

Level 1 NVQ in Business & Administration Units

Rules of Combination

To achieve a Level 1 Award in Business & Administration, you must complete a **minimum of 9 credits**:

1. **Seven credits** must be completed from **GROUP A MANDATORY UNITS**; and,
2. A **minimum of 2 credits** from **GROUP B OPTIONAL UNITS**.

GROUP A: MANDATORY UNITS (7 credits)				
LEVEL	WBA UNIT NO.	UNIT TITLE	CREDITS	GLH
1	A/601/2449	Work in a business environment	3	17
1	F/601/2453	Communicate in a business environment	4	21
GROUP B: OPTIONAL UNITS (Minimum of 2 credits)				
B1: WORK RESPONSIBILITIES				
1	A/601/2452	Work with other people in a business environment	2	9
B2: COMMUNICATIONS				
1	K/601/2446	Make and receive telephone calls	3	10
B3: CUSTOMER SERVICE				
1	L/601/2455	Assist in handling mail	2	10
2	Y/601/2457	Meet and welcome visitors	3	23
B4: MANAGE INFORMATION AND DATA				
1	Y/601/2460	Use a filing system	2	13
1	H/601/2462	Archive information	2	13
B5: BUSINESS RESOURCES				
2	H/601/2493	Use office equipment	4	18

GLH:

Minimum: 47

Maximum: 51 (61*)

* The figure in brackets represents the GLH as it includes a unit which takes the number of credits over the minimum of 2 credits in Group B, which is allowed under the RoC. **Level 1 NVQ Certificate in Business & Administration**

Rules of Combination

To achieve a Level 1 Certificate in Business & Administration, you must complete a **minimum of 15 credits**:

1. **Seven credits** must be completed from **GROUP A MANDATORY UNITS**;
2. A **minimum of 4 credits** from **GROUP B OPTIONAL UNITS**; and,
3. A **maximum of 4 credits** from **GROUP C OPTIONAL UNITS**.

GROUP A: MANDATORY UNITS (7 credits)				
LEVEL	WBA UNIT NO.	UNIT TITLE	CREDITS	GLH
1	A/601/2449	Work in a business environment	3	17
1	F/601/2453	Communicate in a business environment	4	21

GROUP B: OPTIONAL UNITS (Minimum of 4 credits)				
B1: WORK RESPONSIBILITIES				
1	M/601/2447	Manage own performance in a business environment	2	14
1	T/601/2448	Improve own performance in a business environment	1	7
1	M/601/2450	Solve business problems	3	14
1	A/601/2452	Work with other people in a business environment	2	9
B2: DOCUMENT PRODUCTION				
1	D/601/2458	Prepare text from notes using touch typing (20 wpm)	2	15
B3: EVENTS AND MEETINGS				
2	Y/601/2510	Support the organisation of business travel or accommodation	3	18
B4: COMMUNICATIONS				
1	K/601/2446	Make and receive telephone calls	3	10
B5: CUSTOMER SERVICE				
1	L/601/2455	Assist in handling mail	2	10
2	Y/601/2457	Meet and welcome visitors	3	23
B6: MANAGE INFORMATION AND DATA				
1	Y/601/2460	Use a filing system	2	13
1	H/601/2462	Archive information	2	13
B7: BUSINESS RESOURCES				
2	H/601/2493	Use office equipment	4	18
GROUP C: OPTIONAL UNITS (Maximum of 4 credits)				
C1: IT				
1	J/502/4299	Using email	2	15
1	L/502/4627	Word processing software	3	20
C2: HEALTH, SAFETY AND SECURITY OF PEOPLE, PREMISES AND PROPERTY				
1	T/601/2465	Use occupational and safety guidelines when using keyboards	2	20

GLH:

Minimum: 90

Maximum: 103 (115*)

* The figure in brackets represents the GLH as it includes a unit which takes the number of credits over the minimum of 2 credits in Group B, which is allowed under the RoC.

Mandatory Units

Title	Work in a business environment	
CfA Unit No.	Q103	
WBA Unit No.	A/601/2449	
Level	1	
Credit Value	3	
GLH	17	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand how to treat other people at work	1.1 Outline what is meant by diversity and why it should be valued 1.2 Explain how to treat other people in a way that respects their abilities, background, values, customs and beliefs 1.3 Outline ways in which it possible to learn from others at work	
2. Understand how to maintain security and confidentiality at work	2.1 Outline the purpose of maintaining security and confidentiality at work 2.2 Outline requirements for security and confidentiality in an organisation 2.3 Outline legal requirements for security and confidentiality, as required	
3. Understand procedures for keeping waste to a minimum in a business environment	3.1 Outline the purpose of keeping waste to a minimum 3.2 Describe the main types of waste that may occur in a business environment 3.3 Describe ways of keeping waste to a minimum	
4. Understand procedures for disposal of hazardous materials	4.1 Outline the purpose and benefits of procedures for the recycling and disposal of hazardous materials 4.2 Outline organisational procedures for the recycling and disposal of hazardous materials	
5. Be able to respect and support other people at work in an organisation	5.1 Complete work tasks alongside other people in a way that shows respect for a) backgrounds	

	<p>b) abilities</p> <p>c) values, customs and beliefs</p> <p>5.2 Use feedback from other people to improve own way of working</p> <p>5.3 Follow organisational procedures and legal requirements in relation to discrimination legislation, as required</p>
6. Be able to maintain security and confidentiality	<p>6.1 Keep property secure, following organisational procedures and legal requirements, as required</p> <p>6.2 Keep information secure and confidential, following organisational procedures and legal requirements</p>
7. Be able to keep waste to a minimum and follow procedures for disposal and recycling	<p>7.1 Complete work tasks, keeping waste to a minimum</p> <p>7.2 Follow procedures for recycling and disposal of hazardous items, as required</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about being able to behave, and carry out work tasks and procedures, in a business environment, in ways that support diversity, security and confidentiality and reduction of waste.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	17

Title	Communicate in a business environment	
CfA Unit No.	Q106	
WBA Unit No.	F/601/2453	
Level	1	
Credit Value	4	
GLH	21	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Know the purpose of planning communication	1.1 Identify the purpose of communication 1.2 State different methods of communication and when to use them	
2. Understand how to communicate in writing	2.1 Give reasons for using language that suits the purpose of the communication 2.2 Describe how to format information so that it is clear and accurate 2.3 Give reasons for accurate use of grammar, punctuation and spelling 2.4 Explain what is meant by plain English, and why it is used 2.5 Explain the need to check work 2.6 Outline ways of recognising work that is important and work that is urgent 2.7 Outline organisational procedures for saving and filing written communications	
3. Know how to communicate verbally	3.1 Identify methods of verbally presenting information and ideas clearly 3.2 Identify ways of contributing to discussions 3.3 Identify ways of listening actively	
4. Understand the purpose of feedback in developing communication skills	4.1 Identify ways of getting feedback on communications 4.2 Describe the purpose of using feedback to develop communication skills	
5. Be able to plan communication	5.1 Identify the purpose of communications to be presented	

	<p>5.2 Select methods of communication to be used</p> <p>5.3 Confirm methods of communication, as required</p>
6. Be able to communicate in writing	<p>6.1 Format information so that it is clear and accurate</p> <p>6.2 Use language that suits the purpose of the communications</p> <p>6.3 Use accurate grammar, spelling and punctuation, and plain English to make sure that the message is clear</p> <p>6.4 Check communications and make amendments, as required</p> <p>6.5 Agree what is important and what is urgent</p> <p>6.6 Produce communications to meet agreed deadlines</p> <p>6.7 Keep a file copy of communications sent</p>
7. Be able to communicate verbally	<p>7.1 Verbally present information to others so that it is clear and accurate</p> <p>7.2 Contribute to discussion(s)</p> <p>7.3 Actively listen to information given by other people</p> <p>7.4 Ask relevant questions to clarify own understanding, as required</p>
8. Be able to identify and agree ways of developing communication skills	<p>8.1 Get feedback to confirm whether the communication has achieved its purpose</p> <p>8.2 Use feedback to identify and agree ways of improving own communication skills</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about being able to communicate clearly and accurately, in writing and verbally, with other people in a business environment.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body	Assessment Strategy

(if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	21

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Optional Units

Work Responsibilities

Title	Manage own performance in a business environment
CfA Unit No.	Q101
WBA Unit No.	M/601/2447
Level	1
Credit Value	2
GLH	14
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to be responsible for own work	1.1 Outline how to listen to and follow instructions 1.2 Outline how to plan own work 1.3 Describe the purpose and benefits of how to manage time to plan work 1.4 State the purpose of keeping other people informed about progress 1.5 Outline ways of asking for help if needed 1.6 State the purpose and benefits of recognising and learning from mistakes 1.7 Outline guidelines, procedures and codes of practice that are relevant to own work
2. Understand how to behave in a way that supports effective working	2.1 Outline the purpose of setting achievable standards for own work 2.2 State the benefits of being ready to take on new challenges and adapt to change 2.3 Explain the purpose and benefits of treating others with honesty, respect and consideration 2.4 Outline types of behaviour at work that show honesty, respect and consideration and those that do not 2.5 Explain why own behaviour in the workplace is important
3. Be able to take responsibility for own work, supported by others	3.1 Accept and follow instructions for work checking any points, if

	<p>required</p> <p>3.2 Agree how to make best use of own time and the working methods to be used</p> <p>3.3 Report any problems, using the support of other people, when necessary</p> <p>3.4 Keep other people informed of progress</p> <p>3.5 Take responsibility for own work and accept responsibility for any mistakes made</p> <p>3.6 Follow agreed work guidelines, procedures and, where needed, codes of practice</p>
4. Behave in a way that supports effective working	<p>4.1 Set achievable standards for own work and show commitment in achieving these standards</p> <p>4.2 Show understanding of own needs and rights in work tasks</p> <p>4.3 Agree to take on new challenge(s), with support from others</p> <p>4.4 Make changes to own way of working, if required</p> <p>4.5 Complete own work, treating other people with honesty, respect and consideration</p>
Additional Information about the unit	
Unit purpose and aim(s)	This unit is about managing work in a way that makes sure you will be able to work effectively with other people in a business environment.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	10

Title	Improve own performance in a business environment	
CfA Unit No.	Q102	
WBA Unit No.	T/601/2448	
Level	1	
Credit Value	1	
GLH	7	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand how to improve own performance	1.1 Outline the purpose of continuously improving work 1.2 Explain the purpose of accepting feedback from others 1.3 Explain how learning and development can improve own work, benefit an organisation, and further own career 1.4 Outline possible career progression routes 1.5 Outline possible development opportunities	
2. Understand a learning plan	2.1 Describe the purpose of creating a learning plan 2.2 State the benefits of a learning plan 2.3 Describe how to maintain a learning plan	
3. Be able to improve own performance using feedback	3.1 Accept feedback from other people 3.2 Use feedback to agree ways to improve own work 3.3 Complete work using feedback given	
4. Be able to use a learning plan	4.1 Set a learning plan to improve own work 4.2 Follow a learning plan for own work 4.3 Review progress with own learning plan 4.4 Agree further learning, if required	
Additional Information about the unit		
Unit purpose and aim(s)	This unit is about ways of improving work performance to be able to work more effectively with other people in a business environment, and also develop career opportunities.	

Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	7

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Title	Solve business problems	
CfA Unit No.	Q104	
WBA Unit No.	M/601/2450	
Level	1	
Credit Value	3	
GLH	14	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Know how to identify business problems	1.1 Outline ways of identifying a problem in the business environment	
2. Understand techniques for solving straightforward business problems	2.1 Outline different ways of solving the business problem 2.2 Outline reasons for having support and feedback from others when solving business problems	
3. Be able to recognise business problems	3.1 Check own understanding of the business problem 3.2 Work with others to discuss and resolve the business problem	
4. Be able to carry out a solution to the business problem	4.1 Seek advice on how to deal with the business problem 4.2 Solve the business problem, involving others as required 4.3 Confirm that the business problem has been solved	

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about recognising that there is a problem with the way work is being carried out in a business environment, and working with other people to help resolve the business problem.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting	CfA

the unit	
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	14

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Title	Work with other people in a business environment	
CfA Unit No.	Q105	
WBA Unit No.	A/601/2452	
Level	1	
Credit Value	2	
GLH	9	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Know how to work with others	1.1 State advantages of working with others to achieve goals and objectives 1.2 Describe how own job role fits into the organisation's structure 1.3 Describe the role of being a member of a team 1.4 Describe the organisational systems and procedures relevant to own role working with others 1.5 Outline who to consult if unsure about policies, objectives, systems and values 1.6 Describe situations in which team members might need support and how to provide this 1.7 Describe the purpose and benefits of respecting others 1.8 Give examples of behaviour that promotes a good image of the organisation 1.9 Describe the purpose of quality measures	
2. Know when to communicate when working with others	2.1 Give examples of situations where communicating with others is needed 2.2 List different methods of communication	
3. Know how to deal with problems when working with others	3.1 Describe problems that may occur in own work, and how to deal with them	
4. Understand what is meant by feedback	4.1 Explain what is meant by feedback	
5. Be able to work with others	5.1 Work in a way that supports the	

	<p>team's objectives</p> <p>5.2 Follow systems and procedures that are relevant to the job role</p> <p>5.3 Communicate with other people in a team, as required</p> <p>5.4 Make sure own work goals and objectives are understood and make good use of own abilities</p> <p>5.5 Ask for clarification and support, as required</p> <p>5.6 Show respect for individuals in a team</p> <p>5.7 Provide support to other team members as appropriate to the job role</p> <p>5.8 Behave in a way that promotes a good image of the company</p> <p>5.9 Work with colleagues to make sure own work meets agreed quality standards and is on time</p>
6. Be able to deal with problems	<p>6.1 Identify problems affecting own work</p> <p>6.2 Refer problems, as required</p>
7. Be able to receive and use feedback	<p>7.1 Receive constructive feedback on own work</p> <p>7.2 Use feedback to agree improvements in own work</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about working as part of a team and contributing to the work of the team as a whole to achieve agreed goals and objectives.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared

Unit available from	1 August 2010
Unit guided learning hours	9

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Document Production

Title	Prepare text from notes using touch typing (20 wpm)
CfA Unit No.	Q110
WBA Unit No.	D/601/2458
Level	1
Credit Value	2
GLH	15
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to prepare text from notes using touch typing	1.1 Describe different types of documents that may be produced from notes and the formats to be followed 1.2 Describe different forms in which texts may be presented 1.3 Explain the difference between producing text from own notes and producing text from others' notes
2. Understand the purpose and value of following procedures when preparing text using touch typing	2.1 Explain the value and benefits of agreeing the purpose, format and deadline for delivering text 2.2 Explain the value of accuracy – including spelling, grammar and punctuation – when preparing text typed from notes 2.3 Describe ways of checking finished documents for accuracy and correctness, and the purpose of doing so 2.4 Explain the purpose of storing text and original notes safely and securely, and ways of doing so 2.5 Explain the purpose of confidentiality and data protection when preparing text from notes 2.6 Explain the purpose and benefits of meeting deadlines
3. Be able to prepare for tasks	3.1 Agree the purpose, format and deadlines for texts
4. Be able to produce texts using touch typing	4.1 Input texts using touch typing at a minimum speed of 20 words per minute

	<p>4.2 Format texts to agreed style and layout making efficient use of available technology</p> <p>4.3 Clarify text requirements when necessary</p> <p>4.4 Read and check texts for accuracy</p> <p>4.5 Edit and correct texts, as required</p> <p>4.6 Store texts and original notes safely and securely following organisational procedures</p> <p>4.7 Present texts to the required format and within agreed deadlines</p>
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Additional Information about the unit	
Unit purpose and aim(s)	This unit is about preparing different types of text using touch typing at a minimum speed of 20 words per minute.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	15

Events and Meetings

Title	Support the organisation of business travel or accommodation	
CfA Unit No.	Q225	
WBA Unit No.	Y/601/2510	
Level	2	
Credit Value	3	
GLH	18	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand the purpose of confirming a brief and budget for business travel or accommodation	<p>1.1 Explain the purpose of obtaining and confirming instructions for arranging business travel or accommodation</p> <p>1.2 Explain the purpose and benefits of confirming the requirements of a brief and budget for business travel or accommodation arrangements</p> <p>1.3 Explain the purpose of following the requirements of a brief and budget for business travel or accommodation arrangements</p> <p>1.4 Describe how to support the organisation of business travel or accommodation to meet expectations</p> <p>1.5 Describe the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow</p> <p>1.6 Describe how to obtain best value for money when making business travel or accommodation arrangements</p> <p>1.7 Describe how to keep records of business travel or accommodation arrangements</p> <p>1.8 Outline the documents and information to provide to the person who is travelling and how to obtain these</p> <p>1.9 Describe the types of problems that may occur with business travel or</p>	

	accommodation arrangements and the correct procedures to follow in order to deal with these problems
2. Know the sources of information and facilities available to make business travel or accommodation arrangements	2.1 Describe sources of information, and the facilities available, for making business travel or accommodation arrangements
3. Be able to support the organisation with business travel or accommodation arrangements	<p>3.1 Confirm the brief and budget for business travel or accommodation arrangements</p> <p>3.2 Check a draft itinerary and schedule with organiser or traveller(s)</p> <p>3.3 Identify suitable business travel or accommodation options</p> <p>3.4 Book suitable business travel or accommodation arrangements, following instructions:</p> <p>a) to meet the brief and budget using available sources of information and facilities</p> <p>b) obtaining best value for money</p> <p>c) making payment or agreeing payment arrangements</p> <p>3.4 Obtain confirmations, and collate documents for business travel or accommodation arrangements</p> <p>3.5 Maintain records of business travel or accommodation arranged</p> <p>3.6 Provide the organiser or traveller(s) with an itinerary and required documents in good time</p> <p>3.7 Confirm with the organiser or traveller(s) that itinerary and documents meet requirements</p> <p>3.8 Resolve or refer problems to the appropriate person</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about supporting the delivery of business travel or accommodation arrangements following instruction from the organiser or traveller(s).
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational	Council for Administration (CfA)

standards or other professional standards or curricula (if appropriate)	
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	18

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Communications

Title	Make and receive telephone calls
CfA Unit No.	Q107
WBA Unit No.	K/601/2446
Level	1
Credit Value	3
GLH	10
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to make telephone calls	1.1 Describe the different features of telephone systems and how to use them 1.2 Give reasons for identifying the purpose of a call before making it 1.3 Describe different ways of obtaining the names and numbers of people that need to be contacted 1.4 Describe how to use a telephone system to make contact with people inside and outside an organisation 1.5 Explain the purpose of giving a positive image of self and own organisation 1.6 Explain the purpose of summarising the outcomes of a telephone conversation before ending the call 1.7 Describe how to identify problems and who to refer them to 1.8 Describe organisation structures and communication channels within an organisation 1.9 Describe how to follow organisational procedures when making a telephone call 1.10 Explain how to report telephone system faults
2. Understand how to receive and transfer telephone calls	2.1 Describe how to identify callers and their needs 2.2 Explain the purpose of giving accurate and up to date information to callers

	<p>2.3 Explain the purpose of confidentiality and security when dealing with callers</p> <p>2.4 Describe the types of information that could affect confidentiality and security and how to handle these</p> <p>2.5 Describe ways of identifying the appropriate person to whom a call is transferred</p> <p>2.6 Describe the information to be given when transferring calls or leaving messages</p> <p>2.7 Describe how to identify problems and who to refer them to</p> <p>2.8 Describe how to follow organisational procedures when receiving a telephone call</p> <p>2.9 Explain how to report telephone system faults</p>
<p>3. Be able to make telephone calls</p>	<p>3.1 Identify the purpose of the call</p> <p>3.2 Obtain the name and number of the person to be contacted</p> <p>3.3 Make contact with the person</p> <p>3.4 Communicate information to achieve the purpose of the call</p> <p>3.5 Project a positive image of self and organisation</p> <p>3.6 Summarise the outcomes of the conversation before ending a call</p> <p>3.7 Report telephone system faults, if necessary</p>
<p>4. Be able to receive telephone calls</p>	<p>4.1 Answer a phone following organisational procedures</p> <p>4.2 Give a positive image of self and organisation</p> <p>4.3 Identify the caller, where they are calling from, and what they need</p> <p>4.4 Give accurate and up to date information whilst protecting confidentiality and security</p> <p>4.5 Transfer calls, if required</p> <p>4.6 Take and pass on messages according to the caller's needs</p> <p>4.7 Summarise the outcomes of the</p>

	<p>conversation before ending the call</p> <p>4.8 Report telephone system faults, if necessary</p>
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Additional Information about the unit	
Unit purpose and aim(s)	This unit is about making and receiving telephone calls, and transferring calls when necessary, in a business environment.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	10

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Customer Service

Title	Assist in handling mail	
CfA Unit No.	Q108	
WBA Unit No.	L/601/2455	
Level	1	
Credit Value	2	
GLH	10	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Know how to receive, distribute and collect mail or packages to meet organisational procedures	1.1 Describe the purpose of receiving, distributing and collecting mail or packages within agreed timescales 1.2 State organisational procedures for receiving, distributing and collecting mail or packages 1.3 State the names, roles and locations of individuals and teams to whom mail is distributed	
2. Know how to identify and refer problems	2.1 State the problems that may occur with mail and packages 2.2 State when to refer problems	
3. Be able to assist with receiving, distributing and collecting mail or packages	3.1 Assist with: <ul style="list-style-type: none"> a) receiving and checking mail or packages b) sorting incoming mail or packages c) identifying and referring unwanted junk mail or damaged items d) identifying and referring suspicious items e) distributing mail f) collecting and sorting outgoing mail 3.2 Refer any problems to the appropriate colleague, if appropriate	
Additional Information about the unit		
Unit purpose and aim(s)	This unit is about assisting with receiving, distributing or collecting internal and external mail or packages.	

Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	10

Draft April 2010

Title	Meet and welcome visitors	
CfA Unit No.	Q256	
WBA Unit No.	Y/601/2457	
Level	2	
Credit Value	3	
GLH	23	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand procedures for meeting and welcoming visitors	1.1. Describe different reasons for people visiting a business, their requirements and how their needs may be met 1.2 Explain the purpose of dealing with visitors promptly and courteously 1.3 Explain the purpose of presenting a positive image of self and the organisation 1.4 Explain the purpose of following health, safety and security procedures when dealing with visitors, including own responsibilities 1.5 Describe different types of problems that may occur with visitors including, conflict and aggression 1.6 Describe ways of dealing with different problems and when to refer them to an appropriate colleague 1.7 Explain the purpose of communicating with visitors 1.8 Describe organisation structures and communication channels within the organisation	
2. Be able to meet and welcome visitors	2.1 Greet visitor(s) and make them feel welcome 2.2 Identify visitors and the reason for their visit 2.3 Use the organisation's systems to receive and record visitors, as appropriate 2.4 Make sure visitors' needs are met	

	<p>2.5 Present positive image of self and the organisation</p> <p>2.6 Follow health, safety and security procedures, as required</p> <p>2.7 Inform others of visitors' arrival, as required, in line with appropriate communication channels</p> <p>2.8 Deal with any problems that may occur, or refer problems to the appropriate person</p> <p>2.9 Follow procedures for departing visitors, as required</p>
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Additional Information about the unit	
Unit purpose and aim(s)	This unit covers the procedures to follow and hospitality to offer when meeting and welcoming visitors to business premises.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	13

Manage Information and Data

Title	Use a filing system	
CfA Unit No.	Q111	
WBA Unit No.	Y/601/2460	
Level	1	
Credit Value	2	
GLH	13	
Learning Outcomes		Assessment Criteria
The learner will		The learner can
1. Know methods and procedures for storing and retrieving information	1.1. Describe methods of storing and retrieving information 1.2. Describe procedures to be followed for storing and retrieving information 1.3 Describe legal and organisational procedures for security and confidentiality of information	
2. Be able to store information	2.1 Identify and collect information to be stored 2.2 Follow procedures for security and confidentiality of information 2.3 Store information in approved locations 2.4 Refer problems, if required	
3. Be able to retrieve information	3.1 Identify information to be retrieved 3.2 Follow procedures for security and confidentiality of information 3.3 Locate and retrieve the required information 3.4 Provide information in the agreed format and timescale 3.5 Refer problems, if required	

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about using systems to store and retrieve information.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body	Assessment Strategy

(if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	13

Draft April 2010

Title	Archive information	
CfA Unit No.	Q112	
WBA Unit No.	H/601/2462	
Level	1	
Credit Value	2	
GLH	13	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand procedures for archiving information	1.1 Explain when required information should be archived 1.2 Describe procedures to be followed for archiving information, including legal requirements, if required 1.3 Explain the purpose of organisational and legal requirements for the security and confidentiality of archived information 1.4 Explain the purpose of confirming information to be archived 1.5 Describe procedures for recording and keeping archived information 1.6 Explain how to retrieve archived information 1.7 Describe problems that may occur with systems containing archived information and how to deal with them	
2. Be able to archive information	2.1 Confirm the information to be archived 2.2 Follow legal and organisational procedures for security and confidentiality of information 2.3 Follow instructions to archive information in the agreed format and timescale 2.4 Maintain a record of information archived 2.5 Follow instructions to retrieve archived records upon request 2.6 Resolve or refer problems, if required	

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about using the procedures to be followed when archiving and retrieving information.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Council for Administration (CfA)
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	13

Draft April 2010

Business Resources

Title	Use office equipment	
CfA Unit No.	Q221	
WBA Unit No.	H/601/2493	
Level	2	
Credit Value	4	
GLH	18	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Know about different types of office equipment and its uses	1.1 Identify different types of equipment and their uses 1.2 Describe the different features of different types of office equipment 1.3 Explain why different types of equipment are chosen for tasks	
2. Understand the purpose of following instructions and health and safety procedures	2.1 Explain the purpose of following manufacturer's instructions when using equipment 2.2 Explain the purpose of following organisational instructions when using equipment 2.3 Identify health and safety procedures for using different types of equipment 2.4 Explain the purpose of following health and safety procedures when using equipment 2.5 Explain the purpose of keeping equipment clean and hygienic	
3. Understand how to use equipment in a way that minimises waste	3.1 Give examples of waste when using equipment 3.2 Give examples of ways to reduce waste 3.3 Explain the purpose of minimising waste	
4. Know about the different types of problems that may occur when using equipment and how to deal with them	4.1 Give examples of equipment problems 4.2 Explain the purpose of following manufacturer's instructions and organisational procedures when dealing with problems 4.3 Give examples of how to deal with	

	problems
5. Understand the purpose of meeting work standards and deadlines	5.1 Explain the purpose of meeting work standards and deadlines when using equipment
6. Understand the purpose of leaving equipment and the work area ready for the next user	6.1 Explain the purpose of leaving equipment and the work area ready for the next user
7. Be able to use office equipment	<p>7.1 Locate and select equipment needed for a task</p> <p>7.2 Use equipment following manufacturer's and organisational guidelines</p> <p>7.3 Use equipment minimising waste</p> <p>7.4 Keep equipment clean and hygienic</p> <p>7.5 Deal with equipment problems following manufacturer's and organisational procedures</p> <p>7.6 Refer problems, if required</p> <p>7.7 Make sure final work product meets agreed requirements</p> <p>7.8 Make sure that product is delivered to agreed timescale</p> <p>7.9 Make sure equipment, resources and work area are ready for the next user</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about using a variety of different office equipment following manufacturer's and organisational guidelines.
Unit expiry date	31 December 2013
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration (CfA)
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	18

IT

Title	Using email
CfA Unit No.	
WBA Unit No.	J/502/4299
Level	1
Credit Value	2
GLH	15
Learning Outcomes	Assessment Criteria
The learner will	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

Additional Information about the unit	
Unit purpose and aim(s)	<p>This is the ability to make the best use of e-mail software to safely and securely send, receive and store messages.</p> <p>This unit is about the skills and techniques to use a range of basic e-mail software tools to send, receive and store messages for straightforward or routine activities. Any aspect that is unfamiliar will require support and advice from others.</p> <p>E-mail tools and techniques will be defined as 'basic' because:</p> <ul style="list-style-type: none"> > the software tools and functions will be predetermined or commonly used; and > the techniques used will be familiar or commonly undertaken. <p>An activity will typically be 'straightforward or routine' because:</p>

	<ul style="list-style-type: none"> > the task or context will be familiar and involve few factors (for example, time available, audience needs, content, structure); and > the input and output of information will be predetermined by the person supervising the task.
Unit expiry date	21/12/2013
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	See IT User Assessment Strategy available from www.e-skills.com
Support for the unit from an SSC or other appropriate body (if required)	e-skills
Location of the unit within the subject/sector classification system	
Name of the organisation submitting the unit	e-skills
Availability for use	
Unit available from	01/03/2009
Unit guided learning hours	15

Draft April 2010

Title	Word processing software
CfA Unit No.	
WBA Unit No.	L/502/4627
Level	1
Credit Value	3
GLH	20

Learning Outcomes	Assessment Criteria
The learner will	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

Additional Information about the unit	
Unit purpose and aim(s)	This is the ability to use a software application designed for the creation, editing and production of largely text-based documents. This unit is about the skills and knowledge

	<p>required by an IT User to use a range of basic word processing software tools and techniques to produce appropriate, straightforward or routine documents. Any aspect that is unfamiliar will require support and advice from others.</p> <p>Word processing tools and techniques will be described as 'basic' because:</p> <ul style="list-style-type: none"> > the software tools and functions will be predetermined or commonly used; and > the techniques needed for text entry, manipulation and outputting will be straightforward or routine.
Unit expiry date	31/12/2013
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	See IT User Assessment Strategy available from www.e-skills.com
Support for the unit from an SSC or other appropriate body (if required)	
Location of the unit within the subject/sector classification system	
Name of the organisation submitting the unit	e-skills
Availability for use	
Unit available from	01/03/2009
Unit guided learning hours	20

Draft April 2013

Health, Safety and Security of People, Premises and Property

Title	Use occupational health and safety guidelines when using keyboards	
CfA Unit No.	Q113	
WBA Unit No.	T/601/2465	
Level	1	
Credit Value	2	
GLH	20	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand the purpose of occupational health and safety procedures when using keyboards and workstation care and maintenance	1.1 State occupational health and safety guidelines in relation to using keyboards 1.2 Explain the purpose of following occupational health and safety guidelines for using keyboards 1.3 Describe how to position fingers, wrists, forearms and back in relation to the equipment being used 1.4 Describe procedures for workstation care and maintenance	
2. Be able to use occupational health and safety guidelines	2.1 Demonstrate correct positioning of fingers, wrists, forearms and back in relation to the equipment being used 2.2 Follow procedures for workstation care and maintenance 2.3 Follow occupational health and safety guidelines for using keyboards 2.4 Use techniques to prevent repetitive strain syndrome in accordance with occupational health and safety guidelines	

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about following occupational health and safety guidelines when using keyboards and workstation care and maintenance.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional	Council for Administration (CfA)

standards or curricula (if appropriate)	
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Council for Administration
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	CfA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	20

Draft April 2010