

## Edexcel NVQs in Business and Administration Summary of Incremental Change - July 2007

### Introduction

The Council for Administration, the Standards Setting Body (SSB) responsible for developing the National Occupational Standards and NVQs in Business and Administration have introduced a number of changes to these NVQs. The changes will come into effect from 1 August 2007.

These changes will affect candidates who register on NVQs in Business and Administration after 1<sup>st</sup> August 2007. Candidates registered prior to this date should continue using the version of the National Occupational Standards in use when they registered.

To help you in planning for the implementation of these changes we have prepared this detailed summary.

The revisions occur within 17 units across levels 1 to 4 and include:

- A new additional unit\* at Level 2, HSC234: Ensure your own actions support the equality, diversity, rights and responsibilities of individuals
- a revised structure at Level 3
- new specialist units at Level 3 for agriculture, law, parking and schools administration
- rewording of some imported units to ensure they reflect their NOS
- changes in unit content.

\*An additional unit may be taken in addition to the core and option units within the NVQ structure.

### The CfA changes to the NVQs within Business Administration

#### Changed structure and new specialist units at Level 3

Unit 322: Prepare text from notes has been removed from the structure.

The following custodial care specialist units are now included in the Group A of optional units, not Group B:

- 227 Make administrative arrangements for the appearance of individuals at court
- 233 Contribute to maintaining security and protecting individuals' rights in the custodial environment

In addition, eight new specialist units have been added to the Level 3 structure, covering areas such as law, parking, agriculture and schools administration. These units are as follows:

#### *Agriculture*

- 327 Maintain agricultural and horticultural records and prepare claims for subsidies

#### *Law*

- 328 Administer Legal Files
- 331 Administer Case Files
- 332 Administer Appeals
- 333 Investigate Cases

### *Parking*

- 329 Administer Representations
- 330 Administer The Appeals Process

### *Schools Administration*

- 334 Provide Administrative Support in Schools

### **Changes in Unit Content**

CfA have also made content changes to 17 of units across levels 1 to 4. These changes including new /added/revised and/or removed:

- unit titles
- elements
- element numbering
- performance indicators
- points
- knowledge and understanding.

A detailed summary of these revisions are contained in annex 1.

### **Imported units**

The wording of some of the imported units has been revised so that it now matches the wording of the National Occupational Standards from where they originated.

The imported units which have had changes made to them are as follows:

<b>CfA Unit and Title</b>	<b>SSC originally responsible for unit</b>
Unit 106 Use IT to exchange information 1	(e-skills UK)
Unit 107 Word processing software 1	(e-skills UK)
Unit 207 Process customer financial transactions	(FSSC)
Unit 208 Operate credit control procedures	(FSSC)
Unit 212 Use IT Systems 2	(e-skills UK)
Unit 213 Use IT to exchange information 2	(e-skills UK)
Unit 214 Word processing software 2	(e-skills UK)
Unit 215 Spreadsheet software 2	(e-skills UK)
Unit 216 Database software 2	(e-skills UK)
Unit 217 Presentation software 2	(e-skills UK)
Unit 218 Specialist or bespoke software 2	(e-skills UK)
Unit 314 Word processing software 3	(e-skills UK)
Unit 315 Spreadsheet software 3	(e-skills UK)
Unit 316 Website software 2 (e-skills UK)	(e-skills UK)

Unit 317 Artwork and imaging software 2	(e-skills UK)
Unit 409 Manage Risk	MSC
Unit 418 Provide leadership in your area of responsibility	MSC

### Evidence Requirements

CfA has re written evidence requirements for these NVQs, with the aim of making them more flexible and user-friendly.

These new evidence requirements can be downloaded from the CfA website ([www.cfa.uk.com](http://www.cfa.uk.com))

We are also revising our support material to incorporate both incremental change and the new evidence requirements.

## Annex 1

### Changes in unit content

CfA have made a number of changes in unit content. These are detailed in the following pages in level and then unit order.

Each unit starts on a new page. Only units with content changes are featured.

## Unit 101 Carry out your responsibilities at work

### Performance Indicators

#### Element 101.1 Communicate Information

Performance indicator 3 reworded:

*3 Make contributions to discussions.*

#### Element 101.2: Be accountable for your work

New performance indicator 4 added:

*4 Accept instructions given to you for your work and follow these instructions*

#### Element 101.4: Behave in a way that supports effective working

Point 14 reworded:

*Set achievable standards for your work and show commitment in achieving these standards*

### Knowledge and Understanding

The following points have been reworded:

*7 How to listen to and follow instructions carefully*

*18 Why it is important to set achievable standards for your work*

## Unit 102 Work within your business environment

### About this Unit

'supporting sustainability' added.

### Performance Indicators

#### Element 102.1 Work to achieve your organisation's purpose and values

Performance indicators 3 and 4 reworded:

- 3 *Work with people in a way that presents a good image of your organisation*
- 4 *Seek guidance from others when you are unsure about your work*

#### Element 102.2: Apply your employment responsibilities and rights

Performance indicators 5 and 6 reworded:

- 5 *Demonstrate your employment responsibilities and rights*
- 6 *Work within your contract of employment*

New element added: **102.3 Support Sustainability**, with one performance indicator:

- 8 *Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials*

Support Diversity becomes element 402.4

Maintain security and confidentiality becomes 402.5

### Knowledge and understanding

1 has been replaced with:

*Your responsibilities at work.*

2 is now the former point 4.

Point 3 reworded:

- 3 *Your organisations systems and procedures that are relevant to your role*

5 and 7 have been removed and the rest renumbered.

Points 9,10 and 11 about supporting sustainability added:

- 9 *Why it is important to keep waste to a minimum*
  - 10 *The main types of waste that occur in a business administration environment and how to minimise waste*
  - 11 *The procedures you should follow for recycling and disposal of hazardous materials and why these are important*
- and the remaining points renumbered.

## **Unit 108 Make and receive telephone calls**

### **Performance Indicators**

#### Element 108.1 Making calls

Performance indicator 6 removed.

#### Element 108.2 Receiving calls

Performance indicator 12 removed.

### **Knowledge and Understanding**

Point 4 removed.

## Level 2

### 202: Work within your Business Environment

#### What is the Unit about?

'supporting sustainability' added.

#### Performance Indicators

##### Element 202.1

Performance Indicator 3 reworded:

3. *Put relevant organisational values into practice in all aspects of your work.*

##### Element 202.2

New element 'Support Sustainability' added:

#### *Support sustainability*

1. *Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials*
2. *Follow procedures for the maintenance of equipment*
3. *Make best use of technology to work in an efficient way*

Element 'Support Diversity becomes 202.4

Element 'Maintain Security and Confidentiality' becomes 202.5

#### **Knowledge and Understanding**

New points regarding sustainability added 17-21:

1. *'Why it is important to minimise waste in the workplace*
2. *The main causes of waste in a business administration environment and how to minimise this waste*
3. *Why recycling is important and your organisation's procedures for recycling and the disposal of hazardous materials*
4. *How regular maintenance of equipment can help to minimise waste*
5. *How to use technology to work more efficiently'*

Remainder renumbered.

## 203 Maintain Customer Relations

Title has been changed to 'Maintain Customer Relationships'.

### Performance Indicators

#### 203.1 Identify customer needs and expectations

Performance indicator 2 has been reworded:

*2 -Identify and confirm customer needs and expectations*

#### 203.2 Deliver services

Performance indicator 16 has been reworded:

*16      Resolve or refer customer complaints in a professional manner and to a given timescale*

### Knowledge and understanding

Point 8 has been reworded:

*8      The complaints procedures you should follow to deal with customers' complaints and when you should use them*

A new point 9 has been added:

*9      The response time you should meet when dealing with customer complaints, problems and personal queries.*

## 204 Manage Diary Systems

### Performance Indicators

1 has been reworded:

1 *Obtain the information you need about requested diary entries.*

2 is new:

2 *Make diary entries accurately and clearly.*

The remaining Performance indicators have been renumbered

4 has been reworded:

4 *Identify the implications of any changes for existing entries.'*

### Knowledge and understanding

Point 1 has been amended:

1 *Why it is important to obtain relevant information about requested diary entries and changes*

## Unit 223 Prepare Text from recorded audio instructions

### Performance indicators

2 has been reworded:

2      *Input the text from the audio recording at a minimum speed of 40 words per minute*

## Level 3

### Unit 302 Work within your business environment

#### About this unit

'support sustainability' added.

#### Performance Indicators

New element 302.3 'Support sustainability' added.

#### *Support sustainability*

4. *Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials*
5. *Follow procedures for the maintenance of equipment*
6. *Continuously review working methods, including the use of technology, and identify and take forward ways of improving efficiency*
7. *Choose sources of equipment and materials that provide best value for money*
8. *Support colleagues so that they can maximise their performance and their value to the organisation*

#### Knowledge and Understanding

New points 18-25 about sustainability added:

- 18 *Why it is important to minimise waste in the workplace*
- 19 *The main causes of waste in a business administration environment and how to minimise this waste*
- 20 *Why recycling is important and your organisation's procedures for recycling*
- 21 *The correct procedures to follow for the disposal of hazardous materials and why it is important to follow these*
- 22 *How regular maintenance of equipment can help to minimise waste*
- 23 *How to use technology and other methods to work more efficiently*
- 24 *How to select sources of materials and equipment that provide best value for money*
- 25 *Why it is important to help develop and support your colleagues so that they can work effectively and efficiently and the benefits to your organisation.*

### 303 Supervise an office facility

#### Performance Indicators

Performance indicators have been reworded:

- 1 *Agree and maintain office facilities*
- 2 *Supervise the use of office resources*
- 3 *Use and review office systems and procedures*
- 4 *Make sure office equipment is serviceable*
- 5 *Build and maintain relationships with suppliers*
- 6 *Contribute to reviewing the office environment in line with health, safety and security policy*
- 7 *Resolve problems effectively*
- 8 *Provide information and guidance on office facilities*
- 9 *Communicate priorities to users*
- 10 *Monitor the use of office facilities*

Knowledge and Understanding:

1 reworded:

1. *Why it is important to maintain an effective and efficient office facility*

11 reworded:

- 11 *Why it is important to monitor office facilities and the types of activities you should monitor for*

## 308 Monitor Information Systems

### Skills

The following skills have been added:

*Supporting and developing others*  
*Monitoring resources*

### Performance indicators

These have been reworded as follows:

- 1 *Identify the information to be monitored and the resources available*
- 2 *Contribute to designing a system specification that meets identified needs and an agreed budget*
- 3 *Choose an information system to meet the specification*
- 4 *Provide training on use of information system to users*
- 5 *maintain and update the information system*
- 6 *Monitor the use of the information system*
- 7 *Resolve problems when they occur*
- 8 *Review and further develop the information system to meet users' needs*
- 10 *Ensure that all requirements for Data Protection are followed*

### Knowledge

4 and 5 reworded:

- 4 *Why it is important to identify and agree user needs for an information system and have specifications based on them*
- 5 *How to choose an information system based on identified user needs*

7 and 11 added:

- 7 *Why it is important to maintain and update the information system and the methods you can use*
- 11 *Legislation and organisational requirements covering Data Protection*

## 309 Plan and run projects

Title has been changed to Plan and run projects

### Performance Indicators

Element 309.2 Run the Project

New Performance indicator 10 added:

10 *Evaluate the projects to identify strengths and weakness in planning and implementation*

### Knowledge

2, 3, 5, 6 and 7 reworded:

2 *The project planning methodologies appropriate to the type of project you plan and run*

3 *How to monitor a project and the methods you can use*

5 *Why it is important to be flexible and adapt a project's plans when necessary*

6 *Why it is important to achieve a project's outcomes within agreed timescales*

7 *How to report the outcomes of a project*

8 and 9 added:

8 *How to evaluate projects*

9 *Why it is important to evaluate projects*

## 312 Make a presentation

### Performance Indicators

312.1: Before the Presentation:

3 has been added:

3. *Choose equipment and plan how to use the equipment's features to best effect*

And 5 reworded:

5. *Obtain feedback on the presentation*

312.2: At the Presentation

10, 11, 12 reworded:

- 10 *Address the audience by speaking clearly and confidently*
- 11 *Make the presentation and summarise your key points*
- 12 *Use the equipment effectively, dealing with any problems that may occur*

312.3 After the Presentation:

16 reworded:

- 16 *Evaluate the presentation and identify changes that will improve the presentation*

### Knowledge

8 and 9 reworded:

- 8 *The types of equipment used for presentations and their features*
- 9 *Why it is important to check equipment in advance*

10 and 11 are new:

- 10 *How to use equipment to make presentations*
- 11 *The types of problems that may occur with presentation equipment and how to deal with these.*

### 324: Prepare text from recorded audio instruction

#### Performance Indicators

2 - prescribed typing speed changed from 70 words a minute to 60:

2      *Input the text from the audio recording at a minimum speed of 60 words per minute*

## Level 4

### Unit 402: Work within your business environment

'What is the unit about?'

'supporting sustainability' added.

#### Performance Indicators

New element 402.3 added - 'Support Sustainability':

##### *Support sustainability*

9. *Establish and maintain procedures to minimise waste, recycle materials and correctly dispose of hazardous materials*
10. *Establish and maintain procedures for the maintenance of equipment*
11. *Involve all stakeholders in continuously improving working methods and the use of technology to ensure efficiency in the work environment*
12. *Choose sources of equipment, materials and expertise that provide best value for money and reflect social responsibility in the medium and long term*
13. *Establish and maintain procedures to develop colleagues so that they can maximise their performance and their value to the organisation in the short, medium and long term*

'Support Diversity' becomes 402.4.

New Performance Indicator added:

14. *Establish and maintain a working environment that values diversity and makes best use of the talents of all those working for and with the organisation*

'Maintain security and confidentiality becomes 402.5

'Assess and manage risk' becomes 402.6.

#### Knowledge and Understanding

New points 17-25 dealing with sustainability added:

1. *Why it is important to minimise waste in the workplace and the impact this has on organisational performance*
2. *The main causes of waste in a business administration environment and what procedures can be put in place to minimise these*
3. *The social and legal requirements for recycling and disposal of waste and the procedures that should be in place to support these*
4. *How regular maintenance of equipment can help to minimise waste and the procedures you should put in place to ensure this happens*
5. *How to engage all stakeholders in continuously improving working methods and the use of technology to achieve maximum efficiency*
6. *How to select sources of materials, equipment and expertise that provide best value for money, particularly over the medium and long term*
7. *The importance of considering issues of social responsibility when selecting suppliers*
8. *Why it is important to help develop and support your colleagues so that they can work effectively and efficiently and how this will benefit your organisation in the short, medium and long term*
9. *The procedures you should put in place to ensure that people are developed and supported in their current work role and for future new responsibilities*

New point 28 added:

*10. How to ensure the working environment is supportive of diversity and makes best use of the talents of all those involved*

Other points renumbered.

## Unit 403: Manage an office facility

### Performance Indicators

The following performance indicators have been reworded:

- 1 *Provide and maintain office facilities and equipment to meet the needs of users*
- 2 *Coordinate the use of office resources*
- 3 *Implement, communicate, review and evaluate office systems and procedures*
- 4 *Make sure office facilities and equipment are effective and efficient*
- 5 *Ensure the office environment is conducive to productive working*
- 6 *Build and maintain relationships with internal and external customers and suppliers*
- 7 *Maintain the health, safety and security of office users*
- 8 *Identify, analyse and solve problems effectively*
- 9 *Provide information and guidance on office facilities and equipment*

### Knowledge and Understanding

New points 6, 8, 9 and 14 added:

- 6 *How to develop office systems and procedures appropriate to your responsibilities*
- 8 *How to monitor, review and evaluate office systems and procedures*
- 9 *How to ensure that office facilities and equipment are effective and efficient*
- 14 *How to identify problems when they arise, analyse these problems and develop a strategy to solve these problems*

The remaining points have been renumbered.

Points 10 and 12 have been reworded:

- 10 *Why it is important to build relationships with internal and external customers and suppliers and how to do so*
- 12 *The main health, safety and security requirements that are important to an office environment and your responsibilities in relation to these*

## Unit 410: Create and manage information systems

### Performance Indicators

Performance Indicator 6 reworded:

*6 Identify, analyse and solve problems when they occur*

### Knowledge and Understanding

Point 4 reworded:

*4 Why it is important to identify and agree user needs for an information system and develop specifications based on these*

Point 10 added:

*10 How to identify and analyse problems and develop a strategy to solve these problems*