow organisational procedures to keep waste to a minimum 2.3 Maintain the equipment to the standard specified by the organisation or the manufacturer 2.4 Make sure that equipment conforms with health and safety requirements 2.5 Report problems that cannot be resolved to the right person	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards : <ul style="list-style-type: none"> <li>CFABAA231 Use office equipment</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2

Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Contribute to the organisation of an event	
<b>Skills CFA Reference</b>	B&A 27	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	23	
<b>Unit Reference No.</b>	L/506/1869	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand event organisation	1.1 Explain the roles, responsibilities and accountabilities of individuals involved in the event 1.2 Explain the purpose and features of different types of events 1.3 Describe the type of resources needed for different types of events 1.4 Describe the different needs attendees may have and how to meet these 1.5 Explain the requirements of health, safety and security when organising events 1.6 Describe the types of problems that may occur during events and how to deal with them	
2. Be able to carry out pre-event actions	2.1 Identify venue requirements for an event 2.2 Obtain resources within the agreed timescales 2.3 Distribute pre-event documentation to delegates in accordance with the event plan 2.4 Co-ordinate attendee responses within the agreed timescale 2.5 Identify any special requirements of event attendees	
3. Be able to set up an event	3.1 Set up layout and resources in accordance with the event plan 3.2 Confirm that all identified resources are in place and meet requirements 3.3 Behave in a way that maintains organisational values and standards	
4. Be able to carry out post-event actions	4.1 Ensure the venue is restored to the required conditions in accordance with the terms of the contract	

	4.2 Carry out follow-up actions in accordance with the event plan and agreements made at the event
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<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAA311 Support the organisation and co-ordination of events</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Organise business travel or accommodation	
<b>Skills CFA Reference</b>	B&A 28	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	23	
<b>Unit Reference No.</b>	D/506/1875	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the organisation of business travel or accommodation for others	1.1 Explain any budgetary or policy constraints relating to business travel or accommodation 1.2 Describe financial arrangements relating to business travel or accommodation 1.3 Explain how to make arrangements for visas and related foreign travel documentation 1.4 Describe the procedures for obtaining or exchanging foreign currency	
2. Be able to research business travel or accommodation options for others	2.1 Identify different suppliers that are capable of delivering the services required within budget 2.2 Recommend travel or accommodation arrangements that best meet the requirements 2.3 Recommend suppliers of travel or accommodation that best meet the requirements	
3. Be able to make business travel or accommodation arrangements for others	3.1 Confirm the requirements for travel or accommodation 3.2 Agree arrangements that specify any limitations, prohibitions or responsibilities and which meet the requirements 3.3 Prepare and issue itinerary/schedule documentation that reflect agreed arrangements accurately 3.4 Obtain travel or accommodation documentation within the required timescale 3.5 Confirm the acceptability of payments to be made within the limits of their own authority 3.6 Keep up-to-date records of travel or	



	<p>accommodation arrangements and agreed commitments</p> <p>3.7 Adhere to organisational policies and procedures, legal and ethical requirements when making business travel or accommodation arrangements for others</p>
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Additional Information about the unit	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAA322 Organise business travel or accommodation</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Provide administrative support for meetings	
<b>Skills CFA Reference</b>	B&A 29	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	28	
<b>Unit Reference No.</b>	H/506/1876	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the administration of meetings	1.1 Describe the purpose of the meeting and who needs to attend 1.2 Explain why it is important to have a minimum number of attendees for a meeting 1.3 Explain ways to achieve maximum attendance at meetings 1.4 Explain the access, health, safety and security requirements relating to meetings 1.5 Describe how to set up the resources needed for a meeting 1.6 Explain the responsibilities of the meeting chair and meeting secretary 1.7 Explain the difference between formal and informal meetings 1.8 Explain the legal implications of formal meetings	
2. Be able to make administrative preparations for meetings	2.1 Book meeting venue, resources, and facilities in accordance with the brief 2.2 Collate documents needed for a meeting 2.3 Distribute meeting invitations, documents and other meeting-related requirements within the timescale 2.4 Confirm meeting attendees and any special requirements	
3. Be able to support the administration of meetings	3.1 Take action to ensure that the equipment allocated for use at a meeting functions correctly 3.2 Provide support to meetings in accordance with requests 3.3 Ensure the venue is restored to the required conditions after the meeting 3.4 Distribute meeting records promptly to	

	<p>the agreed distribution list</p> <p>3.5 Carry out any follow-up actions in accordance with the brief</p>
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<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	<p>Business &amp; Administration (2013) National Occupational Standards:</p> <ul style="list-style-type: none"> <li>• CFABAA411 Support the organisation of meetings</li> <li>• CFABAA412 Plan and organise meetings</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Administer human resource records	
<b>Skills CFA Reference</b>	B&A 30	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	28	
<b>Unit Reference No.</b>	T/506/1879	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the administration of human resource (HR) records	1.1 Explain what HR-related information needs to be kept and why 1.2 Explain the relationship of HR to other parts of an organisation 1.3 Describe the impact of other organisations on HR activities 1.4 Describe the features and uses of organisational systems for managing human resource information 1.5 Explain the requirements of confidentiality, data protection and system security 1.6 Describe the information to be provided for different management reports 1.7 Explain the limits of their own authority in administering HR records 1.8 Explain the implications of not keeping HR records up-to-date 1.9 Explain the actions to be taken in the event of problems arising or incomplete or inaccurate data	
2. Be able to administer HR information	2.1 Keep HR records up-to-date 2.2 Process data in accordance with organisational procedures 2.3 Provide information within the limits of confidentiality 2.4 Adhere to organisational policies and procedures, legal and ethical requirements	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAB151 Administer human resource records</li> </ul>

Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Administer the recruitment and selection process	
<b>Skills CFA Reference</b>	B&A 31	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	25	
<b>Unit Reference No.</b>	A/506/1883	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the recruitment and selection process	1.1 Explain the different administrative requirements of internal and external recruitment 1.2 Describe the uses of a job description and a person specification 1.3 Explain the administrative requirements of different methods of selection 1.4 Explain the requirements of different pre-employment checks to be carried out 1.5 Explain what information needs to be communicated to successful and unsuccessful applicants at each stage of the recruitment and selection process 1.6 Explain the requirements of confidentiality, data protection and system security	
2. Be able to administer the recruitment process	2.1 Check that the job or role details are correct and are in accordance with the brief 2.2 Place job advertisements in the agreed media in accordance with the timescales 2.3 Record applicant responses within the timescale 2.4 Provide requested information to applicants in accordance with organisational policies and procedures 2.5 Adhere to organisational policies and procedures, legal and ethical requirements	
3. Be able to administer the selection process	3.1 Invite shortlisted applicants to participate in the selection process in accordance with organisational procedures 3.2 Co-ordinate selection arrangements in	

	<p>accordance with the brief</p> <p>3.3 Carry out agreed pre-employment checks within the agreed timescale</p> <p>3.4 Inform applicants of the outcome of their application in accordance with organisational policies and procedures</p> <p>3.5 Keep selection records up-to-date</p>
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<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• BAB152 Administer the recruitment and selection process</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Administer parking dispensations	
<b>Skills CFA Reference</b>	B&A 32	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	25	
<b>Unit Reference No.</b>	R/506/1887	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the administration of parking dispensations	1.1 Explain the scope and limits of their own responsibilities and authority in issuing parking dispensations 1.2 Describe the legal and regulatory requirements relating to parking dispensations 1.3 Describe the parking dispensation eligibility criteria and checks 1.4 Describe organisational security and anti-fraud policies, procedures and processes 1.5 Describe the features of software to manage the issues of permits, season tickets, suspensions, dispensations or waivers and blue badges 1.6 Explain where to go for help when dealing with parking dispensations	
2. Be able to process applications for parking dispensations	2.1 Advise customers of the eligibility criteria for parking dispensations 2.2 Determine whether customers are eligible by matching the case to the criteria 2.3 Clarify any areas of doubt or confusion with customers 2.4 Carry out relevant checks in accordance with organisational procedures and legislative procedures 2.5 Record the reasons for the decision as to whether or not to grant parking dispensations 2.6 Maintain the requirements of confidentiality and data protection	
3. Be able to issue parking dispensations	3.1 Communicate the decision and return related paperwork on parking dispensations to customers in accordance with organisational	



	<p>procedures</p> <p>3.2 Process payments and refunds in accordance with organisational procedures</p> <p>3.3 Keep records up-to-date</p> <p>3.4 Adhere to organisational policies and procedures, legal and ethical requirements</p>
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<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFASPA1 Administer parking permits, suspensions and dispensations</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Administer finance	
<b>Skills CFA Reference</b>	B&A 33	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	21	
<b>Unit Reference No.</b>	R/506/1890	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand finance for administrators	1.1 Describe organisational hierarchy and levels of authority for financial transactions 1.2 Explain organisational systems for sales invoicing, purchasing, payments and receipts 1.3 Describe the use of a purchase order, invoice, receipts and expenses	
2. Be able to administer finance	2.1 Record income and expenditure in accordance with organisational policies and procedures 2.2 Process purchase orders, invoices or expenses in accordance with organisational policies and procedures 2.3 Process outgoing payments to the correct recipient 2.4 Accept or allocate incoming payments in accordance with organisational policies	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Communication in a business environment	
<b>Skills CFA Reference</b>	B&A 34	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	19	
<b>Unit Reference No.</b>	H/506/1893	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	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 3.3 Use body language and tone of voice to reinforce messages	

	<p>3.4 Identify the meaning and implications of information that is communicated verbally</p> <p>3.5 Confirm that a recipient has understood correctly what has been communicated</p> <p>3.6 Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards</p>
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<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAA613 Understand how to communicate in a business environment</li> <li>• CFABAA614 Prepare to communicate in a business environment</li> <li>• CFABAA615 Communicate in a business environment</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Buddy a colleague to develop their skills	
<b>Skills CFA Reference</b>	B&A 35	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	19	
<b>Unit Reference No.</b>	M/506/1895	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to buddy a colleague	1.1 Describe what is expected of a buddy 1.2 Explain techniques to give positive feedback and constructive criticism 1.3 Explain techniques to establish rapport with a buddy	
2. Be able to plan to buddy a colleague	2.1 Agree which aspects of a colleague's work may benefit from buddying 2.2 Confirm organisational requirements for standards of behaviour, presentation, communication and performance of a buddy colleague 2.3 Agree a schedule of meetings that minimise disruption to business 2.4 Agree specific, measurable, achievable, realistic and time-bound (SMART) buddying objectives	
3. Be able to support a buddy colleague carrying out work activities	3.1 Remain unobtrusive while a buddy colleague carries out their work activities 3.2 Provide examples of how to carry out tasks correctly 3.3 Identify instances of good practice and areas for improvement through observation 3.4 Praise a buddy colleague on well completed tasks 3.5 Give constructive feedback on ways in which a buddy could improve performance 3.6 Offer a buddy hints and tips based on personal experience	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit	Customer Service (2013) National

and relevant national occupational standards or other professional standards or curricula (if appropriate)	Occupational Standards: <ul style="list-style-type: none"> <li>CFACSD5249 Buddy a colleague to develop their customer service skills</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Principles of providing administrative services	
<b>Skills CFA Reference</b>	B&A 36	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	25	
<b>Unit Reference No.</b>	J/506/1899	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the organisation and administration of meetings	1.1 Describe the features of different types of meetings 1.2 Outline the different ways of providing administrative support for meetings 1.3 Explain the steps involved in organising meetings	
2. Understand the organisation of travel and accommodation	2.1 Describe the features of different types of business travel and accommodation 2.2 Explain the purpose of confirming instructions and requirements for business travel and accommodation 2.3 Explain the purpose of keeping records of business travel or accommodation	
3. Understand how to manage diary systems	3.1 Describe the features of hard copy and electronic diary systems 3.2 Explain the purpose of using diary systems to plan and co-ordinate activities and resources 3.3 Describe the types of information needed to manage a diary system 3.4 Explain the importance of obtaining correct information when making diary entries	
4. Understand how to use office equipment	4.1 Describe different types of office equipment 4.2 Explain the uses of different types of office equipment 4.3 Describe factors to be considered when selecting office equipment to complete tasks 4.4 Describe how to keep waste to a minimum when using office equipment	
5. Understand the use of mail services in a business context	5.1 Describe the types of mail services used in business organisations 5.2 Explain the need for different types of	

	<p>mail services</p> <p>5.3 Explain the factors to be considered when selecting mail services</p> <p>5.4 Explain the factors to be taken into account when choosing postage methods</p>
6. Understand customer service in a business environment	<p>6.1 Describe different types of customers</p> <p>6.2 Describe the impact of their own behaviour on a customer</p> <p>6.3 Explain the impact of poor customer service</p>

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	<p>Business &amp; Administration (2013) National Occupational Standards:</p> <ul style="list-style-type: none"> <li>• CFABAA231 Use office equipment</li> <li>• CFABAA322 Organise business travel or accommodation</li> <li>• CFABAA412 Plan and organise meetings</li> <li>• CFABAA431 Use a diary system</li> <li>• CFABAA612 Handle mail</li> <li>• CFABAC121 Deliver, monitor and evaluate customer service to internal and/or external customers</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014



<b>Title</b>	Principles of business document production and information management	
<b>Skills CFA Reference</b>	B&A 37	
<b>Level</b>	2	
<b>Credit Value</b>	3	
<b>GLH</b>	21	
<b>Unit Reference No.</b>	T/506/1901	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand how to prepare business documents	1.1 Describe different types of business documents that may be produced and the format to be followed for each 1.2 Explain the use of different types of information communication technology (ICT) for document production 1.3 Explain the reasons for agreeing the use, content, layout, quality standards and deadlines for document production 1.4 Explain the importance of document version control and authorisation 1.5 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the production of business documents 1.6 Explain how to check the accuracy of business documents	
2. Understand the distribution of business documents	2.1 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the distribution and storage of business documents 2.2 Describe different types of distribution channels	
3. Understand how information is managed in business organisations	3.1 Describe the types of information found in business organisations 3.2 Explain the need for safe storage and efficient retrieval of information 3.3 Describe the features of different types of systems used for storage and retrieval of information 3.4 Describe the legal requirements for storing business information	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>• CFABAA211 Produce documents in a business environment</li> <li>• CFABAD111 Support the design and development of information systems</li> <li>• CFABAD121 Support the management and development of an information system</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Understand employer organisations	
<b>Skills CFA Reference</b>	B&A 38	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	40	
<b>Unit Reference No.</b>	A/506/1964	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand organisational structures	1.1 Explain the differences between the private sector, public sector and voluntary sector 1.2 Explain the functions of different organisational structures 1.3 Describe the features of different types of legal structures for organisations	
2. Understand the organisational environment	2.1 Describe the internal and external influences on organisations 2.2 Explain the use of different models of analysis in understanding the organisational environment 2.3 Explain why change in the business environment is important	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none"> <li>CFABAF174 Manage work in a business environment</li> </ul>
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014

<b>Title</b>	Employee rights and responsibilities	
<b>Skills CFA Reference</b>	B&A 39	
<b>Level</b>	2	
<b>Credit Value</b>	2	
<b>GLH</b>	16	
<b>Unit Reference No.</b>	L/506/1905	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	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	

<b>Additional Information about the unit</b>	
Unit expiry date	31 August 2017
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	N/A

Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.2
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	31 August 2014