

SVQ 2 in Business and Administration at SCQF Level 5

Scottish Vocational Qualifications

Specification

First registration January 2016

Issue 2

Edexcel, BTEC and LCCI qualifications

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ISBN 978 1 446 93270 4

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Changes to Issue 1

This specification has been updated to Issue 2 as a result of an identified omission. Additional restricted unit combinations have been added on page 12.

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Purpose of this specification

This specification sets out:

- the type of qualification
- the objectives of the qualification
- any other qualification that a candidate must have completed before taking the qualification
- any prior knowledge, skills or understanding which the candidate is required to have before taking the qualification
- the combination of units that a candidate must have completed before the qualification will be awarded and any pathways
- methods of assessment
- conditions of assessment including: the knowledge, skills and understanding that will be assessed as part of the qualification
- the criteria against which a candidate's level of attainment will be measured (such as assessment criteria)
- resources required, including roles, responsibilities and requirements, technical and physical
- evidence requirements
- assessment principles or requirements for the qualification, for example assessment strategies, assessment principles/requirements or any other appropriate guidelines
- assessment requirements/strategy as published by the relevant Sector Skills Council/Standards Setting Body
- the Modern/Technical/Professional Apprenticeship Framework(s) in which the qualification is included, where appropriate.

1 Introducing Scottish Vocational Qualifications

What are Scottish Vocational Qualifications?

Scottish Vocational Qualifications (SVQs) are work-based qualifications that give candidates the opportunity to develop and demonstrate their competence in the area of work or job role to which a particular qualification relates.

SVQs are based on the National Occupational Standards (NOS) for the appropriate sector. NOS define what employees, or potential employees, must be able to do and know, and how well they should undertake work tasks and work roles.

At Level 2 and above SVQs are recognised as the competence component of Modern/Technical/Professional Apprenticeship frameworks. Qualifications at SVQ Level 1 can be used in Traineeships, which are stepping stones to Apprenticeship qualifications.

For those who wish to take a work-based qualification, SVQs can be delivered as stand-alone qualifications outside of Apprenticeship frameworks.

SVQs allow flexible delivery that meets the individual candidate's needs. They are suitable for those in employment and for those who are studying at college and have a part-time job or access to a substantial work placement in order to demonstrate the competencies required for work.

Most candidates will work towards their qualification in the workplace or in settings that replicate the working environment as specified in the assessment requirements/strategy for the sector. Colleges, training centres and/or employers can offer these qualifications provided they have access to appropriate physical and human resources.

2 Explanation of levels

Scottish Vocational Qualifications (SVQs) are available at five levels, reflecting the range and depth of skills, knowledge and experience that employees should have as they progress in their industry.

SVQ level	Explanation of level
Level 1	At SVQ Level 1 (Scottish Credit and Qualifications Framework (SCQF) Level 4) competence involves the application of knowledge and skills in the performance of a range of work tasks, most of which fall into a set pattern and do not change.
Level 2	At SVQ Level 2 (SCQF Level 5), candidates have to be able to show competence in a range of varied activities, in a variety of contexts. Some of the activities will be complex and they will be working in a job where they have individual responsibility or autonomy. The job may also involve collaboration with others, perhaps through membership of a work group or team.
Level 3	At SVQ Level 3 (either SCQF Level 6 or 7), candidates have to perform a broad range of activities in a variety of contexts, most of which are complex and non-routine. Candidates will usually be working with considerable responsibility and autonomy and may have supervisory or managerial responsibilities.
Level 4	At SVQ Level 4 (either SCQF Level 8 or 9), candidates need to show competence in a broad range of complex, technical or professional work activities. Activities will be performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Candidates will often be responsible for the work of others and for allocating resources.
Level 5	At SVQ Level 5 (SCQF Level 11), candidates have to demonstrate competence in applying fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. They will have substantial personal autonomy and often significant responsibility for the work of others, and for the allocation of substantial resources. Personal accountability for analysis and diagnosis, design, planning, execution and evaluation also feature strongly.

3 Qualification summary and key information

Qualification title	SVQ 2 in Business and Administration at SCQF Level 5
Operational start date	01/03/2016
Minimum age	16 Please note that sector-specific requirements or regulations may prevent candidates of a particular age from embarking on this qualification. Please refer to the assessment strategy.
Number of required units	8
Credit points	Minimum: 17 Maximum: 50
Assessment	Portfolio of Evidence (internal assessment).
Grading information	The qualification and units are graded pass/fail.
Entry requirements	No prior knowledge, understanding, skills or qualifications are required before candidates register for this qualification, however it is likely that they will be seeking work or may already be employed within the business administration sector. Centres must also follow the Pearson Access and Recruitment policy (see Section 7 Access and recruitment).
Funding	Details of funding approval are available from Skills Development Scotland at: www.skillsdevelopmentscotland.co.uk and the Scottish Funding Council at: www.sfc.ac.uk Information is also available on the Scottish Qualifications Authority (SQA) website: www.sqa.org.uk

The qualification title, unit titles and qualification code will appear on each candidate's final certificate. Centres should tell candidates this when recruiting them and registering them with Pearson. There is more information on certification in our *UK Information Manual*, available on our website.

4 Qualification rationale

Qualification objectives

The SVQ 2 in Business and Administration at SCQF Level 5 is for candidates who work in or who want to work in business administration roles, such as administrator, business support officer, office junior, receptionist.

The qualification gives candidates the opportunity to:

- develop and demonstrate competence in the job roles stated above
- develop the fundamental technical skills, underpinning knowledge and understanding and behaviours that support competence in the job roles stated above, including communication, management planning and review
- have a flexibility of unit choice to allow for a focus in specific areas, such as IT, software and data management, HR and public sector administration. The full range of units is given in Section 5 Qualification structure
- have existing skills and knowledge recognised
- achieve a nationally-recognised SCQF Level 5 qualification
- develop personal growth and engagement in learning.

Relationship with previous qualifications

This qualification is a direct replacement for the SVQ 2 in Business and Administration at SCQF Level 5, which has been updated to include the 2013 National Occupational Standards.

Apprenticeships

Skills CFA (the Skills Council for pan-sector business skills, which includes the management and leadership sector) include the SVQ 2 in Business and Administration at SCQF Level 5 as the mandatory component for the Modern Apprenticeship in Business and Administration.

Progression opportunities

Candidates who achieve the SVQ Level 2 in Business Administration at SCQF Level 5 can progress to the SVQ Level 3 in Business Administration at SCQF Level 6 which is the mandatory outcome of the Level 3 Modern Apprenticeship in Business Administration.

Achieving this qualification also gives candidates the opportunity to progress to potential job roles such as administrator, administration supervisor, legal secretary, receptionist or secretary.

Industry support and recognition

This qualification is supported by Skills CFA.

Relationship with National Occupational Standards

This qualification is based on the National Occupational Standards (NOS) in Business and Administration, which were set and designed by Skills CFA.

5 Qualification structure

SVQ Level 2 in Business and Administration at SCQF Level 5

The candidate will need to meet the requirements outlined in the table below before the qualification can be awarded.

Minimum number of units that must be achieved	8
Number of mandatory units that must be achieved	3
Number of optional units that must be achieved: <i>Three units from Optional Group B, and two further units from Optional Group B or optional Group C.</i> Please read the information on restricted combinations carefully. This can be found below the qualification structure.	5

Unit	Unit code	Mandatory units – Group A	Credit points	SCQF level
1	CFABAA625	Agree How to Manage and Improve Own Performance in a Business Environment	4	5
2	CFABAF172	Undertake Work in a Business Environment	2	5
3	CFABAA614	Prepare to Communicate in a Business Environment	3	5
Unit	Unit code	Optional units – Group B	Credit points	SCQF Level
4	CFABAG126	Plan How to Solve Business Problems	4	5
5	CFABAG1210	Work With Other People in a Business Environment	3	5
6	CFABAA211	Produce Documents in a Business Environment	4	5
7	CFABAA213	Prepare Text from Notes	4	6
8	CFABAA213b	Prepare Text from Notes Using Touch Typing (40 Wpm)	3	5
9	CFABAD311a	Prepare Text From Shorthand (60 Wpm)	8	5
10	CFABAD312a	Prepare Text From Recorded Audio Instruction (40 Wpm)	4	5
11	CFABAA311	Support the Organisation and Co-Ordination of Events	5	5
12	CFABAA321	Support the Organisation of Business Travel Or Accommodation	3	5
13	CFABAA411	Support the Organisation of Meetings	4	5

Unit	Unit code	Optional units – Group B <i>continued</i>	Credit points	SCQF Level
14	CFABAA622	Use Voicemail Message Systems	1	5
15	CFABAA431	Use a Diary System	3	5
16	CFABAA441	Take Minutes	4	5
17	CFABAA612	Handle Mail	3	5
18	CFABAC312	Provide Reception Services	3	5
19	CFABAC311	Meet and Welcome Visitors	3	5
20	CFABAD321	Collate and Organise Data	3	5
21	CFABAD323	Research Information	4	5
22	CFABAD332	Store and Retrieve Information Using a Filing System	3	5
23	CFABAD334	Provide Archive Services	2	5
24	CFABAD121	Support the Management and Development of an Information System	7	7
25	CFABAA231	Use Office Equipment	3	5
26	CFABAF141	Maintain and Issue Stock Items	3	5
27	CFABAA111	Respond to Change in a Business Environment	3	5
28	CFABAB151	Administer HR Records	3	5
29	CFABAB152	Administer the Recruitment and Selection Process	4	5
30	CFABAB131	Administer Parking Dispensations	4	5
31	ESKIBS2	Bespoke Software 2	3	5
32	ESKIBS2	Specialist Software 2	3	5
33	ESKIDMS2	Data Management Software 2	3	5
34	ESKIDB2	Database Software 2	4	5
35	ESKIPU2	Improving Productivity Using IT 2	4	5
36	ESKIITS2	IT Security for Users 2	2	5
37	ESKIPS2	Presentation Software 2	4	5
38	ESKISIS2	Setting Up an IT System 2	4	5
39	ESKISS2	Spreadsheet Software 2	4	5
40	ESKIUCT2	Using Collaborative Technologies 2	4	5
41	ESKIWS2	Website Software 2	4	5
42	ESKIWP2	Word Processing Software 2	4	5
43	ESKIEML2	Using Email 2	3	5

Unit	Unit code	Optional units – Group B <i>continued</i>	Credit points	SCQF Level
44	FSP P4	Control Payroll	8	7
45	FSP FA3	Account for Income and Expenditure	3	8
46	FSP FA5	Draft Financial Statements	3	8
47	SFJCHCC062	Process Court Documentation	6	6
48	SFJCHCC069	Contribute to Maintaining Security and Protecting Individuals' Rights in the Custodial Environment	6	6
49	SFJCHCC060	Calculate Critical Dates for Sentences	6	5
50	SFJCHCC063	Make Administrative Arrangements for the Movement of Individuals Outside the Custodial Establishment	6	5
51	SFJCHCC064	Administer Documentation for the Appeals Process	6	5
52	SFJCHCC065	Administer Personal Money for Individuals in Custody	6	5
53	SFJCHCC066	Prepare Documentation to Help Authorities Decide the Conditions on Which to Release Individuals From Custody	6	5
54	SFJCHCC067	Make Administrative Arrangements for the Release of Individuals from Custody	6	5
Unit	Unit code	Optional units – Group C	Credit points	SCQF Level
55	CFABAA151	Contribute to Running a Project	5	6
56	CFABAA212	Design and Produce Documents in a Business Environment	4	6
57	CFABAA213c	Prepare Text from Notes Using Touch Typing (60 wpm)	4	6
58	CFABAD311b	Prepare Text from Shorthand (80 wpm)	8	6
59	CFABAD312b	Prepare Text from Recorded Audio Instruction (60 wpm)	4	6
60	CFABAA312	Organise and Co-Ordinate Events	8	6
61	CFABAA412	Plan and Organise Meetings	5	6
62	CFABAA322	Organise Business Travel or Accommodation	5	6
63	CFABAA621	Make and Receive Telephone Calls	3	5
64	CFABAA617	Develop a Presentation	3	6
65	CFABAA623	Deliver a Presentation	3	6

Unit	Unit code	Optional units – Group C <i>continued</i>	Credit points	SCQF Level
66	CFABAC121	Deliver, Monitor and Evaluate Customer Service to Internal and/or External Customers	3	6
67	CFABAD111	Support the Design and Development of Information Systems	7	6
68	CFABAD131	Monitor Information Systems	7	6
69	CFABAD322	Analyse and Report Data	6	6
70	CFABAB141	Provide Administrative Support in Schools	8	6
71	CFABAB132	Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals	9	6
72	CFABAB133	Administer Statutory Parking and Traffic Appeals	9	7
73	CFABAB134	Administer Parking and Traffic Debt Recovery	6	7
74	SFJCHCC061	Verify Critical Dates for Sentences	6	7
75	SFJCHCC068	Verify the Release Process	6	6
76	CFAAA121	Administer Agricultural Records	6	6
77	CFAAA122	Make Agricultural Returns, Applications and Claims	8	6
78	CFABAB111	Administer Legal Files	7	6
79	CFABAB112	Build Case Files	4	6
80	CFABAB113	Manage Case Files	5	7
81	CFABAE141	Use Occupational and Safety Guidelines When Using a Workstation	2	4
82	ESKIBS1	Bespoke Software 1	2	4
83	ESKIBS1	Specialist Software 1	2	4
84	ESKIDMS1	Data Management Software 1	2	4
85	ESKIDB1	Database Software 1	3	4
86	ESKIPU1	Improving Productivity Using IT 1	3	4
87	ESKIITS1	IT Security for Users 1	1	4
88	ESKIPS1	Presentation Software 1	3	4
89	ESKISIS1	Setting Up an IT System 1	3	4
90	ESKISS1	Spreadsheet Software 1	3	4
91	ESKIUCT1	Using Collaborative Technologies 1	3	4
92	ESKIWS1	Website Software 1	3	4

Unit	Unit code	Optional units – Group C <i>continued</i>	Credit points	SCQF Level
93	ESKIWP1	Word Processing Software 1	3	4
94	ESKIEML1	Using Email 1	2	4
95	FSP P2	Calculate Pay	N/A	N/A

Centres should be aware that within the SCQF Level 5 qualification in this specification, candidates may be required to meet the demands of unit(s) at Level 9. Centres are advised to consider the support, guidance and opportunities they give to candidates to meet the demands of the higher-level unit(s).

Restricted combinations:

- A maximum of **two** units only may be selected from the IT and Finance units imported from e-skills UK and FSP.
- Either **Unit 6** CFABAA211 (Produce Documents in a Business Environment) or **Unit 56** CFABAA212 (Design And Produce Documents in a Business Environment) may be selected but not both.
- Only one unit may be selected from these units:
 - **Unit 7** CFABAA213 (Prepare Text From Notes)
 - **Unit 8** CFABAA213b (Prepare Text From Notes Using Touch Typing (40 wpm))
 - **Unit 57** CFABAA213c (Prepare Text From Notes Using Touch Typing (60 wpm))
- Either **Unit 9** CFABAD311a (Prepare Text From Shorthand (60 wpm)) or **Unit 58** CFABAD311b (Prepare Text From Shorthand (80 wpm)) may be selected, but not both.
- Either **Unit 10** CFABAD312a Prepare Text From Recorded Audio Instruction (40 wpm) or **Unit 59** CFABAD312b Prepare Text From Recorded Audio Instruction (60wpm) may be selected, but not both.
- Either **Unit 11** CFABAA311 Support The Organisation and Co-Ordination Of Events or **Unit 60** CFABAA312 Organise And Co-Ordinate Events may be selected, but not both.
- Either **Unit 12** CFABAA321 (Support The Organisation Of Business Travel Or Accommodation) or **Unit 62** CFABAA322 (Organise Business Travel or Accommodation) may be selected, but not both.
- Either **Unit 13** CFABAA411 (Support The Organisation Of Meetings) or **Unit 61** CFABAA412 (Plan And Organise Meetings) may be selected, but not both.
- Only one unit may be selected from these units:
 - **Unit 31** ESKIBS2 (Bespoke software 2)
 - **Unit 32** ESKIBS2 (Specialist software 2)
 - **Unit 82** ESKIBS1 (Bespoke software 1)
 - **Unit 83** ESKIBS1 (Specialist software 1).

- Either **Unit 33** ESKIDMS2 (Data Management Software 2) or **Unit 84** ESKIDMS1 (Data Management Software 1) may be selected but not both.
- Either **Unit 34** ESKIDB2 (Database Software 2) or **Unit 85** ESKIDB1 (Database Software 1) may be selected but not both.
- Either **Unit 35** ESKIPU2 (Improving Productivity Using IT 2) or **Unit 86** ESKIPU1 (Improving Productivity Using IT 1) may be selected but not both.
- Either **Unit 36** ESKIITS2 (IT Security For Users 2) or **Unit 87** ESKIITS1 (IT Security For Users 1) may be selected but not both.
- Either **Unit 37** ESKIPS2 (Presentation Software 2) or **Unit 88** ESKIPS1 (Presentation Software 1) may be selected but not both.
- Either **Unit 38** ESKISIS2 (Setting Up An IT System 2) or **Unit 89** ESKISIS1 (Setting Up An IT System 1) may be selected but not both.
- Either **Unit 39** ESKISS2 (Spreadsheet Software 2) or **Unit 90** ESKISS1 (Spreadsheet Software 1) may be selected but not both.
- Either **Unit 40** ESKIUCT2 (Using Collaborative Technologies 2) or **Unit 91** ESKIUCT1 (Using Collaborative Technologies 1) may be selected but not both.
- Either **Unit 41** ESKIWS2 (Website Software 2) or **Unit 92** ESKIWS1 (Website Software 1) may be selected but not both.
- Either **Unit 42** ESKIWP2 (Word Processing Software 2) or **Unit 93** ESKIWP1 (Word Processing Software 1) may be selected but not both.
- Either **Unit 43** ESKIEML2 (Using Email 2) or **Unit 94** ESKIEML1 (Using Email 1) may be selected but not both.

6 Programme delivery

Centres are free to offer these qualifications using any mode of delivery (for example full time, part time, evening only, distance learning) that meets candidates' needs. Candidates must be in employment or working with a training provider on a work programme or placement so that they can develop and demonstrate the occupational competence required.

Whichever mode of delivery is used, centres must make sure that candidates have access to specified resources and to the sector specialists delivering and assessing the units. Centres must adhere to the Pearson policies that apply to the different modes of delivery. Our policy on *Collaborative arrangements for the delivery of vocational qualifications* can be found on our website.

There are various approaches to delivering a successful competence-based qualification. The section below outlines elements of good practice that centres can adopt in relation to candidate recruitment, preparation and support, training and assessment delivery, and employer engagement.

Elements of good practice

Candidate recruitment, preparation and support

Good practice in relation to candidate recruitment, preparation and support includes:

- providing initial advice and guidance, including work tasters, to potential candidates to give them an insight into the relevant industry and the learning programme
- using a range of appropriate and rigorous selection methods to ensure that candidates are matched to the programme best suited to their needs
- carrying out a thorough induction for candidates to ensure that they completely understand the programme and what is expected of them. For example, the induction should include the requirements of the programme, an initial assessment of current competency levels, assessment of individual learning styles, identification of training needs, an individual learning plan, details of training delivery and the assessment process. It is good practice to involve the employer in the induction process. This helps employers to understand what will be taking place during the programme and enables them to start building a relationship with the centre to support the effective delivery of the programme
- keeping in regular contact with the candidate to keep them engaged and motivated, and ensuring that there are open lines of communication between the candidate, the assessor, the employer and teaching staff.

Training and assessment delivery

Good practice in relation to training and assessment delivery includes:

- offering flexible delivery and assessment to meet the needs of the employer and candidate, through the use of a range of approaches, for example virtual learning environments (VLEs), online lectures, video, printable online resources, virtual visits, webcams for distance training, e-portfolios
- planning opportunities for the development and practising of skills on the job. On-the-job training presents an excellent opportunity to develop the candidate's routine expertise, resourcefulness, craftspersonship and business-like attitude. It is, therefore, important that there is intentional structuring of practice and guidance to supplement the learning and development provided through engagement in everyday work activities. Candidates need to have structured time to learn and practise their skills separate from their everyday work activities. Teaching and learning methods, such as coaching, mentoring, shadowing, reflective practice, collaboration and consultation, could be used in this structured on-the-job learning
- developing a holistic approach to assessment by matching evidence to different assessment criteria, learning outcomes and units as appropriate, thereby reducing the assessment burden on candidates and assessors. It is good practice to draw up an assessment plan that aligns the units with the learning process and the acquisition of knowledge and skills, and which indicates how and when the units will be assessed
- discussing and agreeing with the candidate and employer suitable times, dates and work areas where assessment will take place. Candidates and employers should be given regular and relevant feedback on performance and progress.

Employer engagement

Good practice in relation to employer engagement includes:

- communicating with employers at the start of the programme to understand their business context and requirements so that the programme can be tailored to meet their needs
- working with the employer to ensure that candidates are allocated a mentor in the workplace to assist them in the day-to-day working environment and to act as a contact for the assessor/tutor
- helping the employer to better understand their role in the delivery of the programme. It is important that employers understand that sufficient and relevant work must be given to candidates in order to provide a culture of learning and to ensure that they are given every opportunity to participate in aspects of continuing professional development (CPD).

7 Centre resource requirements

As part of the approval process, centres must make sure that the resource requirements below are in place before offering the qualification.

General resource requirements

- Centres must have the appropriate physical resources to support delivery and assessment of the qualification. For example, a workplace in line with industry standards, or a Realistic Working Environment (RWE), where permitted, as specified in the assessment strategy for the sector, equipment, IT, learning materials, teaching rooms.
- Where RWE is permitted, it must offer the same conditions as the normal, day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working.
- Centres must meet any specific human and physical resource requirements outlined in the assessment strategy in *Annexe A*. Staff assessing candidates must meet the occupational competence requirements within the overarching assessment strategy for the sector.
- There must be systems in place to ensure continuing professional development for staff delivering the qualification.
- Centres must have appropriate health and safety policies, procedures and practices in place for the delivery and assessment of the qualification.
- Centres must deliver the qualification in accordance with current equality legislation. For further details on Pearson's commitment to the Equality Act 2010, see *Section 7 Access and recruitment*. For full details on the Equality Act 2010 go to www.legislation.gov.uk or www.scotland.gov.uk

8 Access and recruitment

Our policy on access to our qualifications is that:

- they should be available to everyone who is capable of reaching the required standards
- they should be free from barriers that restrict access and progression
- there should be equal opportunities for all candidates wishing to access the qualifications.

Centres must ensure that their candidate recruitment process is conducted with integrity. This includes ensuring that applicants have appropriate information and advice about the qualification to ensure that it will meet their needs.

Centres should review applicants' prior qualifications and/or experience, considering whether this profile shows that they have the potential to achieve the qualification.

Prior knowledge, skills and understanding

No prior knowledge, understanding, skills or qualifications are required before candidates register for this qualification, however it is likely that they will be seeking work or may already be employed within the business administration sector.

Access to qualifications for candidates with disabilities or specific needs

Equality and fairness are central to our work. Pearson's *Equality Policy* requires all candidates to have equal opportunity to access our qualifications and assessments and that our qualifications are awarded in a way that is fair to every candidate.

We are committed to making sure that:

- candidates with a protected characteristic (as defined by the Equality Act 2010) are not, when they are undertaking one of our qualifications, disadvantaged in comparison to candidates who do not share that characteristic
- all candidates achieve the recognition they deserve from undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers.

For candidates with disabilities and specific needs, the assessment of their potential to achieve the qualification must identify, where appropriate, the support that will be made available to them during delivery and assessment of the qualification. For information on reasonable adjustments and special consideration, see *Section 8 Assessment*.

9 Assessment

To achieve a pass for the full qualification, the candidate must achieve all the units required in the stated qualification structure.

Language of assessment

Assessment of the internally-assessed units may be in English, Welsh or Irish. If assessment is to be carried out in either Welsh or Irish then centres must inform Pearson at the point of candidate registration.

A candidate taking the qualification may be assessed in British or Irish Sign Language where it is permitted for the purpose of reasonable adjustment.

Further information on the use of language in qualifications is available in our policy document *Use of languages in qualifications policy*, available on our website.

Further information on access arrangements can be found in the Joint Council for Qualifications (JCQ) document *Access Arrangements, Reasonable Adjustments and Special Consideration for General and Vocational qualifications*. Both documents are on our website.

Internal assessment

The competence units in this qualification are assessed through an internally and externally quality assured Portfolio of Evidence made up of evidence gathered during the course of the candidate's work.

Each unit has specified assessment outcomes and standards that outline the required skills and techniques and knowledge and understanding. To pass each unit the candidate must:

- achieve **all** the specified outcomes and standards
- satisfy **all** the outcomes and standards by providing consistent and valid and reliable evidence for each criterion
- prove that the evidence is their own.

The candidate must have an assessment record that identifies the outcomes and standards that have been met. The assessment record should be cross-referenced to the evidence provided. The assessment record should include details of the type of evidence and the date of assessment. Suitable centre documentation should be used to form an assessment record.

It is important that the evidence provided to meet the performance, behaviour and knowledge outcomes and standards, is:

Valid	relevant to the standards for which competence is claimed
Authentic	produced by the candidate
Consistent	achieved on more than one occasion
Current	usually not more than two years old
Sufficient	fully meets the requirements of the performance, behaviour and knowledge outcomes and standards.

Candidates can provide evidence of occupational competence from:

- **current practice** – where evidence is generated from a current job role
- a **programme of development** – where evidence comes from assessment opportunities built into a learning programme. The evidence provided must meet the requirements of the Sector Skills Council's assessment requirements/strategy
- the **Recognition of Prior Learning (RPL)** – where a candidate can demonstrate that they can meet a unit's outcomes and standards through knowledge, understanding or skills they already possess without undertaking a course of development. Candidates must submit sufficient, reliable, authentic and valid evidence for assessment. Evidence submitted that is based on RPL should give the centre confidence that the same level of skill, understanding and knowledge exists at the time of claim as existed at the time the evidence was produced. RPL is acceptable for accrediting a unit, several units, or a whole qualification
- further guidance is available in our policy document *Recognition of Prior Learning Policy and Process*, available on our website
- a combination of these.

Assessment strategy

The assessment strategy for this qualification is included in *Annexe A*. It sets out the overarching assessment principles and the framework for assessing the units to ensure that the qualification remains valid and reliable. It has been developed by Skills CFA in partnership with employers, training providers, awarding organisations and the regulatory authorities.

Types of evidence

To achieve a unit, the candidate must gather evidence that shows that they have met the required standard specified in the assessment criteria, Pearson's quality assurance arrangements (please see *Section 10 Quality assurance of centres*) and the requirements of the assessment requirements/strategy given in *Annexe A*.

In line with the assessment requirements/strategy, evidence for internally-assessed units can take a variety of forms as indicated below:

- direct observation of the candidate's performance by their assessor (O)
- outcomes from oral or written questioning (Q&A)
- products of the candidate's work (P)
- personal statements and/or reflective accounts (RA)
- outcomes from simulation (S) – please see *Assessment Strategy (Annexe A)* for information on the use of simulation
- professional discussion (PD)
- authentic statements/witness testimony (WT)
- expert witness testimony (EWT)
- evidence of Recognition of Prior Learning (RPL).

Candidates can use the abbreviations in their portfolios for cross-referencing purposes.

Candidates can also use one piece of evidence to prove their knowledge, skills and understanding across different outcomes and standards and/or across different units. It is not necessary for candidates to have each standard assessed separately. They should be encouraged to reference evidence to the relevant standard. However, the evidence provided for each unit must be clearly referenced to the unit being assessed. Evidence must be available to the assessor, the internal verifier and the Pearson standards verifier.

Any specific evidence requirements for a unit are given in the *Assessment* section of the unit.

Further guidance on the requirements for centre quality assurance and internal verification processes is available on our website.

Appeals

Centres must have a policy for dealing with appeals from candidates. Appeals may relate to incorrect assessment decisions or unfairly conducted assessment. The first step in such a policy is a consideration of the evidence by a Lead Internal Verifier or other member of the programme team. The assessment plan should allow time for potential appeals after candidates have been given assessment decisions.

Centres must document all candidates' appeals and their resolutions. Further information on the appeals process can be found in the document *Enquiries and appeals about Pearson vocational qualifications policy*, available on our website.

Dealing with malpractice

Centres must have a policy for dealing with malpractice by candidates. This policy must follow the Joint Council for Qualifications (JCQ) document *General and Vocational qualifications: Suspected Malpractice in Examinations and Assessments Policies and Procedures*. Centres should follow their policy in dealing with candidate malpractice. There is no need to inform Pearson of candidate malpractice unless the candidate(s) in question have been certificated or their work quality assured.

Centres must report suspected malpractice by teachers or centres to the Investigations Team at Pearson before any investigation is undertaken by the centre. Centres should provide as much information as possible on the suspected malpractice in an email to pqsmalpractice@pearson.com. It is extremely important that malpractice is reported in a timely fashion; particularly if any units have been subject to quality assurance or certification.

Reasonable adjustments to assessment

Centres are able to make adjustments to assessments to take account of the needs of individual candidates in line with the guidance given in the Pearson document *Supplementary guidance for reasonable adjustment and special consideration in vocational internally-assessed units*. In most instances, adjustments can be achieved by following the guidance, for example allowing the use of assistive technology or adjusting the format of the evidence. We can advise you if you are uncertain as to whether an adjustment is fair and reasonable. Any reasonable adjustment must reflect the normal learning or working practice of a candidate in a centre or working within the occupational area.

Further information on access arrangements can be found in the Joint Council for Qualifications (JCQ) document *Access Arrangements, Reasonable Adjustments and Special Consideration for General and Vocational qualifications*.

Both documents are on our website.

Special consideration

Centres must operate special consideration in line with the guidance given in the Pearson document *Supplementary guidance for reasonable adjustment and special consideration in vocational internally-assessed units*. Special consideration may not be applicable in instances where:

- assessment requires the demonstration of practical competence
- criteria have to be met fully
- units/qualifications confer licence to practice.

Centres cannot apply their own special consideration; applications for special consideration must be made to Pearson and can be made only on a case-by-case basis. A separate application must be made for each candidate and certification claims must not be made until the outcome of the application has been received.

Further information on special consideration can be found in the Joint Council for Qualifications (JCQ) document *Access Arrangements, Reasonable Adjustments and Special Consideration for General and Vocational qualifications*.

Both of the documents mentioned above are on our website.

Credit transfer

Credit transfer describes the process of using a credit or credits awarded in the context of a different qualification or awarded by a different awarding organisation towards the achievement requirements of another qualification. All awarding organisations recognise the credits awarded by all other awarding organisations that operate within the SCQF.

If candidates achieve credits with other awarding organisations, they do not need to retake any assessment for the same units. The centre must keep evidence of unit achievement. Further information on credit transfer can be found in the document *SCQF Credit Accumulation and Transfer policy*, available on our website.

10 Centre recognition and approval

Centre recognition

Centres that have not previously offered Pearson SVQs need to apply for, and be granted, centre recognition and approval as part of the process for approval to offer individual qualifications. Centres already delivering Pearson NVQs will not need to apply for centre approval to deliver Pearson SVQs but will need to apply for qualification approval.

Existing centres will be given 'automatic approval' for a new qualification if they are already approved for a qualification that is being replaced by a new qualification and the conditions for automatic approval are met.

Guidance on seeking approval to deliver Pearson SVQs is available on our website.

Approvals agreement

All centres are required to enter into an approval agreement, which is a formal commitment by the head or principal of a centre, to meet all the requirements of the specification and any associated codes, conditions or regulations. Pearson will act to protect the integrity of the awarding of qualifications. If centres do not comply with the agreement, this could result in the suspension of certification or withdrawal of approval.

11 Quality assurance of centres

Quality assurance is at the heart of vocational qualifications. Centres are required to declare their commitment to ensuring quality and to giving candidates appropriate opportunities that lead to valid and accurate assessment outcomes.

Centres must follow quality assurance requirements for standardisation of assessors and internal verifiers and the monitoring and recording of assessment processes. Pearson uses external quality assurance procedures to check that all centres are working to national standards. It gives us the opportunity to identify and provide support to safeguard certification and quality standards. It also allows us to recognise and support good practice.

Centres offering competence-based qualifications will usually receive two standards verification visits per year (a total of two days per year). The exact frequency and duration of standards verifier visits will reflect the centre's performance, taking account of the:

- number of assessment sites
- number and throughput of candidates
- number and turnover of assessors
- number and turnover of internal verifiers.

In order for certification to be released, confirmation is required that the National Occupational Standards (NOS) for assessment and verification, and for the specific occupational sector are being met consistently.

For further details, please go to the *Quality Assurance Handbook NVQ/SVQ* and the *Pearson Edexcel NVQs, SVQs and competence-based qualifications – Delivery Requirements and Quality Assurance Guidance* on our website.

12 Unit format

Each unit has the following sections.

Unit title

The unit title is on the SCQF and this form of words will appear on the candidate's Notification of Performance (NOP).

Unit code

Each unit is assigned a unit code that appears with the unit title on the SQA accredited qualification structure.

SCQF level

All units and qualifications within Scottish qualifications have a Scottish Credit and Qualifications Framework (SCQF) level assigned to them. There are 12 levels of achievement which show the depth and complexity of learning/competence, skills and knowledge required to achieve the qualification.

Credit points

All units have credit points. Credit points show the volume of learning required to achieve a qualification. One SCQF credit point equals 10 notional learning hours.

Unit summary

This summarises the purpose of the unit and the learning the unit offers.

Unit assessment requirements

The SSC set the assessment requirements. Candidates must provide evidence according to each of the requirements stated in this section.

Terminology

Key terms and concepts that feature in the unit.

Skills

This section lists the main generic skills which are needed to perform effectively.

Assessment outcomes and standards

The requirements the candidate is expected to meet to achieve the unit. These requirements are under subheadings of 'knowledge and understanding' and 'performance criteria'.

Knowledge and understanding

The knowledge that the candidate needs to be able to understand what they are doing and why.

Performance criteria

The level of competence the candidate has to achieve.

Behaviours

This section outlines the soft skills needed in order to carry out the role effectively

Unit 1: Agree How to Manage and Improve Own Performance in a Business Environment

Unit code: CFABAA625

SCQF level: 5

Credit points: 4

Unit summary

This standard is about accepting plans for own work and its delivery, improving own performance and behaving in a way that encourages effective working. It includes taking responsibility for own work and any mistakes made, seeking feedback from others and using it to improve own work and adapting positively to changes. It is for administrators who agree how to manage and improve their own performance.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy in Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing
Communicating
Decision-making
Organising
Planning
Presenting information
Problem solving

Terminology

Business; administration; personal performance

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Plan and be accountable for own work	
<i>You need to know and understand:</i>	
K1	the purpose of planning own work and being accountable to others
K2	how to agree realistic targets for own work and why this is important
K3	how to plan own work to meet agreed deadlines
K4	the types of problems that may occur during work and how to seek help if needed
K5	the purpose of keeping other people informed about progress
K6	the purpose and benefits of giving other people sufficient notice if revisions to plans are needed
K7	the benefits of acknowledging and learning from mistakes
K8	guidelines, procedures and codes of practice that are relevant to own area of work
K9	the benefits of setting high standards for own work and how to set these standards
Improve own performance	
<i>You need to know and understand:</i>	
K10	how learning and development can help to improve own work, benefit the organisation and further own career
K11	the main career progression routes available
K12	learning and development opportunities that are available

Knowledge and understanding

Behave in a way that supports effective working

You need to know and understand:

K13	the purpose and benefits of being ready to take on new challenges and adapt to change
K14	the types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not
K15	how to help and support others and why this is important

Performance criteria

Plan and be accountable for own work

You must be able to:

P1	agree realistic targets and achievable timescales for own work
P2	plan how to make best use of time and the other resources needed
P3	confirm working methods with work colleagues
P4	follow the correct procedures to deal with problems when they arise, using the support of other people when necessary
P5	keep other people informed of progress
P6	meet deadlines or renegotiate timescales and plans in good time
P7	take responsibility for own work and accept responsibility for any mistakes made
P8	follow agreed guidelines, procedures and, where appropriate, codes of practice
P9	set high standards for own work and show commitment to achieving these standards

Improve own performance

You must be able to:

P10	encourage and accept feedback from other people
P11	use feedback to agree ways to improve own work and put improvements into practice
P12	agree where further learning and development could improve own performance
P13	follow through a learning plan that meets own needs
P14	review own progress and update own learning plan

Performance criteria

Behave in a way that supports effective working

You must be able to:

P15	understand your own needs and rights
P16	show a willingness to take on new challenges
P17	adapt readily to change
P18	treat other people with honesty, respect and consideration

Unit 2:

Undertake Work in a Business Environment

Unit code: CFABAF172

SCQF level: 5

Credit points: 2

Unit summary

This unit is about undertaking the requirements for delivering sustainability; respecting diversity and protecting security and confidentiality in line with organisational and legal requirements. It is for administrators who undertake work in a business environment.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Interpersonal skills

Planning

Reading

Terminology

Business; administration; diversity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Support sustainability	
<i>You need to know and understand:</i>	
K1	the main causes of waste in a business administration environment and how to minimise this waste
K2	the organisational procedures for recycling and disposal of waste materials
K3	how regular maintenance of equipment can help to minimise waste
K4	how to use technology to work more efficiently
Support diversity	
<i>You need to know and understand:</i>	
K5	what is meant by diversity and why it should be valued
K6	how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
K7	the ways in which it is possible to learn from others
Maintain security and confidentiality	
<i>You need to know and understand:</i>	
K8	the purpose and benefits of maintaining security and confidentiality
K9	the legal and organisational requirements in relation to security and confidentiality
K10	the procedures to follow if there are any concerns about security and confidentiality

Performance criteria

Support sustainability

You must be able to:

P1	keep waste to a minimum
P2	follow procedures for the recycling and disposal of waste materials
P3	follow procedures for maintenance of equipment
P4	make best use of available technology

Support diversity

You must be able to:

P5	interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
P6	learn from other people and use this to improve own way of working and interacting with others
P7	follow organisational procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

You must be able to:

P8	maintain the security of property in a way that is consistent with organisational procedures and legal requirements
P9	maintain the security and confidentiality of information in line with organisational procedures and legal requirements
P10	report any concerns about security and confidentiality to an appropriate person

Unit 3:

Prepare to Communicate in a Business Environment

Unit code: CFABAA614

SCQF level: 5

Credit points: 3

Unit summary

This unit is about preparing to communicate in writing and verbally in a business environment. It includes identifying the purpose of the communication and its audience, communicating in ways that suit the audience and seeking feedback on whether the communication has achieved its purpose. It is for administrators who communicate in a business environment.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Organising

Planning

Reflecting

Terminology

Business; administration; communication

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Plan communication	
<i>You need to know and understand:</i>	
K1	the reasons for identifying the purpose of communication and the audience
K2	methods of communication and situations in which to use them
Communicate in writing	
<i>You need to know and understand:</i>	
K3	relevant sources of information
K4	how to use language appropriate to the audience, the chosen communication method and the purpose of the communication
K5	how to organise, structure and present information for the audience
K6	how to check the accuracy of information
K7	how to use grammar, punctuation and spelling accurately
K8	the principles of Plain English
K9	the reasons for proofreading or checking work
K10	how to recognise when work is urgent or important
K11	the organisational procedures for filing communications

Knowledge and understanding

Communicate verbally

You need to know and understand:

K12	how to present information and ideas clearly
-----	--

K13	ways of contributing to discussions that will help to move them forward
-----	---

K14	methods of active listening
-----	-----------------------------

K15	the reasons for summarising communication
-----	---

After communication

You need to know and understand:

K16	how to seek feedback on whether the communication achieved its purpose
-----	--

K17	the value of reflecting on the outcomes of communication and of identifying ways to further develop communication skills
-----	--

Performance criteria

Plan communication

You must be able to:

P1 identify the purpose of the communication and the audience

P2 decide which method of communication to use

Communicate in writing

You must be able to:

P3 find and select information that supports the purpose of the communication

P4 organise, structure and present information to suit the audience's needs and what you want to say

P5 confirm and read written material that contains information that is needed

P6 extract the main points needed from written material

P7 use accurate grammar, punctuation and spelling

P8 proofread or check work and make any necessary amendments

P9 produce the communication to meet deadlines recognising the difference between what is important and what is urgent

P10 keep a file copy of all communication

Communicate verbally

You must be able to:

P11 present information and ideas clearly to others

P12 make contributions to discussions that help to move the discussion forward

Performance criteria

Communicate verbally

You must be able to:

- | | |
|-----|---|
| P13 | listen actively to information that other people are communicating and respond appropriately |
| P14 | ask relevant questions to clarify anything not understood |
| P15 | summarise the communication with the person/people being communicated with to make sure the meaning has been understood |

After communication

You must be able to:

- | | |
|-----|--|
| P16 | seek feedback on whether the communication achieved its purpose |
| P17 | reflect on the outcomes of communication and identify ways to develop communication skills further |

Unit 4:

Plan how to Solve Business Problems

Unit code:

CFABAG126

SCQF level:

5

Credit points:

4

Unit summary

This unit is about identifying business problems and planning how to solve them. It includes recognising when a problem exists, planning and agreeing an approach to solving it and checking progress towards the solution, adjusting plans where necessary. It is for administrators who plan how to solve business problems.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Decision making

Organising

Planning

Problem solving

Working with others

Terminology

Business; administration; problem solving

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	how to recognise when a business problem exists
K2	how to identify the potential causes of a business problem
K3	problem-solving techniques
K4	planning techniques
K5	reasons for using support and feedback from others
K6	the value of checking progress and adjusting plans as necessary
K7	how to recognise when the business problem has been solved
K8	how to review the approach to solving the business problem

Performance criteria

You must be able to:

P1	recognise when a business problem exists
P2	confirm the business problem is understood
P3	discuss the business problem with others
P4	agree an approach to solving the business problem
P5	plan the agreed approach to solving the business problem
P6	decide how to recognise when the business problem has been solved
P7	agree the plan with the appropriate authority
P8	put the plan into action
P9	use support and feedback from others when appropriate
P10	check progress towards solving the business problem, adjusting the plan as necessary
P11	review the approach to solving the business problem, identifying other approaches which may have been more productive

Unit 5: Work with Other People in a Business Environment

Unit code:	CFABAG1210
SCQF level:	5
Credit points:	3

Unit summary

This unit is about working collaboratively with others to achieve the organisational goals and objectives. It includes supporting team members, sharing work goals and planning work objectives together and presenting and promoting a positive image when working with people outside the organisation. It is for administrators who work with other people as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating
Managing time
Negotiating
Planning
Problem solving
Resolving disagreement
Working with others

Terminology

Business; administration; team work

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	own responsibilities at work
K2	how own role fits into the organisation's structure and contributes to its operation
K3	the policies, procedures, systems and values of the organisation that are relevant to own job role
K4	how to apply the organisation's values and policies
K5	who to consult if unsure about policies, objectives, systems and values
K6	the situations in which working with others can achieve positive outcomes
K7	the purpose of sharing work goals and plans when working with others
K8	different methods of communication and when to use them
K9	when it is essential to communicate with others within the team
K10	the purpose of acknowledging the strengths of others and of balancing own abilities with theirs

Knowledge and understanding

You need to know and understand:

K11	the situations in which team members might need support
K12	the purpose of agreeing quality measures
K13	the types of problems and disagreements that occur when working with others and how to resolve them within the limits of own authority
K14	the purpose of giving and receiving constructive feedback
K15	how to make use of feedback to improve the work of others and the work of the team as a whole

Performance criteria

You must be able to:

P1	work in a way that supports the team's objectives
P2	welcome opportunities to work with other people to achieve a positive outcome
P3	share work goals and plan work objectives together
P4	follow the policies, systems and procedures that are relevant to the role
P5	put relevant organisational values into practice in all aspects of own work
P6	work with outside organisations and individuals in a way that protects the image of the organisation
P7	seek guidance from others when unsure about objectives, policies, systems, procedures and values
P8	communicate with other people
P9	work in a way that recognises the strengths of others within a team
P10	provide support to members of a team
P11	show respect for individuals
P12	produce quality work on time
P13	identify and refer problems and disagreements to relevant colleagues
P14	share feedback with others on the achievement of objectives

Unit 6: Produce Documents in a Business Environment

Unit code: CFABAA211

SCQF level: 5

Credit points: 4

Unit summary

This unit is about producing high-quality, attractive documents to agreed specifications. It includes clarifying the requirements for the document, checking the work for accuracy and editing and correcting text as necessary. It is for administrators who produce documents.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Designing

Listening

Managing time

Negotiating

Organising

Questioning

Using technology

Terminology

Business; administration; documents

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced and document styles that could be used
K2	the different formats in which the text may be presented
K3	the purpose and benefits of agreeing the purpose, content, style, quality standards and deadline for production of the document
K4	the different types of technology available for inputting, formatting and editing text and their main features
K5	the types of resources needed to produce high-quality and attractive documents
K6	how to organise content needed for the document
K7	how to integrate and layout text and non-text objects
K8	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
K9	how to store the document safely and securely
K10	the purpose of confidentiality and data protection

Performance criteria

You must be able to:

P1	confirm the purpose, content, style and deadlines for the document
P2	prepare the required resources
P3	organise the required content
P4	use available technology appropriate to the document being produced
P5	produce the document in the agreed style
P6	integrate non-text objects in the agreed layout, where required
P7	check for accuracy, editing and correcting text as necessary
P8	clarify document requirements, when necessary
P9	store the document safely and securely in approved locations

Unit 7:

Prepare Text from Notes

Unit code: CFABAA213

SCQF level: 6

Credit points: 4

Unit summary

This unit is about presenting accurate and correct text in an agreed format from notes. It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original notes safely and securely. It is for administrators who prepare text from notes.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Keyboarding skills

Listening

Managing time

Questioning

Using technology

Terminology

Business; administration; notes

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from notes and the formats they should follow
K2	the difference between producing text from own notes and producing text from others' notes
K3	the benefits of agreeing the purpose, format and deadline for the text
K4	the purpose of accuracy when preparing text
K5	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
K6	how to store text safely and securely
K7	the purpose of confidentiality and data protection

Performance criteria

You must be able to:

P1	agree the purpose, format and deadlines for the transcription
P2	input the text using keyboarding skills
P3	format the text, making efficient use of available technology
P4	check content for accuracy, editing and correcting text
P5	clarify text requirements when necessary
P6	store the text and the original notes safely and securely in approved locations
P7	present the text in the required format within agreed deadlines

Unit 8:

Prepare Text from Notes Using Touch Typing (40 wpm)

Unit code:

CFABAA213b

SCQF level:

5

Credit points:

3

Unit summary

This unit is about presenting accurate and correct text in an agreed format from notes; touch typing at a speed of 40 words per minute (wpm). It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original notes safely and securely. It is for administrators who prepare text from notes and need to type at 40 wpm.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Keyboarding skills

Listening

Managing time

Questioning

Using technology

Terminology

Business; administration; notes; touch typing

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from notes and the formats they should follow
K2	the difference between producing text from own notes and producing text from others' notes
K3	the benefits of agreeing the purpose, format and deadline for the text
K4	the purpose of accuracy when preparing text
K5	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
K6	how to store text safely and securely
K7	the purpose of confidentiality and data protection

Performance criteria

You must be able to:

P1	agree the purpose, format and deadlines for the transcription
P2	input the text using touch typing to 40 wpm
P3	format the text, making efficient use of technology available
P4	check content for accuracy, editing and correcting text
P5	clarify text requirements when necessary
P6	store the text and the original notes safely and securely in approved locations
P7	present the text in the required format within agreed deadlines

Unit 9: Prepare Text from Shorthand (60 wpm)

Unit code: CFABAD311a

SCQF level: 5

Credit points: 8

Unit summary

This unit is about taking shorthand notes and producing accurate and correct text in an agreed format from these notes at a minimum speed of 60 words per minute (wpm). It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original shorthand notes safely and securely. It is for administrators who prepare text from shorthand.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Listening

Managing time

Noting

Questioning

Using technology

Terminology

Business; administration; shorthand

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from shorthand and the formats they should follow
K2	the benefits of agreeing the purpose, format and deadline for the text
K3	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
K4	the purpose of storing text safely and securely and how to do so
K5	how to store the original shorthand notes safely and securely
K6	the purpose of confidentiality and data protection
K7	the different formats in which the text may be presented

Performance criteria

You must be able to:

P1	agree the purpose, format and deadlines for the text
P2	take dictation using shorthand at a minimum speed of 60 wpm
P3	clarify text requirements when necessary
P4	input and format the text from shorthand notes
P5	make efficient use of available technology
P6	check content for accuracy, editing and correcting the texts
P7	store the text and the original shorthand notes safely and securely in approved locations
P8	present the text in the required format within agreed deadline

Unit 10: Prepare Text from Recorded Audio Instruction (40 wpm)

Unit code:	CFABAD312a
SCQF level:	5
Credit points:	4

Unit summary

This unit is about transcribing accurate and correct text in an agreed format from an audio recording at a minimum speed of 40 words per minute (wpm). It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original recording safely and securely. It is for administrators who prepare text from recorded audio instruction.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking
Listening
Managing time
Questioning
Using technology

Terminology

Business; administration; audio

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from audio recordings and the formats they should follow
K2	the benefits of agreeing the purpose, format and deadline for the text
K3	how to check for accuracy and correctness – including spelling, grammar and punctuation– and the purpose for doing this
K4	how to store text safely and securely
K5	the purpose of confidentiality and data protection
K6	the different formats in which the text may be presented
K7	the different types of technology available for playing back recordings and their main features

Performance criteria

You must be able to:

P1	agree the purpose, format, quality standards and deadlines for the transcription
P2	input the text from the audio recording to a minimum speed of 40 wpm
P3	format the text, making efficient use of available technology
P4	check content for accuracy, editing and correcting the text
P5	clarify text requirements when necessary
P6	store the text and the original recording safely and securely in approved locations
P7	present the text in the required format within agreed deadlines and quality standards

Unit 11: Support the Organisation and Co-ordination of Events

Unit code: CFABAA311

SCQF level: 5

Credit points: 5

Unit summary

This unit is about supporting the organisation and co-ordination of an event. It includes identifying venues, producing event materials, supporting activities during the event and following up on activities after the event. It is for administrators who support the organisation of events.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking
Communicating
Decision making
Interpersonal skills
Managing resources
Managing time
Planning
Monitoring
Negotiating
Organising
Problem solving

Terminology

Business; administration; event organisation

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	how to contribute to organising and co-ordinating event plans to meet the objectives of the brief
K2	different types of events and their main features
K3	the types of information that delegates will need
K4	how to identify suitable venues for different types of events
K5	the types of resources needed to prepare for different types of events
K6	the special requirements that delegates may have and how to meet these
K7	health, safety and security requirements when organising events
K8	the types of activities and resources that may need to be co-ordinated during an event
K9	the types of problems that may occur during events and how to deal with these
K10	points to observe when clearing and vacating an event
K11	the types of follow-up activities that may be required to carry out

Performance criteria

You must be able to:

P1	support the implementation of the plan for the event to meet agreed objectives
P2	contribute to identifying and agreeing resources and support needed for the event
P3	identify and cost suitable venues
P4	liaise with the venue to confirm event requirements
P5	follow all legal and contractual requirements
P6	follow the relevant health, safety and security requirements for the event
P7	support production of event materials
P8	prepare and send out invitations to delegates
P9	co-ordinate delegate responses
P10	provide delegates with joining instructions and event materials

At the event

You must be able to:

P11	prepare the venue as required
P12	support activities and resources during the event, in line with agreed plans
P13	help delegates to feel welcome
P14	respond to delegates' needs throughout the event
P15	follow the correct procedures when there are problems during the event

Performance criteria

After the event

You must be able to:

P16	clear and vacate the venue in accordance with terms of the contract
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P17	conduct follow-up activities, as required
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Unit 12: Support the Organisation of Business Travel or Accommodation

Unit code: CFABAA321

SCQF level: 5

Credit points: 3

Unit summary

This unit is about supporting the organisation of business travel or accommodation arrangements. It includes checking the itinerary and schedule with the traveller, making arrangements that are the best value for money and keeping accurate records. It is for administrators who support the organisation of business travel or accommodation.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating
Checking
Decision making
Evaluating
Managing time
Negotiating
Planning
Problem solving
Researching
Organising

Terminology

Business; administration; travel; accommodation

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose of confirming the brief and budget for travel or accommodation
K2	how to support the organisation of business travel or accommodation to meet expectations
K3	the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow
K4	the sources of information and facilities that are used to make business travel or accommodation arrangements
K5	how to obtain best value for money when making business travel or accommodation arrangements
K6	how to keep records of business travel or accommodation arrangements
K7	the documents and information to provide to the person who is travelling and how to obtain these
K8	the types of problems that may occur with travel or accommodation arrangements and the correct procedures to follow in order to deal with these problems

Performance criteria

You must be able to:

P1	confirm business travel or accommodation and budget requirements from the organiser
P2	check draft itinerary and schedule with the traveller
P3	research and book business travel arrangements or accommodation as agreed, obtaining best value for money
P4	obtain and collate documents and information for business travel or accommodation
P5	maintain records of business travel or accommodation and store any confidential information securely, including financial records
P6	follow arrangements for payment facilities for business travel or accommodation
P7	follow the correct procedures when there are problems with business travel or accommodation arrangements
P8	provide the traveller with an itinerary, documents and information in good time
P9	confirm with the organiser or traveller(s) that itinerary, documents and information meet requirements

Unit 13: Support the Organisation of Meetings

Unit code: CFABAA411

SCQF level: 5

Credit points: 4

Unit summary

This unit is about supporting the planning and operational requirements of the agreed brief for a meeting. It includes the actions required before, during and after the meeting. Meetings may be face-to-face or conducted remotely using appropriate technology. It is for administrators who support the organisation of meetings.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating
Checking
Evaluating
Interpersonal skills
Managing resources
Managing time
Negotiating
Problem-solving
Organising
Planning

Terminology

Business; administration; meetings

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	how to help plan meetings to meet agreed aims and objectives
K2	the different types of meetings and their main purposes
K3	the purpose and benefits of following the agreed brief for the meeting
K4	the role of the person helping to organise the meeting
K5	organisational procedures for obtaining venues and/or equipment for different types of meetings
K6	the types of information that attendees will need
K7	any special requirements that attendees may have and how to meet them
K8	how to help the meeting organiser during the meeting
K9	organisational procedures for clearing and vacating a meeting room

Performance criteria

Before the meeting

You must be able to:

P1	follow requirements of the meeting brief
P2	follow agreed procedures to obtain an appropriate venue and catering requirements, if required, for the meeting
P3	prepare required papers for the meeting
P4	invite attendees and confirm attendance
P5	make sure attendees' needs are met
P6	collate and dispatch papers for the meeting within agreed timescales
P7	check equipment and layout of room meets meeting brief

During the meeting

You must be able to:

P8	attend to any requirements during the meeting as directed by the meeting organiser
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After the meeting

You must be able to:

P9	clear and vacate the meeting venue according to requirements
P10	circulate the meeting record to agreed timescales
P11	contribute to the evaluation of the meeting
P12	maintain a record of external services, where used

Unit 14:

Use Voicemail Message Systems

Unit code:

CFABAA622

SCQF level:

5

Credit points:

1

Unit summary

This unit is about using electronic voicemail message systems to deliver and receive messages. It applies to electronic message systems which are centralised (i.e. where all messages are left in one central voicemail message box) or where each individual has their own voicemail message box. It is for administrators who use electronic voicemail message systems.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Checking

Organising

Terminology

Business; administration; telephone

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the main types of electronic message systems and their key features
K2	the different features of message systems and how to use them
K3	how to check a message system for messages
K4	the information to be given when taking or leaving messages
K5	when to delete or discard messages

Performance criteria

You must be able to:

P1	keep the message system up to date
P2	check the system for messages
P3	respond to messages within agreed timescales
P4	delete messages when they have been dealt with
P5	leave clear recorded messages on other people's systems

Unit 15:

Use a Diary System

Unit code: CFABAA431

SCQF level: 5

Credit points: 3

Unit summary

This unit is about using a diary system. It includes making, updating and co-ordinating appointments, making sure entries are accurately and clearly made. It is for administrators who use diary systems.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Organising

Planning

Problem solving

Terminology

Business; administration; diary; appointments

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose of using diary systems to plan and co-ordinate activities and resources
K2	the different types of diary systems
K3	the types of information you must obtain
K4	the purpose of keeping the system up to date
K5	how to prioritise requests
K6	the purpose of trying to balance the needs of all those involved
K7	the purpose of communicating changes to those affected
K8	the different types of problems that may occur when new requests are made and solutions to these problems
K9	the purpose of identifying security and confidentiality issues when operating a diary system

Performance criteria

You must be able to:

P1	obtain the information needed to make requested diary entries
P2	make diary entries accurately and clearly
P3	prioritise requested changes
P4	identify the implications of any changes for existing entries
P5	record agreed changes in the diary
P6	communicate agreed changes to those affected
P7	solve problems by negotiating alternative arrangements
P8	keep the diary up to date and store it securely

Unit 16:

Take Minutes

Unit code: CFABAA441

SCQF level: 5

Credit points: 4

Unit summary

This unit is about producing accurate records of discussions and decisions taken during meetings. It includes preparing for the meeting, taking notes as required by the organisation or, where appropriate, by law, checking and agreeing the minutes with relevant people and ensuring that follow-up actions are clearly identified. It is for administrators who take minutes of meetings.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Evaluating

Interpersonal skills

Organising

Planning

Terminology

Business; administration; minutes; records

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the role of meetings
K2	legal and organisational requirements that may apply to taking minutes
K3	the purpose and benefits of minutes as an accurate record of discussions and decisions
K4	documents that are commonly used in meetings: agendas, minutes, matters arising, action sheets etc.
K5	the role of the meeting chair and other formal responsibilities within a meeting
K6	how to work in partnership with the chair when taking minutes
K7	how to listen effectively
K8	how to take notes during discussions
K9	different types of minutes
K10	different writing styles that are used in taking minutes
K11	how to sort, select and structure information to produce minutes
K12	correct tone and use of professional language in minutes

Performance criteria

You must be able to:

P1	prepare for the meeting as required
P2	note any changes to the agenda, matters arising and action points from the last meeting
P3	take notes at the meeting of all those aspects required by the organisation and, where appropriate, by law
P4	produce accurate minutes that record the meaning of discussions and the decisions taken
P5	make sure the minutes are in the agreed style
P6	make sure the process for signing off minutes and action points has been agreed
P7	check the work and make necessary amendments
P8	agree the minutes with relevant people and circulate within specified timescales
P9	observe all requirements for confidentiality and sensitivity in line with organisational policy
P10	make sure follow-up actions, and who is responsible for taking follow-up actions, have been clearly identified
P11	store the minutes, following organisational procedures

Unit 17:

Handle Mail

Unit code:

CFABAA612

SCQF level:

5

Credit points:

3

Unit summary

This unit is about organising the distribution and collection of incoming and outgoing mail or packages and providing specialised mail services. It includes disposing of unwanted 'junk' mail and following procedures to deal with problems. It is for administrators who handle mail.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Decision making

Prioritising

Problem solving

Terminology

Business; administration; handling mail

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose of distributing and dispatching mail to the correct recipient within agreed timescales
K2	the organisational structure and names, roles and locations of individuals and teams
K3	the organisational procedures for dealing with different types of mail
K4	the range of mail services available and how to choose the most appropriate service
K5	organisational security procedures for handling mail or packages
K6	approved courier services and how to make use of these and how to deal with them
K7	methods of calculating postage charges for mail or packages, e.g. franking, stamping, using online postage system
K8	the types of problems that may occur with incoming and outgoing mail

Performance criteria

Incoming mail

You must be able to:

P1	receive and check incoming mail or packages
P2	sort incoming mail or packages
P3	dispose of unwanted 'junk' mail
P4	follow correct procedures for suspicious or damaged items
P5	distribute incoming mail or packages
P6	follow the correct procedures when there are problems with incoming mail

Outgoing mail

You must be able to:

P7	collect and sort outgoing mail or packages
P8	identify best options for dispatching mail
P9	arrange for courier service to collect outgoing mail or packages where requested
P10	prepare items for urgent or special delivery
P11	calculate correct postage charges for outgoing mail or packages
P12	record postage costs in line with agreed procedures
P13	despatch outgoing mail or packages on time
P14	follow the correct procedures when there are problems with outgoing mail

Unit 18: Provide Reception Services

Unit code: CFABAC312

SCQF level: 5

Credit points: 3

Unit summary

This unit is about maintaining a reception service to enhance the vision and brand of the organisation. It includes providing individuals with information, following health, safety and security procedures and making suggestions for improvements. It is for administrators who provide reception services as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating
Decision making
Interpersonal skills
Listening
Negotiating
Organising
Planning
Problem solving
Questioning
Personal presentation

Terminology

Business; administration; reception

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose and value of the receptionist function as the first point of contact between the public/client and the organisation
K2	how to present a positive image of self and the organisation
K3	the organisation's structure and lines of communication
K4	how to implement confidentiality guidelines
K5	how to implement entry and security procedures
K6	how to implement health and safety procedures
K7	how to contribute ideas for improving the reception area in terms of accessibility, functionality and environment, security and safety and facilities for visitors
K8	the organisational emergency procedures and your role within them
K9	why additional duties are carried out during quiet periods, if they arise

Performance criteria

You must be able to:

P1	present a positive image of self and the organisation
P2	provide individuals with requested information and other information which may be useful to them, within guidelines on confidentiality
P3	implement the correct entry and security procedures
P4	follow the relevant health and safety procedures
P5	refer any issues that cannot be dealt with personally to the appropriate person
P6	maintain the reception area to give a positive impression of the organisation
P7	suggest ideas for improving the reception area
P8	follow organisational procedures in the event of an accident or emergency
P9	carry out additional duties during quiet periods, if they arise

Unit 19: Meet and Welcome Visitors

Unit code: CFABAC311

SCQF level: 5

Credit points: 3

Unit summary

This unit is about meeting and welcoming visitors. It includes ensuring visitors' needs are met, presenting a positive image of the organisation and ensuring that organisational procedures for health, safety and security are followed. It is for administrators who meet and welcome visitors as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Decision making

Interpersonal skills

Listening

Personal presentation

Problem solving

Terminology

Business; administration; visitors

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the organisational procedures for receiving and dealing with visitors, including security
K2	the typical range of visitors to the premises and their needs
K3	how to respond to any individual needs the visitor may have (for example, accessibility)
K4	own responsibilities for health, safety and security
K5	organisation structures and communication channels within the organisation
K6	how to deal with challenging behaviour from visitors calmly and in line with organisational procedures
K7	the types of problems that may occur with visitors – including conflict and aggression – and how to deal with these

Performance criteria

You must be able to:

P1	meet and greet visitors promptly, treating them politely and making them feel welcome
P2	identify visitors and the reason for their visit
P3	use the organisation's systems to receive and record visitors, as appropriate
P4	make sure visitors' needs are met
P5	explain to visitors reasons for any delay in dealing with them, and keep them informed of developments
P6	present a positive image of yourself and your organisation
P7	follow organisational, health, safety and security procedures
P8	inform relevant people about visitors' arrival promptly
P9	deal with any problems that may occur, or refer these to an appropriate colleague

Unit 20:

Collate and Organise Data

Unit code:

CFABAD321

SCQF level:

5

Credit points:

3

Unit summary

This unit is about collating and organising data in an agreed format and timescale. It includes checking the accuracy of data, making appropriate adjustments and getting feedback on the data where necessary. It is for administrators who collate and organise data as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Checking

Decision making

Organising

Planning

Presenting information

Using technology

Problem solving

Terminology

Business; administration; information; data

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different ways of organising data that has been found from research
K2	the different ways of presenting data for analysis
K3	the purpose of presenting data to the agreed format and within the agreed timescales
K4	the purpose of getting feedback on data that has been found from research

Performance criteria

You must be able to:

P1	collate and organise data in a way that will help analysis
P2	check the accuracy of data and make adjustments, if required
P3	present data that has been found from research in the agreed format and timescale
P4	get feedback on the data that has been found from research, if necessary

Unit 21:

Research Information

Unit code:

CFABAD323

SCQF level:

5

Credit points:

4

Unit summary

This unit is about researching information. It includes identifying and recording appropriate sources of information, selecting relevant, valid and reliable data and recording and storing the data securely. It is for administrators who research information as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing

Communicating

Decision making

Organising

Planning

Presenting information

Researching

Using technology

Problem solving

Terminology

Business; administration; information; data; analyse; research

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the types of information to be obtained for analysis
K2	how to identify and agree appropriate sources of information
K3	the different techniques to search for relevant information
K4	what constitutes relevant, valid and reliable data
K5	how to make a record of sources of information and its purpose

Performance criteria

You must be able to:

P1	agree aims, objectives and deadlines for the information search
P2	identify sources of information required for research
P3	search for and obtain information
P4	check information is suitable for the purpose of the research
P5	meet deadlines for completing research
P6	identify and select relevant, valid and reliable data
P7	record the data and store it securely
P8	make a record of information sources used
P9	get feedback on what has been researched, if necessary

Unit 22:

Store and Retrieve Information Using a Filing System

Unit code:

CFABAD332

SCQF level:

5

Credit points:

3

Unit summary

This unit is about storing and retrieving information using a filing system, in line with organisational requirements. Filing systems may be paper-based or electronic. It is for administrators who store and retrieve information from filing systems as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Organising

Planning

Problem solving

Using technology

Terminology

Business; administration; data; store and retrieve

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose of storing and retrieving required information and the organisational procedures that must be followed
K2	types of filing systems and their main features
K3	legal and organisational requirements covering the security and confidentiality of information
K4	legislation and organisational requirements covering data protection
K5	the methods that can be used to collect required information
K6	the procedures to be followed to access filing systems
K7	the procedures for identifying and deleting information and why they must be followed
K8	how to make sure information is accurate
K9	the problems that occur with filing systems and who to report them to
K10	the purpose of providing information in the required format and within agreed timescales

Performance criteria

Store information

You must be able to:

P1	identify and collect required information
P2	follow agreed procedures and legislation to maintain security and confidentiality
P3	store required information in approved locations to the agreed deadlines
P4	update information, as required
P5	follow agreed procedures for deleting information

Unit 23: Provide Archive Services

Unit code: CFABAD334

SCQF level: 5

Credit points: 2

Unit summary

This unit is about archiving and retrieving information in line with organisational procedures and relevant legal requirements. It includes identifying and agreeing on the information to be archived and the appropriate retention period, maintaining records of archived information and dealing with or referring any problems that arise. Archive systems may be paper-based, electronic or digital. It is for administrators that provide archive services as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Organising

Planning

Problem solving

Using technology

Terminology

Business; administration; archive

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose of archiving required information
K2	legal and organisational requirements covering security and confidentiality of information to be archived
K3	the procedures to be followed to access archive information systems
K4	the purpose of recording archived information
K5	when information should be archived and the procedures to follow
K6	procedures for the retention of archived information
K7	procedures for retrieving archived information
K8	procedures for deleting archived information
K9	the problems that occur with archive systems and who to report them to

Performance criteria

You must be able to:

P1	identify and agree on the information to be archived
P2	identify and agree on the retention period for information being archived
P3	archive information to the agreed brief and within agreed timescales
P4	follow requirements of external archive systems, if outsourced from the organisation
P5	archive information to comply with organisational policies and procedures and legislation requirements
P6	maintain and update a record of archived information
P7	retrieve archived information on request
P8	follow agreed procedures for deleting information from the archive system to comply with organisational policies and procedures and legislation requirements, if required
P9	resolve or refer problems that occur with the archive systems

Unit 24:

Support the Management and Development of an Information System

Unit code: CFABAD121

SCQF level: 7

Credit points: 7

Unit summary

This unit is about supporting the management and evaluation of an information system to meet organisational and users' needs. It includes contributing to the training and support of users, monitoring own use of the system and collecting and contributing to the evaluation of feedback. It is for administrators who are responsible for supporting the management and development of information systems.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing
Developing others
Evaluating
Managing resources
Monitoring
Organising
Problem solving
Negotiating
Using technology
Planning
Researching

Terminology

Business; administration; information; data

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the benefits of training users of the information system and of providing on-going support
K2	the benefits of monitoring the use of information systems using available methods
K3	the purpose of maintaining and updating the information system and the methods you can use
K4	the types of problems that occur with information systems
K5	how to identify and analyse problems and develop a strategy to solve them
K6	legislation and organisational requirements covering data protection and freedom of information
K7	the different ways of evaluating information systems

Performance criteria

You must be able to:

P1	contribute to the provision of training and on-going support to users
P2	monitor own use of an information system
P3	follow legal and organisational requirements for handling information
P4	make sure the information system is maintained and updated to meet users' needs, within the limits of own authority
P5	collect feedback on performance of information systems
P6	contribute to the evaluation of feedback and prioritise development needs
P7	contribute information to enable further system development
P8	identify and report problems when they occur
P9	resolve problems within the limits of own authority

Unit 25: Use Office Equipment

Unit code: CFABAA231

SCQF level: 5

Credit points: 3

Unit summary

This standard is about producing work to agreed requirements and deadlines using a range of office equipment (such as photocopiers, faxes, binders, laminators, printers or PCs) applying the necessary standards of health and safety and operating practice. It includes dealing with or reporting any problems and leaving the equipment ready for the next user. It is for administrators who produce work using office equipment.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Organising

Planning

Problem solving

Using technology

Terminology

Business; administration; office equipment

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of office equipment, their features and what they can be used for
K2	how to choose equipment and resources that are appropriate for the task
K3	the reasons for following manufacturers' and organisational instructions when operating equipment
K4	how to use different types of office equipment safely
K5	the reasons for keeping waste to a minimum and how to do so
K6	the reasons for keeping equipment clean and hygienic
K7	the types of equipment and resource faults you are likely to experience and the correct way of dealing with these
K8	the purpose of leaving equipment, resources and work area ready for the next user

Performance criteria

You must be able to:

P1	locate and select the equipment and resources needed for the task
P2	follow manufacturer's, organisational operating instructions and health and safety requirements for different equipment
P3	waste as few resources as possible
P4	keep the equipment clean and hygienic
P5	deal with equipment and resource problems according to manufacturer's and organisational procedures
P6	report problems that cannot be dealt with personally to the appropriate colleague
P7	make sure the final work product meets the agreed requirements
P8	produce the work product within agreed timescales
P9	make sure the equipment, resources and work area are ready for the next user

Unit 26: Maintain and Issue Stock Items

Unit code: CFABAF141

SCQF level: 5

Credit points: 3

Unit summary

This unit is about maintaining stocks of and issuing stationery or other products. It includes ordering stock from internal or external suppliers, handling and storing stock safely and securely, keeping accurate records of stock and disposing of unwanted or damaged items safely in line with procedures. It is for administrators who maintain and issue products as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Auditing

Checking

Communicating

Recording

Reporting

Terminology

Business; administration; stationery

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the requirements for ordering, taking delivery, storing, stock-taking, issuing and disposing of stock items
K2	the types of problems that may occur with deliveries and stock items and how to deal with these correctly
K3	methods of keeping up-to-date, accurate and legible records of stock items
K4	the current level of demand for stock items and factors which may affect future levels of demand
K5	how to handle and store stock items safely and securely
K6	the different suppliers to order from
K7	any differences in the way stock items are ordered from internal and external suppliers
K8	organisational procedures for issuing stock items
K9	the circumstances in which receipts may be required for stock items issued
K10	how to recommend improvements to systems
K11	correct procedures for safe disposal of unwanted or damaged stock items

Performance criteria

Maintain stock levels

You must be able to:

P1	maintain stock items to required levels
P2	handle and store stock safely and securely, maintaining its condition
P3	follow relevant organisational procedures
P4	carry out stock-takes, as instructed, and report problems
P5	order stocks from suppliers
P6	chase-up orders with suppliers
P7	check incoming deliveries against orders and report any problems
P8	keep up-to-date, accurate and legible records of stocks delivered and held

Issue stock items

You must be able to:

P9	issue stock items as requested, following organisational procedures
P10	keep up-to-date, accurate and legible records of stock items issued
P11	dispose of unwanted or damaged stock items safely, following organisational procedures and legal requirements
P12	identify and recommend ways in which the system for receiving and issuing stock could be improved

Unit 27:

Respond to Change in a Business Environment

Unit code: CFABAA111

SCQF level: 5

Credit points: 3

Unit summary

This unit is about adapting to and coping with change. It includes identifying support mechanisms for yourself and others and considering coping strategies when dealing with change as part of your role. It is for administrators who need to respond to changes but who may not be accountable for planning or managing that change.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing

Communicating

Listening

Negotiating

Problem solving

Questioning

Terminology

Business; administration; environment; change

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the reasons for change and the pace of change in organisations
K2	the psychological impact of change on people in the workplace
K3	own role in facilitating change at work
K4	how to adapt to change in own work role
K5	how to evaluate the likely impact of change in the workplace
K6	the value of seeing change as an opportunity to the business, the organisation, the team and self
K7	the types of support mechanisms that people need during change processes at work
K8	how to put change at work into perspective
K9	strategies to cope with change or to learn how to control the way change affects own area of work
K10	how to evaluate the effect of change on people, processes and outcomes

Performance criteria

You must be able to:

P1	assist the change process within own area of work
P2	contribute to plans for change
P3	adapt realistically to change
P4	identify support mechanisms for self and colleagues during the change process
P5	support others during change
P6	ask questions of the change process when unsure
P7	contribute to the evaluation of the change

Unit 28:

Administer HR Records

Unit code: CFABAB151

SCQF level: 5

Credit points: 3

Unit summary

This unit is about the work a Human Resources administrator undertakes when dealing with employee records.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Accuracy
Evaluating
Quality checking
Analysing
Managing time
Recording
Attention to detail
Organising
Researching
Communicating
Problem solving

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Create personnel files for new starters	
<i>You need to know and understand:</i>	
K1	the systems, procedures and software used by the organisation for Human Resource records and how to use it to open a new personnel file
K2	the information that should be entered in a new personnel file and how to do this, including: name, address, next of kin, date employment commenced, proof of eligibility to work in the UK, offer letter, references, contract of employment, job description/ person specification, equal opportunities monitoring data
Maintain Human Resource information	
<i>You need to know and understand:</i>	
K3	how to enter and update HR information, including information on: terms and conditions of employment, employment benefits, pay, pension, sick leave, maternity/paternity leave, holiday, other leave of absence, induction and results of review following any probationary period, performance management, training and development, promotion or other changes to terms and conditions of employment, disciplinary or grievance issues, staff exit
K4	the information that should be held for members of staff and the action to take if this is incomplete

Knowledge and understanding

Report Human Resource information

You need to know and understand:

K5	the types of reports that may be requested
K6	how to produce reports from individual or multiple Human Resource files

Comply with organisational and legal requirements

You need to know and understand:

K7	the current legislation that applies when dealing with Human Resource records
K8	what the limits of your responsibility are, and to whom matters outside your responsibility should be referred
K9	the data protection principles that apply to personnel records (e.g. requirement to file sickness certificates separately from the personnel file)
K10	organisational policy and procedure for removal of out-of-date information
K11	organisational policy and procedure for archiving information
K12	organisational procedures for confidentiality and security of Human Resource records
K13	the purpose of confidentiality and security of Human Resource information and the potential consequences of a breach of confidentiality or security

Performance criteria

Create personnel files for new starters

You must be able to:

P1	open a new personnel file
P2	record required information about the employee
P3	file documents relevant to the employee
P4	process monitoring data, as appropriate
P5	check that information and documents are complete, requesting missing information and documents, when necessary

Maintain Human Resource information

You must be able to:

P6	keep required personnel information up to date
P7	<p>maintain records of:</p> <ul style="list-style-type: none">• performance management and development• holiday, sickness and other leave• disciplinary and grievance• exit process
P8	process and file relevant correspondence and documentation Report Human Resource information

Report Human Resource information

You must be able to:

P9	<p>provide as requested</p> <ul style="list-style-type: none">• information from individual personnel files• management information reports
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Performance criteria

Comply with organisational and legal requirements

You must be able to:

P10	comply with organisational and legal requirements for confidentiality, freedom of information, data protection and security of information
P11	remove out-of-date information in line with organisational policy and procedures
P12	archive relevant information in line with current legislation and organisational policy and procedures

Unit 29: Administer the Recruitment and Selection Process

Unit code:	CFABAB152
SCQF level:	5
Credit points:	4

Unit summary

This unit is about a Human Resources administrator assisting with the recruitment and selection process.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Accuracy
Evaluating
Problem solving
Prioritising
Analysing
Managing time
Quality checking
Attention to detail
Organising
Recording
Communicating
Presenting yourself
Researching

Terminology

Business; administration

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Advertise job vacancies	
<i>You need to know and understand:</i>	
K1	organisational policies, procedures and constraints that affect your area of responsibility
K2	procedures to identify and process personnel requirements in the organisation: who is involved and what do they do?
K3	ways in which personnel requirements are expressed (e.g. job descriptions and person specifications) and how to interpret these
K4	the current legislation that applies when you are dealing with recruitment and selection
K5	what the limits of your responsibility are, and to whom matters outside your responsibility should be referred
K6	the types of information to include in a job advertisement and legal/organisational requirements that affect this
K7	how to place advertisements in different locations (e.g. press, website)
K8	how to liaise with recruitment agencies

Knowledge and understanding

Respond to potential applicants

You need to know and understand:

K9	the types of information that should be in an application pack
K10	the types of queries that applicants may have and how to respond to them
K11	how to keep records of responses received and their purpose

Administer the selection process

You need to know and understand:

K12	the procedures used to shortlist applicants: who is involved and what do they do?
K13	procedures and methods for contacting shortlisted candidates to invite them to participate in the selection process (e.g. by phone, letter, email)
K14	how to process feedback for unsuccessful applicants
K15	different types of selection processes that may be used (e.g. interview, assessment centre) and how they work
K16	the selection processes used in your organisation and your role in those
K17	the administrative support needed for different types of selection processes
K18	procedures for obtaining the resources needed for selection processes (e.g. booking rooms and refreshments)
K19	the different types of documents used for selection processes (e.g. interview schedules, question proformas, recording documentation, tests used in assessment centres)
K20	the purpose of giving candidates a favourable impression of the organisation
K21	the range of records that must be kept following the selection process and the purpose of following organisational procedures

Knowledge and understanding

Administer the appointment process

You need to know and understand:

K22	the range of pre-employment checks (e.g. CRB checks, reference checks) that might be required and how to carry these out
K23	how to format offer letters and employment contracts
K24	the purpose of confidentiality and security of record keeping

Performance criteria

Advertise job vacancies

You must be able to:

P1	confirm personnel requirements with the responsible people
P2	confirm the information that will appear in job advertisements
P3	confirm how the vacancy will be advertised
P4	advertise the vacancy as agreed
P5	liaise with any relevant agencies to confirm details of job vacancies making sure that they understand the requirements of the organisation

Respond to potential applicants

You must be able to:

P6	send out application packs or other information to potential applicants on request
P7	respond appropriately to queries from potential applicants
P8	maintain records of responses received

Performance criteria

Administer the selection process

You must be able to:

P9	collate applications and make these available to those involved in selection
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P10	invite shortlisted candidates to take part in the selection process
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P11	process feedback for unsuccessful applicants
-----	--

P12	keep records of responses from shortlisted candidates
-----	---

P13	provide appropriate support for the selection process
-----	---

P14	help to make sure candidates have a positive impression of the organisation
-----	---

P15	keep records of the outcomes of the selection process
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Administer the appointment process

You must be able to:

P16	carry out appropriate pre-employment checks
-----	---

P17	format and send out offer letters and employment contracts
-----	--

P18	maintain records of the recruitment and selection process in line with current legislation and organisational requirements
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Unit 30:

Administer Parking Dispensations

Unit code: CFABAB131

SCQF level: 5

Credit points: 4

Unit summary

Provide administrative services for the issue of parking dispensations, including permits, season tickets, suspensions, dispensations/waivers and blue badges.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Accuracy
Evaluating
Presenting yourself
Researching
Analysing
Managing time
Problem solving
Using technology
Communicating
Monitoring
Quality checking
Decision-making
Organising
Recording

Terminology

Business; administration

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
You need to know and understand:	
K1	the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
K2	your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
K3	the current legislation, Traffic Regulation Orders and other regulations that apply
K4	the requirements of the Data Protection Act 1998 and its implications for your role
K5	the criteria, policy and procedures in relation to permits, season tickets, suspensions, dispensations/waivers and blue badges
K6	the range of checks that are relevant to applications and how and when to carry them out
K7	your organisation's anti-fraud policies and procedures and how to operate them
K8	the specialist software used by your organisation for the issue of permits, season tickets, suspensions, dispensations/waivers and blue badges and how to use it
K9	the evidence required to support an application for a permit, season tickets, suspension, dispensation/waiver or blue badge
K10	understanding of payment and refund processing within your organisation
K11	how to communicate effectively with customers and other relevant departments
K12	the importance of the audit trail of controlled stationary
K13	how to update and maintain records as necessary

Performance criteria

Receive and process applications

You must be able to:

P1	advise customers on criteria for eligibility
P2	review applications and supporting evidence against published criteria
P3	seek additional evidence from the customer if required
P4	carry out relevant checks in accordance with organisational procedures
P5	where necessary, seek opinions from appropriate medical professionals
P6	handle supporting documentation securely and in line with current legislation or relevant terms and conditions
P7	make a decision to approve or decline the application

Issue documentation

You must be able to:

P8	communicate the decision to the customer, return documentation where necessary and issue appropriate paperwork
P9	maintain appropriate records including renewals
P10	process payments and handle refunds in line with organisational procedures
P11	communicate the decision or information to other relevant departments

Unit 31:

Bespoke Software 2

Unit code: ESKIBS2

SCQF level: 5

Credit points: 3

Unit summary

This is the ability to select and use a suitable bespoke software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application. appropriately and effectively.

Some organisations have software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). For example, for customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity; Database Management, Gambling

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding

Use appropriate structures to organise and retrieve information efficiently

You need to know and understand:

K1	describe what functions to apply to structure and layout information effectively
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Performance criteria

Input and combine information using bespoke applications

You must be able to:

P1	input relevant information accurately so that it is ready for processing
P2	select and use appropriate techniques to link and combine information of different forms or from different sources within the software
P3	respond appropriately to data entry error messages

Use appropriate structures to organise and retrieve information efficiently

You must be able to:

P4	select and use appropriate structures and layouts to organise information
P5	apply local and/or legal guidelines and conventions for the storage and use of data where available

Use the functions of the software effectively to process and present information

You must be able to:

P6	select and use appropriate tools and techniques to edit, analyse and format information
P7	check information meets needs, using IT tools and making corrections as necessary
P8	select and use appropriate methods to present information

Unit 32:

Specialist Software 2

Unit code: ESKIBS2

SCQF level: 5

Credit points: 3

Unit summary

This unit is about the ability to select and use a suitable specialist software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

Examples of specialist software include:

- logistics planning applications
- computer-aided design (CAD) applications
- computer animation applications
- music composition and editing applications

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity; Database Management, Gambling

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding

Use appropriate structures to organise and retrieve information efficiently

You need to know and understand:

K1	describe what functions to apply to structure and layout information effectively
----	--

Performance criteria

Input and combine information using specialist applications

You must be able to:

P1	input relevant information accurately so that it is ready for processing
P2	select and use appropriate techniques to link and combine information of different forms or from different sources within the software
P3	Respond appropriately to data entry error messages

Use appropriate structures to organise and retrieve information efficiently

You must be able to:

P4	select and use appropriate structures and layouts to organise information
P5	apply local and/or legal guidelines and conventions for the storage and use of data where available

Use the functions of the software effectively to process and present information

You must be able to:

P6	select and use appropriate tools and techniques to edit, analyse and format information
P7	check information meets needs, using IT tools and making corrections as necessary
P8	select and use appropriate methods to present information

Unit 33:

Database Management Software 2

Unit code: ESKIDMS2

SCQF level: 5

Credit points: 3

Unit summary

This unit is about the ability to use a software application designed to store and retrieve data needed for a variety of business functions. It also includes an understanding of the features and facilities of the software and the purpose for which the data is stored. Data management software is often implemented on relational database systems by providing pre-defined file and record structures, processes, reports and data-entry screens. This is about the use of these predefined objects.

Examples of data management software include proprietary systems for:

- Customer Relationship Management (CRM);
- Management Information System (MIS)
- Payroll;
- Enterprise Resource Planning (ERP)

The user may also work with bespoke databases such as:

- membership records
- hire/rental records
- insurance quotes.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding

Enter, edit and maintain data records in a data management system

You need to know and understand:

K1	describe the risks to data security and procedures used for data protection
----	---

Retrieve and display data records to meet requirements

You need to know and understand:

K2	identify what queries and reports need to be run to output the required information
----	---

Performance criteria

Enter, edit and maintain data records in a data management system

You must be able to:

P1	enter data accurately into groups of records to meet requirements
P2	locate and amend data associated with groups of records
P3	check data records meet needs, using IT tools and making corrections as necessary
P4	respond appropriately to data entry and other error messages
P5	apply local and/or legal guidelines for the storage and use of data where available

Retrieve and display data records to meet requirements

You must be able to:

P6	select and use queries to search for and retrieve information to meet given requirements
P7	create and view reports to output information from the system to meet given requirements

Unit 34:

Database Software 2

Unit code: ESKIDB2

SCQF level: 5

Credit points: 4

Unit summary

This unit is about the ability to use a software application designed to organise and store structured information and generate reports.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	identify the components of a database design
K2	describe the field characteristics for the data required
K3	describe ways to maintain data integrity

Performance criteria

Create and modify non-relational database tables

You must be able to:

P1	identify the components of a database design
P2	describe the field characteristics for the data required
P3	describe ways to maintain data integrity

Enter, edit and organise structured information in a database

You must be able to:

P4	create forms to enter, edit and organise data in a database
P5	select and use appropriate tools and techniques to format data entry forms
P6	check data entry meets needs, using IT tools and making corrections as necessary
P7	respond appropriately to data entry errors

Use database software tools to run queries and produce reports

You must be able to:

P8	create and run database queries using multiple criteria to display or amend selected data
P9	plan and produce database reports from a single table non-relational database
P10	select and use appropriate tools and techniques to format database reports
P11	check reports meet needs, using IT tools and making corrections as necessary

Unit 35:

Improving Productivity Using IT 2

Unit code:

ESKIPU2

SCQF level:

5

Credit points:

4

Unit summary

This unit is about the ability to plan, evaluate and improve procedures involving the use of IT tools and systems in order to improve the productivity and efficiency of tasks and activities.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Plan, select and use appropriate IT systems and software for different purposes	
<i>You need to know and understand:</i>	
K1	describe the purpose for using IT
K2	describe the methods, skills and resources required to complete the task successfully
K3	describe any factors that may affect the task
K4	describe why particular IT systems and software applications were chosen in terms of purpose and outcome
K5	describe any legal or local guidelines or constraints that may apply to the task or activity
Review and adapt the ongoing use of IT tools and systems to make sure that activities are successful	
<i>You need to know and understand:</i>	
K6	discuss whether the IT tools selected were appropriate for the task and purpose
K7	assess strengths and weaknesses of final work
K8	describe ways to make further improvements to work

Knowledge and understanding

Develop and test solutions to improve the ongoing use of IT tools and systems

You need to know and understand:

K9	review the benefits and drawbacks of IT tools and systems used, in terms of productivity and efficiency
K10	describe ways to improve productivity and efficiency

Performance criteria

Plan, select and use appropriate IT systems and software for different purposes

You must be able to:

P1	plan how to carry out tasks using IT to achieve the required purpose and outcome
P2	select and use IT systems and software applications to complete planned tasks and produce effective outcomes

Review and adapt the ongoing use of IT tools and systems to make sure that activities are successful

You must be able to:

P3	review ongoing use of IT tools and techniques and change the approach as needed
P4	review outcomes in terms of match to requirements and fitness for purpose

Develop and test solutions to improve the ongoing use of IT tools and systems

You must be able to:

P5	develop solutions to improve own productivity in using IT
P6	test solutions to ensure that they work as intended

Unit 36:

IT Security for Users 2

Unit code: ESKIITS2

SCQF level: 5

Credit points: 2

Unit summary

This unit is about the ability to protect hardware, software and the data within an IT system against theft, malfunction and unauthorised access.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Select and use appropriate methods to minimise security risk to IT systems and data	
<i>You need to know and understand:</i>	
K1	describe the security issues that may threaten system performance
K2	describe the threats to system and information security and integrity
K3	describe ways to protect hardware, software and data and minimise security risk
K4	describe why it is important to backup data and how to do so securely

Performance criteria

Select and use appropriate methods to minimise security risk to IT systems and data

You must be able to:

P1	apply a range of security precautions to protect IT systems and data
P2	keep information secure and manage personal access to information sources securely
P3	apply guidelines and procedures for the secure use of IT
P4	select and use effective backup procedures for systems and data

Unit 37:

Presentation Software 2

Unit code: ESKIPS2

SCQF level: 5

Credit points: 4

Unit summary

This unit is about the ability to use software applications to produce effective presentations, which include a combination of media (e.g. images, animation and sound) for education, entertainment or information sharing.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity; Marketing

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Input and combine text and other information within presentation slides	
<i>You need to know and understand:</i>	
K1	identify what types of information are required for the presentation
K2	identify any constraints which may affect the presentation
Use presentation software tools to structure, edit, format and display slide sequences	
<i>You need to know and understand:</i>	
K3	identify what slide template and themes to use
K4	identify what presentation effects to use to enhance the presentation
Prepare slideshow for presentation	
<i>You need to know and understand:</i>	
K5	describe how to present slides to meet needs and communicate effectively

Performance criteria

Input and combine text and other information within presentation slides

You must be able to:

P1	enter text and other information using layouts appropriate to type of information
P2	insert charts and tables into presentation slides
P3	insert images, video or sound to enhance the presentation
P4	organise and combine information for presentations in line with any constraints
P5	store and retrieve presentation files effectively, in line with local guidelines and conventions where available

Use presentation software tools to structure, edit, format and display slide sequences

You must be able to:

P6	select, change and use appropriate templates for slides
P7	select and use appropriate techniques to edit slides and presentations to meet needs
P8	select and use appropriate techniques to format slides and presentations
P9	select and use animation and transition effects appropriately to enhance slide sequences

Prepare slideshow for presentation

You must be able to:

P10	prepare slideshow for presentation
P11	check presentation meets needs, using IT tools and making corrections as necessary
P12	identify and respond to any quality problems with presentations to ensure that presentations meet needs

Unit 38: Setting Up an IT System 2

Unit code: ESKISIS2

SCQF level: 5

Credit points: 4

Unit summary

This unit is about the ability to safely set up the components of an IT system (e.g. personal computer – PC, keyboard, mouse and printer), removable storage media (e.g. data stick or external DVD drive), a communication service to access the internet and associated software and check that they are working properly.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Select and connect up a personal computer safely with associated hardware and storage media to meet needs	
<i>You need to know and understand:</i>	
K1	describe what IT system components, storage and peripheral devices are needed
K2	describe any health and safety issues associated with setting up an IT system
K3	describe the characteristics of IT systems that affect performance
Select and connect an IT system to a communication service to meet needs	
<i>You need to know and understand:</i>	
K4	describe the factors that affect data transfer
K5	identify the login and password details needed to connect to an Internet Service Provider (ISP)
Install and configure software for use	
<i>You need to know and understand:</i>	
K6	describe what security precautions need to be addressed
Check that the IT system and communication service are working successfully	
<i>You need to know and understand:</i>	
K7	identify what tests can be used to check the IT system and communications
K8	identify the help and troubleshooting facilities available to solve problems

Performance criteria

Select and connect up a personal computer safely with associated hardware and storage media to meet needs

You must be able to:

P1	select and connect up the components of an IT system safely, including any peripheral devices and storage media
----	---

Select and connect an IT system to a communication service to meet needs

You must be able to:

P2	select and connect communication hardware safely to an IT system
----	--

P3	select and connect to a communication service from an IT system
----	---

Install and configure software for use

You must be able to:

P4	configure the user interface to meet needs
----	--

P5	set up and configure virus protection software
----	--

P6	install and set up application software to meet needs
----	---

P7	backup and restore system and data files
----	--

Check that the IT system and communication service are working successfully

You must be able to:

P8	select and run suitable tests to make sure that the system and communication service are working successfully
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P9	respond to faults and error messages and use help and troubleshooting facilities to determine and take appropriate action
----	---

Unit 39:

Spreadsheet Software 2

Unit code: ESKISS2

SCQF level: 5

Credit points: 4

Unit summary

This unit is about the ability to use a software application designed to record data in rows and columns, perform calculations with numerical data and present information using charts and graphs.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Use a spreadsheet to enter, edit and organise numerical and other information	
<i>You need to know and understand:</i>	
K1	identify what numerical and other information is needed in the spreadsheet and how it should be structured
Select and use appropriate formulas and data analysis tools to meet requirements	
<i>You need to know and understand:</i>	
K2	identify which tools and techniques to use to analyse and manipulate the required information
Use tools and techniques to present and format spreadsheet information	
<i>You need to know and understand:</i>	
K3	plan how to present and format spreadsheet information effectively to meet needs
K4	describe how to find errors in formulas

Performance criteria

Use a spreadsheet to enter, edit and organise numerical and other information

You must be able to:

P1	enter and edit spreadsheet data accurately
P2	combine and link data across worksheets
P3	store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available

Select and use appropriate formulas and data analysis tools to meet requirements

You must be able to:

P4	select and use a range of appropriate functions and formulas to meet calculation requirements
P5	use a range of tools and techniques to analyse and manipulate the required information

Use tools and techniques to present and format spreadsheet information

You must be able to:

P6	select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets
P7	select and use an appropriate chart or graph type to display selected information
P8	select and use appropriate tools and techniques to format charts and graphs
P9	select and use appropriate page layout to present and print spreadsheet information
P10	check information meets needs, using spreadsheet tools and making corrections as necessary
P11	respond appropriately to any problems with spreadsheets

Unit 40:

Using Collaborative Technologies 2

Unit code:

ESKIUCT2

SCQF level:

5

Credit points:

4

Unit summary

This unit is about the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Stay safe and secure when working with collaborative technology	
<i>You need to know and understand:</i>	
K1	explain what risks there may be in using collaborative technology and how to keep them to a minimum
Plan and set up IT tools and devices for collaborative working	
<i>You need to know and understand:</i>	
K2	describe the purposes for using collaborative technologies
K3	describe what outcomes are needed from collaborative working and whether or not archiving is required
K4	describe the roles, IT tools and facilities needed for collaborative tasks and communication media
K5	describe the features, benefits and limitations of different collaborative technology tools and devices
K6	describe the compatibility issues in different combinations of collaborative tools and devices
Prepare collaborative technologies for use	
<i>You need to know and understand:</i>	
K7	describe what access rights and issues others may have in using collaborative technologies
K8	assess what permissions are needed for different users and content

Knowledge and understanding

Contribute to tasks using collaborative technologies

You need to know and understand:

K9	contribute to tasks using collaborative technologies
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K10	assess when there is a problem with collaborative technologies and when to get expert help
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Performance criteria

Stay safe and secure when working with collaborative technology

You must be able to:

P1	take appropriate steps to avoid risks when working with collaborative technology, in line with relevant guidelines
P2	use appropriate methods to promote trust when working collaboratively
P3	carry out appropriate checks on others' online identities and different types of information
P4	identify and respond to inappropriate content and behaviour

Plan and set up IT tools and devices for collaborative working

You must be able to:

P5	select an appropriate combination of IT tools and devices to carry out collaborative tasks
P6	connect and configure the combination of IT tools and devices needed for a collaborative task

Prepare collaborative technologies for use

You must be able to:

P7	set up and use access rights to enable others to access information
P8	set up and use permissions to filter information
P9	adjust settings so that others can access IT tools and devices for collaborative working
P10	select and use different elements to control environments for collaborative technologies
P11	select and join networks and data feeds to manage data to suit collaborative tasks

Performance criteria

Contribute to tasks using collaborative technologies

You must be able to:

P12	enable others to contribute responsibly to collaborative tasks
P13	present relevant and valuable information
P14	moderate the use of collaborative technologies
P15	archive the outcome of collaborative working
P16	respond to problems with collaborative technologies

Unit 41:

Website software 2

Unit code: ESKIWS2

SCQF level: 5

Credit points: 4

Unit summary

This unit is about the ability to use a software application designed for planning, designing and building websites.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Create structures and styles for websites	
<i>You need to know and understand:</i>	
K1	identify what website content and layout will be needed for each page
K2	describe constraints that may affect the website
K3	identify the requirements for structure and style
K4	identify what website features are needed in the template to help the user navigate round web pages within the site
K5	identify what access issues may need to be taken into account
K6	identify what file types to use for saving content

Performance criteria

Create structures and styles for websites

You must be able to:

P1	plan and create web page templates to layout
P2	select and use website features and structures to help the user navigate round web pages within the site
P3	create, select and use styles to keep the appearance of web pages consistent and make them easy to understand
P4	store and retrieve files effectively, in line with local guidelines and conventions where available

Use website software tools to prepare content for websites

You must be able to:

P5	prepare content for web pages so that it is ready for editing and formatting
P6	organise and combine information needed for web pages in line with any copyright constraints, including across different software
P7	select and use appropriate editing and formatting techniques to aid both clarity and navigation
P8	select and use appropriate development techniques to link information across pages
P9	change the file formats appropriately for content
P10	check web pages meet needs, using IT tools and making corrections as necessary

Publish websites

You must be able to:

P11	select and use appropriate testing methods to check that all elements of websites are working as planned
P12	respond appropriately problems with multiple page websites
P13	select and use an appropriate programme to upload and publish the website

Unit 42:

Word Processing Software2

Unit code:

ESKIWP2

SCQF level:

5

Credit points:

4

Unit summary

This unit is about the ability to use a software application designed for the creation, editing and production of largely text-based documents.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Input and combine text and other information accurately within word processing documents	
<i>You need to know and understand:</i>	
K1	identify what types of information are needed in documents
K2	identify when and how to combine and merge information from other software or other documents
Create and modify layout and structures for word processing documents	
<i>You need to know and understand:</i>	
K3	identify the document requirements for structure and style
K4	identify what templates and styles are available and when to use them
Use word processing software tools to format and present documents effectively	
<i>You need to know and understand:</i>	
K5	identify how the information should be edited and formatted to aid meaning
K6	describe any quality problems with documents

Performance criteria

Input and combine text and other information accurately within word processing documents

You must be able to:

P1	use appropriate techniques to input and insert text and other types of information accurately and efficiently
P2	select and use appropriate templates for different purposes
P3	select and use a range of editing tools to amend document content
P4	combine or merge information within a document from a range of sources
P5	store and retrieve document and template files effectively, in line with local guidelines and conventions where available

Create and modify layout and structures for word processing documents

You must be able to:

P6	create and modify columns, tables and forms to organise information
P7	select and apply styles to text
P8	select and use appropriate page and section layouts to present and print documents

Use word processing software tools to format and present documents effectively

You must be able to:

P9	select and use appropriate techniques to format characters and paragraphs
P10	check documents meet needs, using IT tools and making corrections as necessary
P11	respond appropriately to quality problems with documents so that outcomes meet needs

Unit 43:

Using Email 2

Unit code: ESKIEML2

SCQF level: 5

Credit points: 3

Unit summary

This unit is about the ability to make the best use of email software to send, receive and store messages.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Use email software tools and techniques to send and receive messages	
<i>You need to know and understand:</i>	
K1	determine the message size and how it can be reduced
K2	describe how to stay safe and respect others when using email
Manage incoming email effectively	
<i>You need to know and understand:</i>	
K3	identify how to archive email messages, including attachments

Performance criteria

Use email software tools and techniques to send and receive messages

You must be able to:

P1	select and use software tools to compose and format email messages, including attachments
P2	send and receive email messages
P3	use an address book to organise contact information

Manage incoming email effectively

You must be able to:

P4	follow guidelines and procedures for using email
P5	read and respond to email messages appropriately
P6	use email software tools and techniques to automate responses
P7	organise, store and archive email messages effectively
P8	respond appropriately to email problems

Unit 44:

Control Payroll

Unit code: FSP P4

SCQF level: 7

Credit points: 8

Unit summary

This unit is about controlling the accuracy and compliance of the payroll. It involves:

- applying controls to the payroll function
- producing management information
- providing information and making payments to authorised agencies.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Accountancy, Finance

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
The statutory framework	
<i>You need to know and understand:</i>	
K1	legislation relating to payroll processing and data protection
K2	the regulations of the relevant tax authority in respect of income tax and national insurance liability on pay, expenses and benefits
K3	national insurance regulations concerning directors
K4	income tax and national insurance regulations relating to termination, lump sum and 'out of sync' payments
K5	legislation controlling attachments of earnings and the rules applying to how they interact with each other
K6	types of exceptional payment
K7	types of attachments to earnings
K8	types of termination payments

Knowledge and understanding

The organisation

You need to know and understand:

K9	the organisation's policies for recording and storing data
K10	organisational, external agency and employee requirements for information
K11	the organisation's procedures for maintaining the security and confidentiality of information
K12	sources of information for resolving discrepancies

Performance criteria

You must be able to:

P1	correctly identify the treatment of all allowances and enhancements with respect to tax, national insurance and pensions deductions
P2	update rates for permanent and temporary payments and deductions against agreed scales for each type of employee affected
P3	reconcile the national insurance liability for directors against the national insurance actually paid
P4	monitor compliance with attachments of earnings legislation
P5	correctly code and reconcile total charges to organisational budgets against aggregate payroll totals
P6	promptly reconcile the number of no pays and actual pays with the number of employees on the payroll
P7	calculate and reconcile aggregate payroll totals, including aggregate statutory payments and non-statutory deductions, against authorised control totals
P8	calculate and reconcile aggregate amounts payable to, or recoverable from, statutory and non-statutory bodies against control totals

You must be able to:

P9	reconcile payroll records with the organisation's financial reports
P10	make payments to statutory and non-statutory bodies by the required deadline, accompanied by the applicable documentation and in accordance with organisational regulations and procedures
P11	check that individuals raising queries are authorised to receive the information they are requesting
P12	seek clarification or additional information from employees or managers where the nature of their queries is not clear
P13	present accurate information extracted from the payroll system in an appropriate format
P14	deal effectively with enquiries from statutory agencies and non-statutory bodies
P15	obtain employee authorisation where required prior to the release of information
P16	supply information within the specified timescale and in compliance with relevant legislation
P17	file copies of responses in a logical and orderly manner in accordance with statutory and organisational requirements

Unit 45:

Account for Income and Expenditure

Unit code:

FSP FA3

SCQF level:

8

Credit points:

3

Unit summary

This unit is about an organisation's accounting processes. It involves:

- checking and verifying bank transactions
- preparing ledger balances and control accounts
- drafting a trial balance.

It also involves identifying, correcting or referring any errors or discrepancies, as well as maintaining security and confidentiality of information at all times.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Accountancy, Finance

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
The business environment	
<i>You need to know and understand:</i>	
K1	types of business transactions and the documents involved
K2	the general principles of VAT
K3	relevant bank services and the operation of the bank clearing system
K4	the function and form of banking documentation
Accounting techniques, principles and theory	
<i>You need to know and understand:</i>	
K5	capital and revenue expenditure
K6	how to identify different types of errors
K7	how to make adjustments to correct errors and write off bad debts
K8	methods of posting from books of prime entry to ledger accounts
K9	double entry bookkeeping and balancing accounts
K10	the inter-relationship of accounts and the double entry system
K11	the use of journals

Knowledge and understanding

Accounting techniques, principles and theory

You need to know and understand:

K12	how to identify discrepancies through control account reconciliation
K13	the function and form of a trial balance
K14	how to rectify imbalances and adjust errors not requiring a suspense account
K15	the purpose and function of a suspense account
K16	how to rectify imbalances by creating and then subsequently clearing a suspense account

The organisation

You need to know and understand:

K17	the organisation's accounting, administrative and filing systems and procedures
K18	the nature of the organisation's business transactions

Performance criteria

You must be able to:

P1	record details from the relevant primary records in the cashbook and ledgers
P2	correctly calculate totals and balances of receipts and payments
P3	compare individual items on the bank statement and in the cashbook for accuracy and identify discrepancies
P4	prepare a bank reconciliation statement that illustrates any discrepancies
P5	make and record authorised adjustments
P6	balance relevant accounts in the main ledger
P7	reconcile control accounts with the totals of the balance in the subsidiary ledger accounts
P8	reconcile the petty cash book with cash in hand and subsidiary records
P9	identify discrepancies arising from the reconciliation of control accounts and either resolve them or refer to the appropriate person
P10	draft a trial balance and open a suspense account to record any imbalance where necessary
P11	identify reasons for imbalance, rectify them and make accurate corrections in the journal
P12	securely store documentation in line with the organisation's confidentiality requirements

Unit 46:

Draft Financial Statements

Unit code: FSP FA5

SCQF level: 8

Credit points: 3

Unit summary

This unit is about drafting the financial statements of incorporated organisations following the preparation of an initial trial balance.

You need to be aware that:

- 1 the financial statements will need to comply with relevant accounting standards and applicable legislation
- 2 the accounting systems of an organisation are affected by its organisational structure, its administrative systems and procedures and the nature of its business transactions
- 3 reporting and presentation requirements may vary if you are working in certain types of organisation, particularly in the public sector.

You will need to maintain security and confidentiality of information and business transactions at all times, and may be responsible for handling queries.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Accountancy, Finance

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
The business environment	
<i>You need to know and understand:</i>	
K1	the elements and purposes of financial statements of the organisation
K2	the statutory form of financial statements and disclosure requirements
K3	relevant accounting standards
K4	the obligations of directors or other responsible parties in respect of financial statements
K5	the forms and composition of equity, reserves and loan capital
K6	the presentation of business taxation in financial statements
K7	the audit needs and threshold relating to accounts
K8	the differences between the published accounts and financial statements of different types of organisations

Knowledge and understanding

Accounting techniques, principles and theory

You need to know and understand:

K9	Generally Accepted Accounting Principles/International Financial Reporting Standards (GAAP/IFRS) and concepts
K10	the types of financial statements and how to prepare them in the proper form
K11	the elements of financial statements
K12	the types of relationship between the elements of financial statements
K13	how to calculate and interpret accounting ratios and analyse the information contained in financial statements
K14	the concept of group accounts and the general principles of consolidation

Performance criteria

You must be able to:

P1	identify the users of financial accounting information and financial statements
P2	identify the general purpose, elements and relationships between the elements of financial statements
P3	use appropriate information to draft financial statements in the appropriate form and in compliance with relevant accounting standards and domestic legislation and with the organisation's policies, regulations and procedures
P4	correctly identify and implement subsequent adjustments
P5	identify discrepancies, unusual features or queries and either resolve them or refer to the appropriate person
P6	prepare consolidated accounts
P7	prepare and interpret a cash flow statement
P8	interpret financial statements using ratio analysis
P9	draw valid conclusions from the information contained within financial statements
P10	present issues, interpretations and conclusions clearly to the appropriate people
P11	work under pressure to meet year end deadlines
P12	identify the need for an external audit and refer as appropriate

Unit 47:

Process Court Documentation

Unit code:

SFJCHCC062

SCQF level:

6

Credit points:

6

Unit summary

This unit is about processing court documentation to ensure that individuals held in custody appear in court when required. Accurate and up-to-date records need to be kept of when individuals must appear in court. Accuracy, timeliness and confidentiality are critical in this area of work.

This unit applies to experienced administrators working in the custodial care sector who have to process court documentation for the appearance of individuals at courts.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Process, court, documentation

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for processing court documentation
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	manual and computerised systems for recording dates when individuals must appear in courts, and how to use these systems
K5	organisational requirements for making arrangements for the movement of individuals to courts, other custodial establishments and other environments
K6	the types of court documentation that may be served on individuals in custody, and the legal and organisational requirements relating to these
K7	the circumstances under which individuals must return to the establishment and how to identify if this is the case
K8	the types of documentation which must be completed and how to complete it correctly

Performance criteria

You must be able to:

P1	maintain systems to record court documentation and the dates when individuals must appear in courts, in line with organisational requirements
P2	ensure court documentation is served on individuals in custody and record this, according to legal and organisational requirements
P3	confirm with the courts which individuals are required to be produced on which day
P4	identify whether the individuals could be released from court, or whether they must return to the establishment
P5	update records promptly, if there are changes to the requirements of courts

Additional Information	
1	systems 1.1 manual 1.2 computerised
2	courts 2.1 criminal 2.2 civil 2.3 martial

Unit 48: Contribute to Maintaining Security and Protecting Individuals' Rights in the Custodial Environment

Unit code:	SFJCHCC069
SCQF level:	6
Credit points:	6

Unit summary

This unit is about taking precautions to prevent breaches of security in the custodial environment, protecting the rights of individuals and promoting anti-discriminatory practice. 'Individuals' refers to anyone in the custodial environment and includes fellow workers, individuals in custody and visitors.

This unit underpins all the work carried out by administrative and support staff in custodial environments. Competence is unlikely to be proved through a one-off assessment; evidence of competent performance in this unit will need to be gathered over an extended period.

This unit applies to all those working in a custodial environment who do not have unsupervised direct contact with individuals in custody.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Contribute, maintaining, security, protecting, individuals, rights, custodial, environment

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for contributing to maintaining security and protecting individuals' rights in the custodial environment
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the principles and standards of security awareness appropriate to your role and how to apply them
K5	the importance of security awareness and how it is relevant to your job
K6	appropriate steps to take to maintain the security of the organisation's property
K7	the types of potential breaches to restrictions on individuals' liberty
K8	the types of information that will help other people to maintain control and restrictions on individuals' liberty
K9	individuals' rights conferred by law and by your organisation
K10	relevant legal requirements
K11	what information can be held on individuals and how this can be handled in accordance with current data protection legislation
K12	who is entitled to have what information

Knowledge and understanding

You need to know and understand:

K13	relevant organisational policies and procedures
K14	good anti-discriminatory practice and how to promote it
K15	the importance of taking action to minimise unfair discrimination, and how to do so appropriately
K16	your organisation's systems and requirements for handling, recording and communicating information
K17	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Contribute to maintaining security of the custodial environment

You must be able to:

P1	organise and carry out your duties in a way that follows both legal requirements and the policies and procedures of your organisation
P2	take appropriate steps to maintain the security of the organisation's property for which you are responsible
P3	remain constantly alert to the possibility of breaches in restrictions on individuals' liberty
P4	provide relevant people with the information they need to maintain control and restrictions on individuals' liberty
P5	resist and report any pressure or inducement – that is not consistent with legal and organisational requirements – to reduce restrictions on individuals' liberty

Contribute to protecting the rights of individuals and promoting anti-discriminatory practice

You must be able to:

P6	record and use information about individuals in custody in ways that: P6.1 are consistent with the protection of their rights and P6.2 comply with your organisation's policies and procedures
P7	provide information about individuals in custody only to those entitled to have it
P8	identify when individuals' rights are being infringed and follow your organisation's policy in reporting infringements
P9	resist and report any pressure to infringe individuals' rights
P10	promote anti-discriminatory practice in ways that comply with legislative requirements and your organisation's policy
P11	take appropriate action to minimise unfair discrimination in the custodial establishment
P12	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences

Additional Information

Contribute to maintaining security of the custodial environment

1	breaches 1.1. in physical security 1.2. in the management and control of individuals whose liberty is restricted
2	relevant people 2.1. in own organisation 2.2. in other organisations

Contribute to protecting the rights of individuals and promoting anti-discriminatory practice

3	appropriate action 3.1. challenge the source of discrimination 3.2. seek the support of others to challenge discrimination
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Unit 49:

Calculate Critical Dates for Sentences

Unit code:	SFJCHCC060
SCQF level:	5
Credit points:	6

Unit summary

This unit is about calculating and recalculating critical dates for sentences so that individuals are released from custody on time. Check and interpret the relevant documentation, and calculate and recalculate critical dates every time you receive new information which may have an impact on critical dates. Accuracy, timeliness and confidentiality are critical in this area of work, as is the ability to explain clearly how you have made the calculations. The critical dates being calculated will relate to sentences awarded by a court in the country in which you are working.

This unit applies to administrators working in the custodial care sector who have to calculate critical dates for sentences.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Calculate, critical, dates, sentences

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for calculating critical dates for sentences
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the legal requirements which impact on the calculation of critical dates
K5	own organisation's policies and procedures for calculating critical dates
K6	the documentation required in order to imprison or detain an individual lawfully
K7	the different types of documentation which are relevant to the imprisonment of individuals and the calculation of critical dates for sentences, and how to interpret the information they contain
K8	the relevant authorities to contact when in doubt about how to interpret information or calculate sentences
K9	the organisation's systems and how to use them
K10	the range of different types of information which may have an impact on critical dates, where to obtain this information, and how to assess its impact accurately
K11	the range of critical dates which apply to different types of sentences, and how to calculate these accurately
K12	the importance of ensuring critical dates are entered accurately on systems

Knowledge and understanding

You need to know and understand:

K13	the people who are authorised to have information about critical dates
K14	the formats and time limits within which information about critical dates must be supplied
K15	how to explain clearly how critical dates have been calculated
K16	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Check and interpret documentation relevant to the imprisonment or detention of individuals

You must be able to:

P1	verify that the documentation allows lawful imprisonment or detention of the individual in the establishment
P2	interpret correctly all information on the documentation
P3	check with the relevant authority if you are in doubt about how to interpret information
P4	enter all information accurately into systems, in line with organisational procedures

Calculate critical dates

You must be able to:

P5	assess accurately information which may have an impact on critical dates
P6	calculate accurately critical dates for sentences of all individuals in the establishment
P7	check with the relevant authority where you are in doubt about critical dates
P8	ensure that full information relevant to critical dates is recorded and documented accurately on systems, in line with organisational procedures
P9	communicate critical dates to those authorised to have this information, in the approved format and within the agreed time limits
P10	explain your calculations clearly where you are requested to do so by those authorised to have this information

Additional Information

Check and interpret documentation relevant to the imprisonment or detention of individuals

1	documentation 1.1 warrants of imprisonment 1.2 detention orders 1.3 recall orders 1.4 accompanying documentation
2	relevant authority 2.1 the originator or endorser of the documentation 2.2 supervisor or line manager 2.3 specialist in sentence calculation
3	systems 3.1 manual 3.2 computerised

Additional Information

Calculate critical dates

4	information which may have an impact on critical dates 4.1 sentences 4.2 types of offence 4.3 types of warrants 4.4 relationships between warrants and sentences 4.5 sentence start dates 4.6 interim liberations 4.7 periods unlawfully at large 4.8 added days imposed 4.9 police custody record 4.10 appeals documentation 4.11 payment of fines
5	relevant authority 5.1 the originator or endorser of the documentation 5.2 supervisor or line manager 5.3 specialist on sentence calculation
6	systems 6.1 manual 6.2 computerised

Unit 50: Make Administrative Arrangements for the Movement of Individuals Outside the Custodial Establishment

Unit code: SFJCHCC063

SCQF level: 5

Credit points: 6

Unit summary

This unit is about making administrative arrangements to move individuals held in custody to other establishments and other environments. Accurate and up-to-date records need to be kept of when individuals need to be moved and make the necessary arrangements with other establishments, other environments and the escorting authorities.

Accuracy, timeliness and confidentiality are critical in this area of work, as is the ability to negotiate arrangements with a range of internal and external authorities.

This unit applies to administrators working in the custodial care sector who have to make administrative arrangements to move individuals to other establishments and other environments.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Administrative, arrangements, movement, individuals, outside, custodial, establishment

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for making administrative arrangements for the movement of individuals outside the custodial establishment
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	manual and computerised systems for recording dates when individuals must be moved, and how to use these systems
K5	organisational requirements for making arrangements for the movement of individuals to other custodial establishments and other environments
K6	the escorting authorities, other custodial establishments and other environments with which you need to make arrangements
K7	the details of movements that the escorting authorities require and the times when they require these details
K8	the internal authorities you must inform about the movements, and when you must inform them to allow them to prepare individuals and their property
K9	the importance of confidentiality, and how to ensure information is only available to those authorised to have it
K10	what action to take if individuals do not return as expected
K11	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Identify and record requirements for moving individuals outside the custodial establishment

You must be able to:

P1	maintain systems to record when individuals in custody need to be moved and where to, in line with organisational requirements
P2	obtain and record sufficient, accurate and up-to-date information to allow the movement of individuals to be arranged
P3	update records promptly, if there are changes to the requirements for moving individuals

Make administrative arrangements with escorting authorities, other establishments and other environments

You must be able to:

P4	make arrangements with other custodial establishments or other environments to receive individuals, where required
P5	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences
P6	confirm full details of movements with the relevant escorting authorities at the agreed time
P7	inform internal authorities about the movements in time for them to get the individuals and their property ready
P8	prepare the required paperwork to support the movements
P9	inform only those authorised to have the information about the movements
P10	check that individuals have returned to the establishment where arrangements have been made for this to happen, and take appropriate action if they have not

Additional Information

Identify and record requirements for moving individuals outside the custodial establishment

- | | |
|---|------------------|
| 1 | systems |
| | 1.1 manual |
| | 1.2 computerised |

Make administrative arrangements with escorting authorities, other establishments and other environments

- | | |
|---|---------------------------------------|
| 2 | movements |
| | 2.1 to other custodial establishments |
| | 2.2 to other environments |

- | | |
|---|-----------------------------------|
| 3 | escorting authorities |
| | 3.1 internal to the establishment |
| | 3.2 external agencies |

Unit 51: Administer Documentation for the Appeals Process

Unit code:	SFJCHCC064
SCQF level:	5
Credit points:	6

Unit summary

This unit is about providing limited administrative assistance in the appeals process. You have to ensure that the correct appeals documentation is available, and that details of the appellant are recorded. Accuracy and confidentiality are critical in this area of work, as is the ability to clearly assert the limits of your role in assisting with appeals.

This unit applies to administrators working in the custodial care sector.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Administer, documentation, appeals, process

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for administering documentation for the appeals process
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the documentation individuals need if they are intending to appeal against their conviction and/or sentences
K5	the importance of not providing individuals with advice about their appeal
K6	the higher authority to whom you should refer if you are in doubt about your role in assisting individuals with appeals
K7	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Provide appeals documentation

You must be able to:

P1	ensure the correct appeals documentation is available
P2	ensure the appellant is aware that the establishment is not able to provide any advice about their appeal
P3	ensure the appellant is told to contact relevant sources if they require further information or advice

Record details of appellants

You must be able to:

P4	record and document details of the appellant accurately on systems, in line with organisational requirements
P5	inform only authorised people about the appellant
P6	refer to a higher authority if you are in doubt about your role in assisting individuals with appeals

Additional Information	
<i>Provide appeals documentation</i>	
1	relevant sources 1.1 legal representatives 1.2 advice agencies 1.3 court of appeal
<i>Record details of appellants</i>	
2	systems 2.1. manual 2.2. computerised

Unit 52:

Administer Personal Money for Individuals in Custody

Unit code:

SFJCHCC065

SCQF level:

5

Credit points:

6

Unit summary

This unit is about accounting for individuals' personal money and wages. You have to accurately record deposits, spending and deductions of individuals' personal money and prepare money to be sent out of the establishment on individuals' request. Details about individuals' wages have to be input accurately, in line with organisational requirements. Accuracy, timeliness and confidentiality are critical in this area of work.

This unit applies to administrators working in the custodial care sector who administer personal money for individuals in custody.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Terminology

Administer, personal, money, individuals, custody

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for administering personal money for individuals in custody
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	manual and computerised systems for accounting for individuals' money, and how to use these systems
K5	organisational requirements for accounting for individuals' personal money
K6	the importance of ensuring that deposits of individuals' personal money, spending and deductions are recorded accurately, and how to do so
K7	how to prepare money to be sent out of the establishment
K8	the importance of confidentiality, and how to ensure information is only available to those authorised to have it
K9	manual and computerised systems for recording individuals' wages, and how to use these systems
K10	organisational requirements for recording individuals' wages
K11	the importance of ensuring that rates of pay and the work individuals have done are recorded accurately, and how to do so
K12	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Account for individuals' personal money

You must be able to:

P1	maintain systems to account for individuals' personal money, in line with organisational requirements
P2	ensure that deposits of individuals' personal money are accurately recorded
P3	accurately enter and update, where required to do so, the limits of money individuals are allowed to spend within the establishment
P4	record accurately money spent by individuals within the establishment
P5	make deductions from individuals' personal money account as instructed by the organisation
P6	record and prepare money that individuals request to be sent out of the establishment
P7	get approval from the appropriate authority for money to be sent out
P8	provide information about individuals' personal money accounts to those authorised to have this information, in the format and timeframe required by the organisation
P9	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences
P10	reconcile individuals' personal money accounts in line with organisational requirements

Record individuals' wages

You must be able to:

P11	maintain systems to record individuals' wages, in line with organisational requirements
P12	ensure that the rates at which individuals are paid are accurately entered and updated
P13	ensure that the work individuals have done is accurately entered on the systems
P14	provide information about individuals' wages to those authorised to have this information, in the format and timeframe required by the organisation

Additional Information

Account for individuals' personal money

1	systems 1.1 manual 1.2 computerised
2	deposits 2.1 on arrival at the establishment 2.2 sent to individuals from outside the establishment
3	deductions 3.1 for facilities 3.2 for fines

Record individuals' wages

4	systems 4.1 manual 4.2 computerised
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Unit 53: Prepare Documentation to Help Authorities Decide the Conditions on which to Release Individuals from Custody

Unit code:	SFJCHCC066
SCQF level:	5
Credit points:	6

Unit summary

This unit is about preparing all the documentation required to allow the authorities to decide whether individuals should be released from custody and the conditions on which they should be released. Accuracy, timeliness and confidentiality are critical in this area of work, as is the ability to liaise effectively with internal and external authorities.

This unit applies to administrators working in the custodial care sector who are required to put together information and documentation to help authorities decide whether or not individuals should be released from custody on parole or on some other form of licence.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Prepare, documentation, help, authorities, decide, conditions, release, individuals, custody

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for preparing documentation to help authorities decide the conditions on which to release individuals from custody
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the legal and organisational requirements which impact on the release of individuals from custody on parole or on some other form of licence
K5	the range of different internal and external authorities involved in the release of individuals, and how to identify the correct authorities in each case
K6	manual and computerised systems for tracking the return of reports, and how to use them
K7	appropriate ways of contacting internal and external authorities to request the immediate return of reports
K8	the range of documentation required by releasing authorities for each type of release
K9	the higher authority to which to refer, if you do not receive completed reports or if all required documentation is not available
K10	the importance of confidentiality, and how to ensure information is only available to those authorised to have it
K11	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Request and receive reports on individuals in custody

You must be able to:

P1	identify correctly individuals eligible for release in time for the necessary documentation to be prepared
P2	identify correctly the reports required and the internal and external authorities which must complete them
P3	prepare the correct forms and send these to the internal and external authorities at the correct time
P4	maintain systems to track the return of reports from internal and external authorities, in line with organisational requirements
P5	record the return of completed reports on the systems
P6	contact the internal and external authorities in appropriate ways to request the immediate return of completed reports, if these are not returned on time
P7	refer to a higher authority if completed reports are not returned to you despite your requests
P8	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences

Prepare documentation for authorities to decide the conditions of release

You must be able to:

P9	copy, collate and number all documentation, in line with organisational requirements
P10	refer to a higher authority if you need to obtain documentation which is not available
P11	provide reasons if not all the required documentation is available
P12	send the collated documentation to the releasing authorities in the required format at the required time
P13	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences

Additional Information

Request and receive reports on individuals in custody

1	release 1.1 on parole 1.2 on some other form of licence
2	documentation 2.1 information from the individual's file 2.2 reports about the individual from internal and external authorities
3	internal and external authorities 3.1 people employed by the custodial authority 3.2 people working in the establishment but employed by other authorities 3.3 people outside the establishment
4	systems 4.1 manual 4.2 computerised

Prepare documentation for authorities to decide the conditions of release

5	documentation 5.1 information from the individual's file 5.2 reports about the individual from internal and external authorities
6	releasing authorities 6.1 parole board 6.2 prison governor/controller

Unit 54:

Make Administrative Arrangements for the Release of Individuals from Custody

Unit code:

SFJCHCC067

SCQF level:

5

Credit points:

6

Unit summary

This unit is about making administrative arrangements for all the official documentation, cash, travel warrants and personal property to be available so that individuals can be released from custody. Accuracy, timeliness and confidentiality are critical in this area of work, as is the ability to liaise effectively with internal and external authorities.

This unit applies to administrators working in the custodial care sector who are required to make administrative arrangements for the release of individuals.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Terminology

Administrative, arrangements, release, individuals, custody

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for making administrative arrangements for the release of individuals from custody
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the legal and organisational requirements which impact on the release of individuals from custody
K5	manual and computerised systems for providing notice about individuals' eligibility for release, and how to use them
K6	the range of different internal and external authorities involved in the release of individuals, and how to identify the correct authorities in each case
K7	the importance of confidentiality, and how to ensure information is only available to those authorised to have it
K8	the range of documentation required on release, and how to prepare it
K9	the range of entitlements of individuals on release, and how to prepare these
K10	others in the organisation who are involved in preparing entitlements on release
K11	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Process information about the release of individuals from custody

You must be able to:

P1	maintain systems which give you adequate notice about individuals' eligibility for release
P2	identify correctly individuals eligible for release in time for the necessary documentation and entitlements to be prepared
P3	provide information about release dates and terms: P3.1 to the internal and external authorities who require this information P3.2 only to those authorised to have this information P3.3 in the required format P3.4 at the required time.
P4	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences

Prepare documentation and entitlements for individuals on release

You must be able to:

P5	identify correctly the entitlements of individuals on release
P6	prepare those entitlements for which you are directly responsible accurately and in time for release
P7	prepare the required documentation in line with legal and organisational requirements
P8	notify others in time for them to prepare entitlements ready for release

Additional Information

Process information about the release of individuals from custody

1	systems 1.1 manual 1.2 computerised
2	documentation 2.1 licences 2.2 information to be provided to individuals on release 2.3 information to be provided to internal and external authorities on release
3	entitlements 3.1 personal cash and wages 3.2 grants 3.3 travel warrants 3.4 personal property 3.5 official documentation
4	internal and external authorities 4.1 people employed by the custodial authority 4.2 people working in the establishment but employed by other authorities 4.3 people outside the establishment

Additional Information

Prepare documentation and entitlements for individuals on release

- | | |
|---|-----------------------------|
| 5 | entitlements |
| | 5.1 personal cash and wages |
| | 5.2 grants |
| | 5.3 travel warrants |
| | 5.4 personal property |
| | 5.5 official documentation |

Prepare documentation and entitlements for individuals on release

- | | |
|---|--|
| 6 | documentation |
| | 6.1 licences |
| | 6.2 information to be provided to individuals on release |
| | 6.3 information to be provided to internal and external authorities on release |

Unit 55: Contribute to Running a Project

Unit code: CFABAA151

SCQF level: 6

Credit points: 5

Unit summary

This unit is about contributing to project planning and supporting the implementation and monitoring of projects to achieve planned outcomes. It includes communicating with all those involved in the projects, keeping records of project activities and providing progress reports. It is for administrators who help to run projects.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Application of number

Analysing

Communicating

Evaluating

Managing time

Monitoring

Organising

Managing resources

Prioritising

Problem solving

Planning

Terminology

Business; administration; projects

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the difference between managing operations and managing projects
K2	the advantages and disadvantages of using projects and when projects are appropriate
K3	the benefits of defining a project's purpose, scope, timescale, costs, aims and objectives
K4	how to estimate types and quantity of resources needed for project activities
K5	the project-planning methodologies appropriate to the types of projects run and tools that can be used to assist project planning and control
K6	different methods available to monitor projects
K7	different ways of communicating with those involved in or affected by a project to make sure it runs smoothly
K8	the benefits of being flexible and adapting project plans when necessary
K9	how to record project activities
K10	the purpose of interim reporting

Performance criteria

Contribute to project planning

You must be able to:

P1	identify all stakeholders involved in the project
P2	confirm the purpose of the project with all relevant stakeholders
P3	confirm the project scope, timescale, aims and objectives
P4	contribute to the preparation of a project specification
P5	confirm the resources needed for the project

Run the project

You must be able to:

P6	implement and monitor the project to meet the agreed budget and timescales
P7	communicate with all those involved in or affected by the project
P8	seek advice in response to unexpected events
P9	keep records of all project activity in the agreed format
P10	provide interim reports on project progress
P11	achieve required outcomes on time and to budget

Unit 56:

Design and Produce Documents in a Business environment

Unit code: CFABAA212

SCQF level: 6

Credit points: 4

Unit summary

This unit is about designing and producing high-quality, attractive documents to agreed specifications. It includes clarifying the requirements for the document, checking work for accuracy, editing and correcting text as necessary. It is for administrators who design and produce documents.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Designing

Listening

Managing time

Negotiating

Organising

Questioning

Researching

Using technology

Terminology

Business; administration; documents

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose and benefits of producing high-quality and attractive documents
K2	the different types of documents that you may be asked to design and produce and the document styles that should be used
K3	the different formats in which the text may be presented
K4	the benefits of agreeing the purpose, content, style, quality standards and deadline for the production of the document
K5	the different types of technology available for inputting, formatting and editing text and their main features
K6	the types of resources needed to produce high-quality and attractive documents
K7	how to research and organise the content needed for the document
K8	how to integrate and layout text and non-text objects
K9	how to check for accuracy and correctness – including spelling and grammar – and the purpose for doing this
K10	how to store the document safely and securely
K11	the purpose of confidentiality and data protection

Performance criteria

You must be able to:

P1	agree the purpose, content, style, quality standards and deadlines for the document
P2	identify and prepare the resources needed
P3	research and organise the content needed
P4	make appropriate and efficient use of available technology
P5	design and produce the document in the agreed style
P6	integrate non-text objects in the agreed layout
P7	check for accuracy, editing and correcting as necessary
P8	store the document safely and securely in approved locations
P9	clarify document requirements, when necessary
P10	present the text in the required format within agreed deadlines

Unit 57:

Prepare Text from Notes Using Touch Typing (60 wpm)

Unit code:

CFABAA213c

SCQF level:

6

Credit points:

4

Unit summary

This unit is about presenting accurate and correct text in an agreed format, from notes; using touch typing at a speed of 60 words per minute (wpm). It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original notes safely and securely. It is for administrators who prepare text from notes.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Keyboarding skills

Listening

Managing time

Questioning

Using technology

Terminology

Business; administration; notes; touch typing

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from notes and the formats they should follow
K2	the difference between producing text from own notes and producing text from others' notes
K3	the benefits of agreeing the purpose, format and deadline for the text
K4	the purpose of accuracy when preparing text
K5	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
K6	how to store text safely and securely
K7	the purpose of confidentiality and data protection

Performance criteria

You must be able to:

P1	agree the purpose, format and deadlines for the transcription
P2	input text using touch typing to 60 words per minute
P3	format the text, making efficient use of available technology
P4	check content for accuracy, editing and correcting text when necessary
P5	clarify text requirements when necessary
P6	store text and the original notes safely and securely in approved locations
P7	present text in the required format within agreed deadlines

Unit 58:

Prepare Text from Shorthand (80 wpm)

Unit code: CFABAD311b

SCQF level: 6

Credit points: 8

Unit summary

This unit is about taking shorthand notes and producing accurate and correct text in an agreed format from these notes at a minimum speed of 80 words per minute (wpm). It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original shorthand notes safely and securely. It is for administrators who prepare text from shorthand.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Listening

Managing time

Noting

Questioning

Using technology

Terminology

Business; administration; shorthand

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from shorthand and the formats they should follow
K2	the benefits of agreeing the purpose, format and deadline for the text
K3	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose of doing this
K4	the purpose of storing text safely and securely and how to do so
K5	how to store the original shorthand notes safely and securely
K6	the purpose of confidentiality and data protection
K7	the different formats in which the text may be presented

Performance criteria

You must be able to:

P1	agree the purpose, format and deadlines for the text
P2	take dictation using shorthand at a minimum speed of 80 words per minute
P3	clarify text requirements when necessary
P4	input and format the text from shorthand notes
P5	make efficient use of available technology
P6	check content for accuracy, editing and correcting the text
P7	store the text and the original shorthand notes safely and securely in approved locations
P8	present the text in the required format within agreed deadlines

Unit 59:

Prepare Text from Recorded Audio Instruction (60 wpm)

Unit code:

CFABAD312b

SCQF level:

6

Credit points:

4

Unit summary

This unit is about transcribing accurate and correct text in an agreed format from an audio recording at a minimum speed of 60 words per minute (wpm). It includes checking the content for accuracy, editing and correcting text as necessary and storing both the text and the original recording safely and securely. It is for administrators who prepare text from recorded audio instruction.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking

Listening

Managing time

Questioning

Using technology

Terminology

Business; administration; audio; touch typing

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different types of documents that may be produced from audio recordings and the formats they should follow
K2	the benefits of agreeing the purpose, format and deadline for the text
K3	how to check for accuracy and correctness – including spelling, grammar and punctuation – and the purpose for doing this
K4	how to store text safely and securely
K5	the purpose of confidentiality and data protection
K6	the different formats in which the text may be presented
K7	the different types of technology available for playing back recordings and their main features

Performance criteria

You must be able to:

P1	agree the purpose, format, quality standards and deadlines for the transcription
P2	input the text from the audio recording at a minimum speed of 60 words per minute
P3	format the text, making efficient use of available technology
P4	check content for accuracy, editing and correcting the text
P5	clarify text requirements when necessary
P6	store the text and the original recording safely and securely in approved locations
P7	present the text in the required format within agreed deadlines and quality standards

Unit 60:

Organise and Co-ordinate Events

Unit code: CFABAA312

SCQF level: 6

Credit points: 8

Unit summary

This unit is about organising and co-ordinating events. It includes agreeing a brief and budget for an event and deciding on the operational activities and technical requirements to deliver the event. It is for administrators who have responsibility for organising and co-ordinating events.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Checking
Communicating
Decision making
Evaluating
Interpersonal skills
Leading
Managing time
Negotiating
Managing resources
Planning
Monitoring
Problem solving
Organising

Terminology

Business; administration; event organisation

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the role of an event organiser
K2	how to plan and manage events to meet the objectives of the brief
K3	the different types of events and their main features
K4	the purpose and value of agreeing a brief and budget for the event
K5	the types of risks associated with events and how to minimise these
K6	how to develop a contingency plan for an event
K7	the types of information that delegates will need
K8	how to identify suitable venues for different types of events
K9	the types of resources needed for different types of events
K10	the special requirements that delegates may have and how to meet these
K11	health, safety and security requirements when organising events

Knowledge and understanding

You need to know and understand:

K12	the relevant legal and organisational requirements for contracts
K13	the types of activities and resources that may need to be co-ordinated during an event
K14	the types of problems that may occur during events and how to solve them
K15	what points to observe when clearing and vacating an event
K16	the purpose and value of evaluating an event and the methods you can use
K17	the types of papers that may need to be circulated after an event
K18	budgetary responsibilities and procedures

Performance criteria

Before the event

You must be able to:

P1	agree the event brief and budget
P2	agree a plan for the event which will meet agreed objectives and address identified risks and contingencies
P3	identify and agree the resources and support needed for the event
P4	identify and cost suitable venues
P5	make sure all relevant legal and contractual requirements are correctly addressed
P6	make sure the event complies with relevant health, safety and security requirements
P7	liaise with the venue to confirm event requirements
P8	make sure invitations are sent out to delegates
P9	manage resources and the production of event materials
P10	manage delegate responses
P11	prepare joining instructions and event materials to be sent to delegates
P12	make arrangements for rehearsals, if required, to make sure that the event runs smoothly
P13	make sure all those involved are briefed and trained to fulfil their roles
P14	delegate functions to the event team as appropriate

Performance criteria

At the event

You must be able to:

P15	prepare the venue and make sure all necessary resources are in place
P16	co-ordinate activities and resources during the event, in line with agreed plans
P17	help delegates to feel welcome
P18	respond to delegates' needs throughout the event
P19	resolve problems in a timely manner
P20	oversee the work of key staff during the event
P21	monitor compliance with relevant health, safety and security requirements
P22	liaise with venue management to make sure facility resources are in place

After the event

You must be able to:

P23	clear and vacate the venue, in accordance with the terms of the contract
P24	prepare and circulate papers or conduct other follow-up activities, if necessary
P25	reconcile accounts to budget
P26	seek and collect feedback from those involved in the event
P27	analyse the feedback and share the analysis with relevant people
P28	agree key learning points and use these to improve the running of future events

Unit 61: Plan and Organise Meetings

Unit code: CFABAA412

SCQF level: 6

Credit points: 5

Unit summary

This unit is about planning and organising meetings. It includes ensuring the necessary activities are carried out before, during and after the meeting. Meetings may be face-to-face or conducted remotely using appropriate technology. It is for administrators who plan and organise meetings.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating
Checking
Evaluating
Interpersonal skills
Managing resources
Managing time
Negotiating
Problem solving
Organising
Planning

Terminology

Business; administration; meetings

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	how to plan meetings that meet agreed aims and objectives
K2	the different types of meetings and their main features
K3	the purpose and benefits of planning and agreeing a brief for the meeting
K4	the role of the person organising the meeting
K5	how to identify suitable venues for different types of meetings
K6	the types of resources, including technology, needed for different types of meetings
K7	health, safety and security requirements when organising meetings
K8	the main points that should be covered by an agenda and meeting papers
K9	the types of information attendees will need
K10	any special requirements that attendees may have and how to meet them
K11	the benefits of briefing the chair in advance of the meeting
K12	the types of information, advice and support that may be asked to be provided during meetings

Knowledge and understanding

You need to know and understand:

K13	the types of problems that may occur during meetings and how to solve these
K14	how to record and follow up actions
K15	how to evaluate external services
K16	different ways to collect and evaluate participant feedback from the meeting
K17	how to agree learning points to improve the organisation of future meetings

Performance criteria

Before the meeting

You must be able to:

P1	plan and agree the meeting brief
P2	agree a budget for the meeting, where appropriate
P3	organise and confirm venue, equipment and catering requirements
P4	agree and prepare agenda and meeting papers
P5	invite attendees, confirm attendance and identify any special requirements
P6	make sure attendees' needs are met
P7	collate and dispatch papers for the meeting within agreed timescales
P8	make sure the chair receives an appropriate briefing
P9	arrange the equipment and layout of the room
P10	arrange catering, if appropriate
P11	make sure someone has been nominated to take minutes, if required

At the meeting

You must be able to:

P12	make sure attendees are welcomed and receive suitable refreshments
P13	make sure attendees have the papers and other resources they need
P14	provide information, advice and support when required

Performance criteria

After the meeting

You must be able to:

P15	evaluate and maintain a record of external services, where these have been used
P16	collect and evaluate participant feedback from the meeting and share the results with relevant people
P17	agree learning points and use these to improve the organisation of future meetings

Unit 62:

Organise Business Travel or Accommodation

Unit code:

CFABAA322

SCQF level:

6

Credit points:

5

Unit summary

This unit is about organising business travel or accommodation. It includes researching, organising and agreeing arrangements for travel and accommodation, making sure they meet the brief and agreed budget. It is for administrators who have responsibility for organising business travel or accommodation.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating
Checking
Decision making
Evaluating
Managing time
Negotiating
Planning
Problem solving
Researching
Organising

Terminology

Business; administration; travel; accommodation

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose of confirming the brief and budget for travel or accommodation
K2	how to organise business travel or accommodation to meet expectations
K3	the main types of travel or accommodation arrangements that may need to be made and the procedures to follow
K4	the sources of information and facilities that are used to make travel or accommodation arrangements
K5	how to obtain best value for money when making travel or accommodation arrangements
K6	how to obtain foreign currency, insurance and visas and when these are required
K7	how to keep records of travel or accommodation arrangements, including financial records
K8	the types of information that are confidential and how to store them in line with current legislation
K9	the documents and information to provide to the person who is travelling and how to obtain these
K10	the procedures to follow to make payment arrangements for travel or accommodation
K11	the types of problems that may occur with travel or accommodation arrangements and the correct procedures to follow in order to deal with these problems
K12	the purpose of evaluating the travel or accommodation used and recording the findings of the evaluation for future application

Performance criteria

You must be able to:

P1	confirm travel or accommodation and budget requirements
P2	check draft itinerary and schedule with the traveller
P3	research and book travel arrangements or accommodation as agreed, obtaining best value for money
P4	obtain foreign currency, relevant insurance and visas, if required
P5	obtain and collate documents and information for travel or accommodation
P6	maintain records of travel or accommodation and store any confidential information securely, including financial records
P7	arrange payment facilities for travel or accommodation
P8	follow the correct procedures when there are problems with travel or accommodation arrangements
P9	provide the traveller with an itinerary, documents and information in good time
P10	confirm with the traveller that itinerary, documents and information meet requirements
P11	evaluate and maintain a record of external services used

Unit 63: Make and Receive Telephone Calls

Unit code: CFABAA621

SCQF level: 5

Credit points: 3

Unit summary

This standard is about making, receiving or transferring telephone calls in line with organisational requirements. It includes communicating information to achieve the purpose of a call, providing callers with accurate and up-to-date information and projecting a positive image of the organisation. It is for administrators who make and receive telephone calls.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Personal presentation

Questioning

Summarising

Terminology

Business; administration; telephone

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different features of telephone systems and how to use them
K2	organisation structures and communication channels within an organisation
K3	how to follow organisational procedures when making and receiving calls
K4	the types of information that could affect confidentiality and security and how to handle these
K5	how to identify problems and who to refer them to
K6	how to report telephone system faults
Make calls	
<i>You need to know and understand:</i>	
K7	the different methods that can be used to obtain the names and numbers of people that need to be contacted
K8	how to use telephone systems to make contact with people inside and outside the organisation

Knowledge and understanding

Receive calls

You need to know and understand:

K9	how to identify the caller and their needs
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Transfer calls

You need to know and understand:

K10	the information to be given when transferring calls, taking or leaving messages
-----	---

K11	how to identify the appropriate person to whom a call is transferred
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Performance criteria

Make calls

You must be able to:

P1	identify the purpose of the call
P2	obtain the name and numbers of the person to be contacted
P3	make contact with the person
P4	communicate information to achieve the purpose of the call
P5	summarise the outcomes of the conversation before ending the call
P6	report telephone system faults to the appropriate colleague

Receive calls

You must be able to:

P7	answer the telephone according to organisational procedures
P8	project a positive image of self and the organisation
P9	identify the caller, where they are calling from and what they need
P10	provide accurate and up-to-date information to callers while protecting confidentiality and security
P11	take and pass on messages according to caller's needs
P12	deal with problems in handling calls, referring to the appropriate person where necessary

Knowledge and understanding

Transfer calls

You must be able to:

P13	transfer calls promptly, when appropriate
P14	explain clearly, when a call cannot be transferred, the reason why and agree appropriate action with the caller
P15	when callers are placed on hold, check regularly to see if they wish to continue to hold, in line with organisational procedures

Unit 64:

Develop a Presentation

Unit code:

CFABAA617

SCQF level:

6

Credit points:

3

Unit summary

This standard is about researching, planning and preparing a presentation for specific audiences. It includes agreeing the purpose, content, style and length of the presentation and researching and developing the presentation to suit the audience. It is for administrators who develop presentations as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Evaluating

Organising

Planning

Researching

Terminology

Business; administration; presentation; communication

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the advantages and disadvantages of using presentations to provide information
K2	different ways of making presentations and their features
K3	how to prepare presentations so they are engaging, interesting, concise and informative
K4	how to tailor the presentation to the audience
K5	the different types of equipment that can be used to deliver the presentation
K6	how handouts can complement presentations

Performance criteria

You must be able to:

P1	agree the purpose, content, style and time of the presentation and who the audience will be
P2	research and plan the presentation
P3	choose the equipment required to deliver the presentation
P4	prepare the presentation to achieve its purpose and suit the needs of the audience
P5	obtain feedback on the presentation and make necessary adjustments
P6	estimate how long the presentation will last
P7	produce presentation handouts, when required
P8	reflect on feedback obtained about the presentation and identify learning points

Unit 65:

Deliver a Presentation

Unit code:

CFABAA623

SCQF level:

6

Credit points:

3

Unit summary

This standard is about preparing for, delivering and evaluating a formal presentation. It includes making contingency arrangements for potential problems. Using voice tone, pace, volume and body language to re-inforce the presentation's message and maintain audience interest. It also reflects on the outcomes to identify learning points and improvements for the future. It is for administrators who make formal presentations.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Evaluating

Managing time

Organising

Planning

Terminology

Business; administration; presentation; communication

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	different ways of delivering presentations and their features
K2	how to tailor the presentation to the audience
K3	the purpose and benefits of rehearsing presentations and how to do so
K4	how handouts can complement presentations
K5	the types of equipment used for presentations and their features
K6	the purpose and value of checking equipment in advance
K7	how to use equipment to make presentations
K8	the purpose and benefits of contingency planning
K9	the types of problems that may occur with presentation equipment and how to deal with them
K10	how to gauge audience reaction to the presentation
K11	methods of collecting feedback from the audience on the presentation
K12	how to evaluate the presentation

Performance criteria

You must be able to:

P1	choose equipment and plan how to use the equipment's features to best effect
P2	develop contingency plans in case of equipment failure or other problems
P3	practise and time the delivery of the presentation
P4	obtain feedback on the presentation and make necessary adjustments
P5	make sure the equipment and resources are in working order
P6	make sure the audience receive presentation materials
P7	introduce self to the audience and state the aims of the presentation
P8	address the audience by speaking clearly and confidently, using language which is appropriate to the topic and the audience
P9	use equipment, where appropriate, to enhance the presentation and deal with any problems that may occur
P10	vary your voice tone, pace and volume to emphasise key points and maintain the audience's interest
P11	use your body language in a way that reinforces your message
P12	gauge audience reaction during the presentation and adapt accordingly
P13	summarise the key points
P14	provide the audience with the opportunity to ask questions
P15	listen carefully to questions and respond in a way that meets the audience's needs
P16	collect feedback on the presentation
P17	reflect on own performance and identify learning points
P18	evaluate the presentation and identify changes that will improve future presentations

Unit 66: Deliver, Monitor and Evaluate Customer Service to Internal and/or External Customers

Unit code: CFABAC121

SCQF level: 6

Credit points: 3

Unit summary

This unit is about delivering, monitoring, evaluating and improving services to meet internal and/or external customer needs. It includes identifying customer needs and expectations, providing services to agreed timescales and quality standards and taking action to improve services based on feedback. It is for administrators who work solely with internal customers or solely with external customers, or with both internal and external customers.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Evaluating

Monitoring

Problem solving

Questioning

Listening

Negotiating

Terminology

Business; administration; customer service

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the types of products and services offered by your organisation relevant to internal and/or external customers
K2	what is meant by customer service
K3	the purpose and benefits of delivering customer service that meets or exceeds any customer expectations
K4	how to build positive working relationships with internal and/or external customers
K5	how to manage customer expectations
K6	the types of quality standards appropriate to own responsibilities
K7	how to set and meet timescales and quality standards with internal and/or external customers
K8	how to monitor internal and/or external customers satisfaction
K9	the types of problems that internal and/or external customers may experience and how to process and resolve or refer them
K10	the correct procedures to follow when handling complaints
K11	the techniques for collecting and analysing internal and/or external customer feedback
K12	the purpose and benefits of continuous improvement

Performance criteria

Identify customer needs and expectations

You must be able to:

P1	build positive working relationships with customers
P2	manage expectations of customers to make sure they are realistic
P3	identify and confirm customer needs
P4	agree timescales and quality standards with customers

Deliver customer services

You must be able to:

P5	provide services to agreed timescales and quality standards and follow procedures if these are not achieved
P6	check customer needs and expectations are met
P7	follow the correct procedures to handle complaints in a professional manner and to a given timescale

Monitor and evaluate customer services

You must be able to:

P8	obtain and record customer feedback
P9	analyse and evaluate customer feedback
P10	take action to improve service to customers

Unit 67:

Support the Design and Development of Information Systems

Unit code:

CFABAD111

SCQF level:

6

Credit points:

7

Unit summary

This unit is about contributing to the design and supporting the development of information systems to meet users' needs. It includes identifying the information to be managed within the system and supporting the testing of the system against the specification. It is for administrators who are responsible for supporting the design and development of information systems.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing
Evaluating
Managing resources
Negotiating
Organising
Planning
Researching
Using technology
Problem solving

Terminology

Business; administration; information; data

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the purpose and benefits of managing information to meet specifications
K2	the types of information that need to be managed in a business
K3	the types of information systems available and their main features
K4	how to develop specifications for information management, including resources and budgets
K5	how to create and develop an information system based on identified user needs
K6	how to test an information system
K7	how to resolve faults, within the limits of own authority

Performance criteria

You must be able to:

P1	identify the information that will be managed within the system
P2	identify the resources required and available to deliver and implement the system
P3	contribute to the design of a system specification that meets identified needs and budgetary controls
P4	support the development of an information system that meets the specification
P5	support testing of the information system against the agreed specification
P6	resolve faults, within the limits of own authority

Unit 68:

Monitor Information Systems

Unit code:

CFABAD131

SCQF level:

6

Credit points:

7

Unit summary

This unit is about monitoring and maintaining information systems to meet agreed specifications within legislation and organisational requirements. It includes resolving problems when they occur and reviewing and further developing the information system. It is for administrators who monitor information systems as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing

Developing others

Evaluating

Monitoring

Organising

Planning resources

Negotiating

Using technology

Problem solving

Researching

Terminology

Business; administration; information; data

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the different ways of monitoring use of an information system
K2	the benefits of training users on the information system
K3	the purpose of maintaining and updating the information system and methods you can use
K4	the types of problems that occur with information systems and how to deal with them
K5	the benefits of continuously improving information systems
K6	legislation and organisational requirements covering data protection and freedom of information

Performance criteria

You must be able to:

P1	identify the information to be monitored and the resources available to do so
P2	provide training and ongoing support to users
P3	maintain and update the information system
P4	monitor the use of the information system
P5	resolve problems when they occur
P6	review and further develop information systems to meet agreed specifications
P7	make sure all relevant legal and organisational requirements are followed

Unit 69: Analyse and Report Data

Unit code: CFABAD322

SCQF level: 6

Credit points: 6

Unit summary

This unit is about analysing and reporting on data. It includes selecting and organising relevant, valid and reliable data for analysis and using appropriate analysis techniques to produce accurate, unbiased results and conclusions. It is for administrators who analyse and report on data as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing
Communicating
Decision making
Organising
Planning
Presenting information
Researching
Using technology
Problem solving

Terminology

Business; administration; information; data; analyse

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the differences between primary and secondary research methods
K2	the differences between quantitative and qualitative research methods
K3	relevant data sources and search methods
K4	how to evaluate the relevance and reliability of the sources of data
K5	what constitutes relevant, valid and reliable data
K6	how to organise data for analysis
K7	analysis and evaluation techniques which produce accurate and unbiased results
K8	the different formats that may be required when reporting data

Performance criteria

You must be able to:

P1	agree the aims and objectives of the research and the deadline for the analysis
P2	select relevant, valid and reliable data for analysis
P3	organise data for analysis
P4	apply analysis and evaluation techniques appropriate to the purpose of the research
P5	produce accurate, unbiased results and conclusions
P6	check the accuracy of the analysis using appropriate techniques and make adjustments where necessary
P7	get feedback on what you have found, if necessary
P8	present data on time and in the agreed format

Unit 70: Provide Administrative Support in Schools

Unit code: CFABAB141

SCQF level: 6

Credit points: 8

Unit summary

This unit is about providing administrative support in schools. Work with school contacts and wider community contacts to contribute to school goals and priorities.

School contacts include students; parents; guardians; carers; colleagues; and governing bodies. Wider community contacts include community organisations; relevant authorities; children's services; welfare services; local businesses; the police; and regulatory bodies.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing
Managing conflict
Organising
Researching
Communicating
Managing time
Planning
Team working
Evaluating
Negotiating
Prioritising
Using technology

Literacy
Numeracy
Problem solving
Writing

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	why it is important to build positive working relationships with contacts
K2	how to build positive working relationships with contacts
K3	why it is important for your school to have a friendly and efficient way of dealing with contacts
K4	the types of contacts you deal with, the requirements that they have and how to meet their needs
K5	why it is important to present a positive image of yourself and your school
K6	types of problems that may occur with contacts – including conflict and aggression – and the procedures for dealing with these
K7	the social context in which your school operates, including the cultural diversity of the community and how it impacts on the school environment
K8	how your role contributes to your school's goals and improvement or development priorities
K9	how your role supports teaching and learning
K10	your school's policy and administrative procedures for dealing with parents, guardians and carers, and your roles and responsibilities in relation to these
K11	your school's policy and administrative procedures for dealing with pupils and students, and your roles and responsibilities in relation to these
K12	your school's policy and administrative procedures for dealing with the wider community, and your roles and responsibilities in relation to these
K13	how to comply with policies and procedures relating to child protection and student welfare; and how to report concerns to an appropriate person

Knowledge and understanding

K14	the policy context, wider issues and initiatives that affect the work of the school, (e.g. relevant authority policies; government standards, legislation and regulations; government initiatives; etc)
K15	the types of administrative and organisational support that you may be required to provide to school contacts and the wider community
K16	the purpose of school administration systems and procedures and why they are important
K17	your school's administrative and organisational systems and procedures in relation to your role
K18	methods of analysing and evaluating information
K19	your school's procedures for producing reports
K20	how to identify confidential information in line with your school's procedures and relevant data protection legislation
K21	why confidential information should be safeguarded and how to do this
K22	the limits of your authority in relation to confidential information
K23	when to refer confidential information to the relative authority or appropriate person and who to refer it to (e.g. where concerns for a child's safety override confidentiality)
K24	the limits of your authority and why it important to act within them
K25	when to refer issues to a higher authority and who to refer them to

Performance criteria

Work with school contacts and wider community contacts

You must be able to:

P1	build positive working relationships
P2	present a positive image of yourself and your school
P3	communicate effectively with contacts
P4	follow school policies and procedures for dealing with parents, guardians and carers
P5	follow school policies and procedures for dealing with pupils and students
P6	follow school policies and procedures for dealing with colleagues and the wider community
P7	provide effective administrative and organisational support to school contacts and the wider community
P8	operate school administration systems
P9	analyse and evaluate information
P10	produce reports in line with school procedures
P11	safeguard confidential information
P12	act within the limits of your authority
P13	refer issues beyond your authority to the appropriate person

Unit 71:

Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals

Unit code:

CFABAB132

SCQF level:

6

Credit points:

9

Unit summary

This unit is about providing administrative services for parking challenges, representations and civil parking notice (CPN) appeals. Civil parking notice means any parking or traffic notice issued in relation to any contravention or infringement of contract under current legislation. There is no statutory appeals process for parking on private land, therefore the civil penalty notice appeal process has been included in this unit.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Analysing
Communicating
Decision making
Evaluating
Interpersonal skills
Managing time
Negotiating
Organising
Presenting yourself
Problem solving
Recording

Researching
Using technology

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
K2	your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
K3	the current legislation, codes of practice and Traffic Regulation Orders that apply when you are dealing with challenges, representations and CPN appeals
K4	the requirements of the Data Protection Act 1998 and its implications for your role
K5	the specialist software used by your organisation for the recording and processing of challenges, representations and CPN appeals and how to use it
K6	how to access and use the sources of information that you need to deal with challenges, representations and CPN appeals
K7	how to interpret the documents that are used in parking control administration in relation to dealing with challenges, representations and CPN appeals
K8	how to communicate effectively with customers so that you can be clear about the nature of their enquiry and can explain to customers the courses of action available to them
K9	the information that is needed to consider a challenge, representation or CPN appeal, and why this is the case
K10	recognised criteria for cancellation
K11	why it is important to record receipt of a challenge, representation or CPN appeal

Knowledge and understanding

You need to know and understand:

K12	how to identify evidence that is reliable, valid and sufficient
K13	what information and evidence has to be provided by the customer and how to check that it is valid
K14	the range of internal evidence that is needed to support a reliable decision, and where to obtain it
K15	how to clarify the details of the customer's challenge, representation or CPN appeal through oral or written questioning
K16	the limits of your responsibility in investigating challenges, representations and CPN appeals and who to refer matters outside of your authority to
K17	how to identify and obtain evidence that you have not been provided with
K18	how to make decisions that are supported by the evidence and comply with current legal and organisational requirements
K19	the courses of action that a customer can take once a decision has been made, and the consequences of taking those courses of action

Performance criteria

Register receipt of challenges, representations and CPN appeals

You must be able to:

P1	respond promptly to a customer's initial enquiry with accurate advice
P2	record that you have received the written challenge, representation or CPN appeal
P3	make sure you have the information you need to understand the customer's case
P4	check the details of the documentation you have received for accuracy, consistency and validity
P5	if the documentation fails to meet the requirements for considering the challenge, representation or CPN appeal promptly inform the customer of this and the courses of action they can take
P6	if the customer's situation does not fall within recognised criteria for cancellation inform the customer of this and the courses of action they can take
P7	at all stages, comply with organisational and legal requirements

Respond to challenges, representations and CPN appeals

You must be able to:

P8	collate evidence for response to the challenge, representation or CPN appeal
P9	if necessary, take prompt action to suspend the enforcement process while the case is being investigated
P10	make sure all internal records are accurate, reliable, valid and up-to-date
P11	review the documentation to make sure there is sufficient evidence, and decide whether you need additional evidence

Knowledge and understanding

Respond to challenges, representations and CPN appeals

You must be able to:

P12	where necessary, obtain the additional items of evidence needed
P13	refer any matter which is beyond the limits of your responsibility to the appropriate person
P14	review all evidence and make a decision
P15	inform the customer, in writing and within agreed timescales, of your decision and the courses of action that they can take
P16	where appropriate, reactivate the enforcement process
P17	keep copies of all correspondence and update records
P18	at all stages, comply with current organisational and legal requirements

Unit 72: Administer Statutory Parking and Traffic Appeals

Unit code:	CFABAB133
SCQF level:	7
Credit points:	9

Unit summary

This unit covers the statutory appeals process, including processing documentation and responding to statutory appeals against parking penalty charge notices (PCN) including those following a successfully filed statement of truth on grounds 1, 2, 3 or 4. Civil parking notice means any parking or traffic notice issued in relation to any contravention or infringement of contract under current legislation.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

- Evaluating
- Presenting yourself
- Researching
- Analysing
- Letter writing
- Problem solving
- Using technology
- Communicating
- Managing time
- Quality checking
- Decision-making
- Organising
- Recording

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
K2	the services for which you are responsible
K3	your organisation's policies, procedures and constraints that affect services in your area of responsibility
K4	the rules that apply when you are dealing with statutory appeals (e.g. Codes of Conduct, Code of Practice)
K5	how to interpret Traffic Regulation Orders
K6	the current legislation that applies when you are dealing with statutory appeals (e.g. Traffic Management Act 2004)
K7	the requirements of the Data Protection Act 1998 and its implications for your role
K8	the specialist software used by your organisation for the recording and processing of statutory appeals
K9	how to identify evidence that is sufficient, reliable and valid
K10	what information has to be provided and how to check that it is accurate
K11	the grounds on which someone may appeal
K12	the grounds on which someone may file a statement of truth
K13	the importance of acting within the given deadline for the case and the consequences of failing to do so
K14	the limits of your responsibility in investigating statutory appeals and to whom matters outside your authority should be referred
K15	what evidence is needed and why
K16	how to identify and obtain evidence that you have not been provided with

Knowledge and understanding	
K17	who to consult if further information is needed
K18	how to prepare a case summary
K19	how to present a case summary and why it is important to present it in this way
K20	how to prepare the documentation for a case that is not to be contested
K21	your organisation's requirements for the presentation and organisation of documents for a statutory appeal hearing
K22	how to prepare yourself for a hearing, if you have to attend one yourself
K23	the Code of Conduct which regulates how to behave if you attend statutory appeal hearings yourself
K24	the kinds of further information that might be requested
K25	what actions to take to close a case
K26	how to arrange for refunds of fees to be paid
K27	the records (paper and electronic) that need to be updated to record the outcome of the statutory appeal and how to do this
K28	who to inform of the outcomes of a statutory appeal and why
K29	the courses of action that are available to the appellant
K30	the courses of action that are available to the respondent
K31	what actions to take to reactivate the recovery process

Performance criteria

Prepare case evidence

You must be able to:

P1	record that you have received the statutory appeal notification or revocation order
P2	take action to suspend the enforcement process during the investigation
P3	check the details of the documentation you have received for accuracy and consistency and notify the appropriate person of any discrepancies
P4	make sure that you understand the grounds on which the customer is appealing or the statement of truth has been filed
P5	at all stages comply with current organisational and legal requirements
P6	at all stages carry out work within the given deadline for the case

Investigate the case for statutory appeal and decide how to proceed

You must be able to:

P7	make sure all necessary evidence is present, accurate, valid and reliable
P8	identify and obtain any additional items of evidence that are needed
P9	where necessary consult other people to obtain further information
P10	refer any matter which is beyond the limits of your responsibility to the appropriate person
P11	review all evidence; make and record a decision on the basis of the evidence
P12	where the decision is not to contest the statutory appeal or the statement of truth, make sure that the adjudicator and appellant or respondent are informed and that the decision has been recorded properly
P13	at all stages comply with current organisational and legal requirements

Knowledge and understanding

Contest the statutory appeal

You must be able to:

P14	prepare a case summary in accordance with organisational guidelines and relevant codes of practice
P15	collate, label and present documentation in the format required by the appeals service
P16	make sure copies of documentation are provided to all relevant people
P17	make sure that you are prepared to respond to requests for further information including when a statutory appeal is referred by an adjudicator to an independent person to consider mitigation
P18	if you attend the hearing, ensure that you are fully conversant with the case and that you comply with the Code of Conduct for personal attendance

Respond appropriately to the outcomes of the statutory appeal

You must be able to:

P19	on receiving notification of the outcome of the statutory appeal, update all records in accordance with organisational and legal requirements
P20	proceed with the case as appropriate to the outcomes of the statutory appeal
P21	review and consider the adjudicator's feedback; take appropriate actions

Unit 73: Administer Parking and Traffic Debt Recovery

Unit code: CFABAB134

SCQF level: 7

Credit points: 6

Unit summary

This unit covers the statutory appeals process. Civil parking notice means any parking or traffic notice issued in relation to any contravention or infringement of contract under current legislation. It is also about processing documentation and responding to statutory appeals against parking penalty charge notices (PCN) including those following a successfully filed statement of truth on grounds 1, 2, 3 or 4.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Accuracy
Evaluating
Presenting yourself
Researching
Analysing
Managing time
Problem solving
Using technology
Communicating
Monitoring
Quality checking
Decision-making
Organising
Recording

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
K2	your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
K3	the current legislation and regulations that apply
K4	the requirements of the Data Protection Act 1998 and its implications for your role
K5	the criteria, policy and procedures in relation to debt recovery (e.g. for non-collection, write off, case closure, tracing and recovery, maximising debt collection, reporting, performance management)
K6	understanding of the debt recovery process within your organisation
K7	the role of Traffic Enforcement Centre and/or the magistrates court in the debt recovery process
K8	the debt recovery documentation to be served and how to do this
K9	the case evidence that may be used
K10	how to investigate a case, the limits of your responsibility and to whom matters outside your authority should be referred
K11	the range of possible outcomes of a case and the appropriate actions to take for each outcome
K12	the role of debt recovery agents and other agencies
K13	how to communicate effectively with debt recovery agents and other outside agencies

Knowledge and understanding

You need to know and understand:

K14	the importance of the audit trail and how to update and maintain records as necessary
K15	the reports that are required and how and when to produce them
K16	how to close a case in line with your organisational policy and relevant legislation

Performance criteria

You must be able to:

P1	monitor the quality of the data to be registered at Traffic Enforcement Centre (TEC) or magistrates court
P2	ensure debt recovery documentation is served in accordance with organisational policy and relevant legislation
P3	investigate the case and prepare case evidence in accordance with organisational policy and relevant legislation
P4	review all evidence; make and record a decision on the basis of the evidence
P5	where the decision is not to pursue the case make sure that relevant people are informed and that the decision has been recorded properly
P6	where the decision is to pursue the case, proceed in accordance with organisational policy and relevant legislation
P7	respond appropriately to the outcomes of the case, review feedback and take appropriate action
P8	liaise with debt recovery agents
P9	liaise with outside agencies
P10	monitor the performance of debt recovery agents
P11	produce relevant reports; update and maintain records in line with organisational policy and relevant legislation
P12	at all stages carry out work within the given deadlines for the case
P13	close the case in accordance with organisational policy and relevant legislation

Unit 74:

Verify Critical Dates for Sentences

Unit code:	SFJCHCC061
SCQF level:	7
Credit points:	6

Unit summary

This unit is about verifying critical dates for sentences so that individuals are released from custody on time. You have to check and interpret the relevant documentation and verify the calculations made by other staff. Accuracy, timeliness and confidentiality are critical in this area of work.

This unit applies to experienced administrators working in the custodial care sector who have the responsibility for verifying the calculations for sentences made by others.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Terminology

Verify, critical, dates, sentences

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for verifying critical dates for sentences
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the legal requirements which impact on the calculation of critical dates
K5	your organisation's policies and procedures for calculating critical dates
K6	the documentation required in order to imprison or detain an individual lawfully
K7	the different types of documentation which are relevant to the imprisonment or detention of individuals and the calculation of critical dates for sentences, and how to interpret the information they contain
K8	the relevant authorities to contact when in doubt about how to interpret information or calculate sentences
K9	the organisation's systems and how to use them
K10	the range of different types of information which may have an impact on critical dates, where to obtain this information, and how to assess its impact accurately
K11	the range of critical dates which apply to different types of sentences, and how to calculate these accurately
K12	the importance of ensuring critical dates are entered accurately on systems

Knowledge and understanding

You need to know and understand:

K13	the people who are authorised to have information about critical dates
K14	the formats and time limits within which information about critical dates must be supplied
K15	how to explain clearly how critical dates have been calculated
K16	the types of advice and guidance people may need in interpreting documentation and calculating critical dates, and how to provide this advice and guidance
K17	the importance of checking the interpretation of documentation and calculation of sentences to ensure accuracy
K18	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Verify and interpret documentation relevant to the imprisonment or detention of individuals

You must be able to:

P1	verify that the documentation allows lawful imprisonment or detention of the individual in the establishment
P2	check that all information on the documentation has been interpreted correctly
P3	check with the relevant authority if you are in doubt about how to interpret information
P4	check that all information has been accurately entered into systems, in line with organisational procedures

Verify sentence calculations

You must be able to:

P5	provide advice and guidance to those interpreting documentation and calculating critical dates
P6	check the interpretation of documentation and calculations of critical dates to ensure they are accurate every time
P7	identify any errors in interpretation of documentation or calculation of critical dates and ensure these errors are corrected
P8	check with the relevant authority where you are in doubt about critical dates

Additional Information

Verify and interpret documentation relevant to the imprisonment or detention of individuals

1	documentation 1.1 warrants of imprisonment 1.2 detention orders 1.3 recall orders 1.4 accompanying documentation
2	relevant authority 2.1 the originator or endorser of the documentation 2.2 supervisor or line manager 2.3 specialist in sentence calculation
3	systems 3.1 manual 3.2 computerised

Additional Information

Verify sentence calculations

4	documentation 4.1 warrants of imprisonment 4.2 detention orders 4.3 recall orders 4.4 accompanying documentation
5	critical dates 5.1 the critical dates relating to sentences awarded by a court in your own country 5.2 the critical dates relating to sentences awarded by a court in another country in the UK
6	relevant authority 6.1 the originator or endorser of the documentation 6.2 supervisor or line manager 6.3 specialist in sentence calculation

Unit 75:

Verify the Release Process

Unit code:	SFJCHCC068
SCQF level:	6
Credit points:	6

Unit summary

This unit is about checking that individuals are eligible for release and that all administrative arrangements have been made correctly.

This unit applies to experienced administrators working in the custodial care sector who are required to verify that all the administrative arrangements for the release of individuals are correct.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Terminology

Verify, release, process

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	current, relevant legislation, policies, procedures, codes of practice and practice advice for verifying the release process
K2	current, relevant legislation and organisational requirements in relation to race, diversity and human rights
K3	current, relevant legislation and organisational requirements in relation to health and safety
K4	the legal and organisational requirements which impact on the release of individuals from custody
K5	manual and computerised systems for providing information about individuals' eligibility for release, and how to use them
K6	the different types of documentation which are relevant to the calculation of critical dates of sentences, and how to interpret the information they contain
K7	the critical dates which apply to different types of sentences and how to calculate these accurately
K8	the range of releasing authorities and how to contact them
K9	the range of documentation required on release, and how to prepare it
K10	the range of entitlements of individuals on release, and how to prepare these

Knowledge and understanding

You need to know and understand:

K11	the types of advice and guidance people may need in preparing documentation and entitlements for release, and how to provide this advice and guidance
K12	the importance of checking individuals' eligibility for release and that the correct documentation and entitlements have been prepared
K13	the format in which documentation should be presented so that the release of individuals from custody can be authorised
K14	the types of documentation which must be completed and how to complete it correctly

Performance criteria

Verify the eligibility of individuals for release

You must be able to:

P1	maintain systems which give you accurate information about individuals' eligibility for release
P2	recalculate release dates for individuals accurately and at the required time prior to release
P3	refer promptly to the releasing authorities if there is any doubt about an individual's eligibility for release

Verify that the correct documentation and entitlements have been prepared

You must be able to:

P4	communicate in ways that can be understood by individuals, responding to their different needs, abilities and preferences
P5	provide advice and guidance to those preparing documentation and entitlements for individuals on release
P6	check that the correct documentation and entitlements have been prepared for each individual to be released
P7	identify any errors in the preparation of documentation and entitlements and ensure these errors are corrected
P8	present documentation in the required format so that the release of individuals from custody can be authorised

Additional Information

Verify the eligibility of individuals for release

1	systems 1.1 manual 1.2 computerised
2	releasing authorities 2.1 parole board 2.2 prison governor/controller

Verify that the correct documentation and entitlements have been prepared

3	documentation 3.1 licences 3.2 information to be provided to individuals on release 3.3 information to be provided to internal and external authorities on release
4	entitlements 4.1 personal cash and wages 4.2 grants 4.3 travel warrants 4.4 personal property 4.5 official documentation

Unit 76:

Administer Agricultural Records

Unit code: CFAAA121

SCQF level: 6

Credit points: 6

Unit summary

Record and update agricultural data.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Organising

Problem solving

Checking

Analysing

Communicating

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the administrative services that you are responsible for
K2	the policies, procedures and constraints that affect administration in your area of work
K3	the legislation and regulations that apply to your area of work
K4	the external agencies that operate in your area of work and their requirements for record keeping (e.g. statutory livestock records, livestock movement records, veterinary and medicine records, livestock production/breeding records, statutory crop records, crop production records, horticultural records, cross-compliance records)
K5	the manual and computerised records that you are required to keep and how to keep them
K6	how to use appropriate software for the recording and processing of information
K7	what data is needed for a range of types of records in agricultural contexts (e.g. arable, dairy, beef, sheep, pigs or poultry, horticulture), and why
K8	the assurance schemes that exist for your area of work and the records required for these
K9	how to keep up to date with changing requirements in your area of work
K10	how to ensure the data gathered is accurate
K11	how to reconcile data with that held by external agencies and the potential consequences of not doing so
K12	the timescales within which the data must be collected and submitted

Knowledge and understanding

You need to know and understand:

K13	how to communicate with others to ensure that they can access records
K14	how to store records securely and maintain confidentiality
K15	the types of reports that might be requested and how to analyse the data to produce them
K16	the range of formats that can be used for reports and when to use them

Performance criteria

Input and maintain records

You must be able to:

P1	gather accurate data from relevant sources and within required timescales
P2	record data in line with the legal requirements and those of external agencies
P3	check that records are complete, requesting missing information as appropriate
P4	keep records up to date
P5	reconcile data with that held by external agencies, where required
P6	submit data to external agencies in necessary timescales
P7	make sure other people understand how the data is recorded and how to access it
P8	store records securely and confidentially

Produce reports

You must be able to:

P9	analyse data to produce management reports as requested
P10	present reports in an appropriate format

Unit 77: Make Agricultural Returns, Applications and Claims

Unit code: CFAAA122

SCQF level: 6

Credit points: 8

Unit summary

Prepare relevant returns, applications and claims.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the *Assessment Strategy*.

Terminology

Agricultural returns, agricultural applications, agricultural claims, business and administration

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the administrative services that you are responsible for
K2	the policies, procedures and constraints that affect administration in your area of work
K3	the legislation and regulations that apply to your area of work
K4	the external agencies that operate in your area of work and their requirements
K5	how to keep up to date with changing requirements in your area of work
K6	where to find information on the availability of appropriate schemes, grants and subsidies
K7	the system for claiming single payments and what information/data is needed to complete a claim
K8	the assurance schemes that exist for your area of work and what information is required to make an application
K9	the environmental or other grant schemes that exist for your area of work and what information is required to make an application
K10	the timescales within which returns, applications and claims must be submitted
K11	how to store copies of returns, applications and claims securely and maintain confidentiality
K12	the types of problems that can arise and how to deal with them

Performance criteria

Input and maintain records

You must be able to:

P1	collate information necessary to prepare the return, application or claim
P2	prepare returns, applications and claims using correct procedures and format as required by the external agency
P3	check information and actions as appropriate with relevant person
P4	make sure all returns, applications or claims are signed by the appropriate person
P5	comply with required timescales for submission
P6	keep copies of returns, applications and claims securely and confidentially
P7	answer any queries about the return, application or claim
P8	monitor the progress of the return, application or claim and deal with any problems that arise
P9	make sure payment has been received and recorded in the financial records

Unit 78:

Administer Legal Files

Unit code: CFABAB111

SCQF level: 6

Credit points: 7

Unit summary

Open, maintain, close and retrieve legal files.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Planning

Using number

Researching

Problem solving

Organising

Quality checking

Decision making

Communicating

Reading

Using technology

Writing

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the administrative services that you are responsible for
K2	your organisation's policies, procedures and constraints that affect administrative services in your area of responsibility
K3	the duty of confidentiality that applies when you are dealing with client's information
K4	the specialist software used by your organisation for the recording and processing of legal cases
K5	the importance of accuracy and attention to detail when dealing with information in a legal context
K6	the type of transaction that your department is involved in (for example, conveyance, family law, commercial, litigation)
K7	the particular legal terminology that is associated with different types of transactions
K8	your organisation's procedures for opening files, and allocating references to matters
K9	who needs to be informed of the opening of a new file, and why this is important
K10	how to open files in a range of formats
K11	how to open files for new clients and new matters on files for existing clients
K12	how to carry out searches and why these are needed

Knowledge and understanding

You need to know and understand:

K13	how to carry out routine checks and why these are needed
K14	with which organisations to carry out routine checks and why these are needed
K15	understand the contents and purpose of a 'terms of engagement' notification and how to prepare one
K16	how time spent on a matter is monitored and recorded in your organisation
K17	the range of activity and documentation that needs to be noted within a client's file
K18	your organisation's house-style for the presentation of a file
K19	how and when to generate bills from the information in a client's file
K20	what is meant by 'precedent' and 'know-how', how to identify them and record them for later use by your organisation and why this is important
K21	who you should refer matters beyond your authority to
K22	how to prioritise your work and work to other people's priorities

Performance criteria

Open a file

You must be able to:

P1	receive instructions from the fee earner and arrange a conflict of interest search
P2	report on the outcome of a conflict of interest search to the fee earner
P3	generate matter reference
P4	record matter information and open file
P5	carry out routine checks as appropriate and report on outcomes to the fee earner
P6	confirm all necessary details with the client by creating and issuing a 'terms of engagement' notification

Maintain and administer a current file

You must be able to:

P7	produce and amend correspondence and appropriate documents as instructed, following house-style and organisational requirements
P8	carry out research as instructed and report back to fee earner
P9	make sure all costs and disbursements are charged to the correct matter reference
P10	make sure all file management activities conform to house-style and organisational requirements
P11	make sure all time spent on the matter is correctly recorded
P12	generate bills as requested in accordance with instructions
P13	receive instructions to close a file
P14	review the file and identify any outstanding issues and unbilled disbursements

Performance criteria

Maintain and administer a current file

You must be able to:

P15	report outstanding issues to the fee earner for resolution
P16	where necessary, deal with reimbursements
P17	check with the fee earner whether any documents, knowledge or data needs to be added to the firm's precedent, knowledge or data bank
P18	ensure the file is complete for preparation of the final bill
P19	if appropriate, prepare the final bill

Close a file and prepare it for archiving

You must be able to:

P20	complete file closing documentation and check that the account shows a nil balance
P21	notify relevant people that the file is closing
P22	sort the file, to clear it of unnecessary material, and check with the fee earner on the appropriate distribution of documents
P23	make sure that hard copies of electronic communications are in the file
P24	prepare a schedule of the file contents so that they can be readily retrieved
P25	correctly label files for storage with all the required information, and amend records to show that the file is closed
P26	make arrangements for the file to be archived
P27	where necessary, provide accurate and timely information to retrieve files from archives

Unit 79:

Build Case Files

Unit code:

CFABAB112

SCQF level:

6

Credit points:

4

Unit summary

Receive and open a case file, review and build a case file, submit a case file and follow up any actions.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Organising

Problem solving

Checking

Analysing

Decision making

Attention to detail

Communicating

Terminology

Administration, legal files, case files, legal administration, business and administration

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
K2	your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
K3	legal and organisational requirements covering the security and confidentiality of information
K4	legislation, regulations and codes of practice that apply in the sector to the area of responsibility
K5	working culture and practices in the sector
K6	the organisation's procedures for building cases
K7	When, and to whom, to refer matters that are beyond your authority
K8	the organisation's house style and requirements for presentation of case files and documentation
K9	the purpose of accuracy and attention to detail when dealing with information in a legal context
K10	how to access and use required sources of information
K11	how to identify evidence and materials that have not been provided
K12	the types of evidence and materials that may be required and how and where to obtain them

Knowledge and understanding

You need to know and understand:

K13	how to conduct interviews and take witness statements in the context of gathering evidence, where required
K14	how to adapt communication to the needs of a witness or client
K15	the types of documentation and correspondence that might be required and how to produce them
K16	who to consult if further information is needed
K17	the timescales and deadlines that apply to the case and the consequences of failing to meet them

Performance criteria

You must be able to:

P1	receive and open a case file
P2	review the case file and identify additional evidence and materials required
P3	obtain all additional items of evidence and materials
P4	produce documents and correspondence
P5	consult other people where necessary
P6	make sure information is kept secure and confidential
P7	review the materials to make sure all the relevant information is present in order to proceed
P8	submit the case file on time
P9	take responsibility for any follow up actions

Unit 80:

Manage Case Files

Unit code: CFABAB113

SCQF level: 7

Credit points: 5

Unit summary

Receive and open case files, review and update case files, prepare court bundles, process appeal documentation and follow up actions, prepare case files for closure and close case files.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Organising

Problem solving

Checking

Analysing

Planning

Attention to detail

Communicating

Terminology

Administration, legal files, case files, legal administration, business and administration

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	the administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
K2	where and when to refer matters that are beyond your authority
K3	the organisation's policies, procedures and constraints that affect administrative services in the area of responsibility and how to apply them
K4	legal and organisational requirements covering the security and confidentiality of information
K5	legislation, regulations and codes of practice that apply in the sector to their area of responsibility
K6	working culture and practices in the sector
K7	procedures for receiving and opening a case file
K8	the structure, format and content of a case file
K9	how to carry out research and identify sources of information
K10	the organisation's house style and requirements for presentation of correspondence and documents
K11	the importance of accuracy and attention to detail when dealing with information in a legal context
K12	methods of liaising and communicating with relevant people

Knowledge and understanding

You need to know and understand:

K13	how to keep the case file up to date
K14	the documents that are required for court bundles
K15	how to check that documentation is complete at each stage of the process
K16	who to consult if further information is needed
K17	the timescales and deadlines that apply to the case and the consequences of failing to meet them
K18	how to action and record hearing outcomes
K19	the appeal documentation required and how to process it
K20	how to record the outcome of an appeal
K21	the organisation's procedures for closing and archiving case files

Performance criteria

You must be able to:

P1	receive and open a case file
P2	review the file and plan its management to meet required deadlines
P3	obtain or identify the location of all file documents and materials
P4	produce and amend documents as requested
P5	liaise with the relevant people to progress the case
P6	keep the case file up to date, checking documentation is complete
P7	make sure information is kept secure and confidential
P8	prepare court bundles as requested, checking documentation is complete
P9	consult other people where necessary
P10	submit documents on time
P11	action and record hearing outcomes as necessary
P12	when necessary, process appeal documentation as requested
P13	liaise, as appropriate, with the relevant people to progress the appeal
P14	record the outcome of the appeal where relevant

Performance criteria

You must be able to:

P15	prepare the case file for closure
P16	notify relevant people that the case file is closing
P17	close the case file
P18	arrange for the case file to be archived

Unit 81:

Use Occupational and Safety Guidelines When Using a Workstation

Unit code: CFABAE141

SCQF level: 4

Credit points: 2

Unit summary

This unit is about using a workstation safely. It includes following the concepts of ergonomic practice and positioning the relevant parts of the body in line with relevant occupational health and safety guidelines when typing at a workstation. It is for administrators who use workstations as part of their role.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Skills

Communicating

Planning

Problem solving

Terminology

Business; administration; health and safety; keyboards

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
<i>You need to know and understand:</i>	
K1	concepts of ergonomic practice relating to typing in accordance with occupational health and safety guidelines
K2	organisational occupational health and safety guidelines
K3	how to position fingers, wrists, forearms and back in relation to the size, slope and type of keyboard and workstation being used
K4	workstation care and maintenance in relation to typing operations

Performance criteria

You must be able to:

P1	follow the concepts of ergonomic practice related to typing
P2	follow relevant occupational health and safety guidelines
P3	position relevant parts of the body in relation to the size, slope and type of keyboard being used
P4	position relevant parts of the body in relation to the size and shape of the workstation being used
P5	maintain and care for the workstation being used for typing operations

Unit 82:

Bespoke Software 1

Unit code: ESKIBS1

SCQF level: 4

Credit points: 2

Unit summary

This unit is about the ability to select and use a suitable bespoke software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

Some organisations have software applications developed specifically for employees to be able to carry out particular tasks or activities (bespoke applications). For example, for customer relationship management, stock control, plant control, engineering diagnostics, credit management or analysing sales performance.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Performance criteria	
Input, organise and combine information using bespoke software	
<i>You must be able to:</i>	
P1	input relevant information accurately into existing templates and/or files so that it is ready for processing
P2	organise and combine information of different forms or from different sources
P3	follow local and/or legal guidelines for the storage and use of data where available
P4	respond appropriately to data entry error message
Use tools and techniques to edit, process, format and present information	
<i>You must be able to:</i>	
P5	use appropriate tools and techniques to edit, process or format information
P6	check information meets needs, using IT tools and making corrections as necessary
P7	use appropriate presentation methods and accepted layouts

Unit 83: Specialist Software 1

Unit code: ESKIBS1

SCQF level: 4

Credit points: 2

Unit summary

This unit is about the ability to select and use a suitable specialist software application to carry out an appropriate data processing task. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

Examples of specialist software include:

- logistics planning applications
- computer aided design (CAD) applications
- computer animation applications
- music composition and editing applications.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Performance criteria	
Input, organise and combine information using specialist software	
<i>You must be able to:</i>	
P1	input relevant information accurately into existing templates and/or files so that it is ready for processing
P2	organise and combine information of different forms or from different sources
P3	follow local and/or legal guidelines for the storage and use of data where available
P4	respond appropriately to data entry error messages
Use tools and techniques to edit, process, format and present information	
<i>You must be able to:</i>	
P5	use appropriate tools and techniques to edit, process or format information
P6	check information meets needs, using IT tools and making corrections as necessary
P7	use appropriate presentation methods and accepted layouts

Unit 84: Database Management Software 1

Unit code: ESKIDMS1

SCQF level: 4

Credit points: 2

Unit summary

This unit is about the ability to use a software application designed to store and retrieve data needed for a variety of business functions. It also includes an understanding of the features and facilities of the software and the purpose for which the data is stored. Data management software is often implemented on relational database systems by providing pre-defined file and record structures, processes, reports and data-entry screens. This is about the use of these predefined objects.

Examples of data management software include proprietary systems for:

- Customer Relationship Management (CRM)
- Management Information System (MIS)
- Payroll
- Enterprise Resource Planning (ERP)

The user may also work with bespoke databases such as:

- membership records
- hire/rental records
- insurance quotes.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding

Enter, edit and maintain data records in a data management system

You need to know and understand:

K1	identify the security procedures used to protect data
----	---

Retrieve and display data records to meet requirements

You need to know and understand:

K2	identify which report to run to output the required information
----	---

Performance criteria

Enter, edit and maintain data records in a data management system

You must be able to:

P1	enter data accurately into records to meet requirements
P2	locate and amend individual data records
P3	check data records meet needs, using IT tools and making corrections as necessary
P4	respond appropriately to data entry error messages
P5	follow local and/or legal guidelines for the storage and use of data where available

Retrieve and display data records to meet requirements

You must be able to:

P6	search for and retrieve information using pre-defined methods to meet given requirements
P7	select and view specified reports to output information to meet given requirements

Unit 85:

Database Software 1

Unit code: ESKIDB1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to use a software application designed to organise and store structured information and generate reports.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Enter, edit and organise structured information in a database	
<i>You need to know and understand:</i>	
K1	identify the main components of a database
Use database software tools to extract information and produce reports	
<i>You need to know and understand:</i>	
K2	identify queries which meet information requirements
K3	identify reports which meet information requirements

Performance criteria

Enter, edit and organise structured information in a database

You must be able to:

P1	create a database table for a purpose using specified fields
P2	enter structured data into records to meet requirements
P3	locate and amend data records
P4	respond appropriately to data entry error messages
P5	check data meets needs, using IT tools and making corrections as necessary

Use database software tools to extract information and produce reports

You must be able to:

P6	run simple database queries
P7	generate and print pre-defined database reports

Unit 86: Improving Productivity Using IT 1

Unit code: ESKIPU1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to plan, evaluate and improve procedures involving the use of IT tools and systems in order to improve the productivity and efficiency of tasks and activities.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Plan the use of appropriate IT systems and software to meet requirements	
<i>You need to know and understand:</i>	
K1	identify the purpose for using IT
K2	identify the methods, skills and resources required to complete the task successfully
K3	identify reasons for choosing particular IT systems and software applications for the task
K4	identify any legal or local guidelines or constraints that may affect the task or activity
Use IT systems and software efficiently to complete planned tasks	
<i>You need to know and understand:</i>	
K5	identify automated routines to improve productivity
Review the selection and use of IT tools to make sure that tasks are successful	
<i>You need to know and understand:</i>	
K6	decide whether the IT tools selected were appropriate for the task and purpose
K7	identify the strengths and weaknesses of the completed task
K8	identify ways to make further improvements to work

Performance criteria

Plan the use of appropriate IT systems and software to meet requirements

You must be able to:

P1	plan how to carry out the task using IT to achieve the required purpose and outcome
----	---

P2	select IT systems and software applications as appropriate to purpose
----	---

Use IT systems and software efficiently to complete planned tasks

You must be able to:

P3	use automated routines that aid efficient processing or presentation
----	--

P4	complete planned tasks using IT
----	---------------------------------

Review the selection and use of IT tools to make sure that tasks are successful

You must be able to:

P5	review outcomes in terms of meeting the requirements of the task and fitness for purpose
----	--

Unit 87:

IT security for Users 1

Unit code: ESKIITS1

SCQF level: 4

Credit points: 1

Unit summary

This unit is about the ability to protect hardware, software and the data within an IT system against theft, malfunction and unauthorised access.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Use appropriate methods to minimise security risks to IT systems and data	
<i>You need to know and understand:</i>	
K1	identify security issues that may threaten system performance
K2	identify threats to information security and integrity
K3	identify the particular risks associated with the widespread use of technology
K4	describe why it is important to backup data securely

Performance criteria

Use appropriate methods to minimise security risks to IT systems and data

You must be able to:

P1	take appropriate security precautions to protect IT systems and data
P2	take appropriate precautions to keep information secure
P3	follow relevant guidelines and procedures for the secure use of IT
P4	ensure personal data is backed up to appropriate media

Unit 88:

Presentation Software 1

Unit code: ESKIPS1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to use software applications to produce effective presentations, which include a combination of media (e.g. images, animation and sound) for education, entertainment or information sharing.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Input and combine text and other information within presentation slides	
<i>You need to know and understand:</i>	
K1	identify what types of information are required for the presentation
K2	Identify any constraints which may affect the presentation
Use presentation software tools to structure, edit and format slides	
<i>You need to know and understand:</i>	
K3	identify what slide structure to use
Prepare slides for presentation to meet needs	
<i>You need to know and understand:</i>	
K4	identify how to present slides to meet needs and communicate effectively

Performance criteria

Input and combine text and other information within presentation slides

You must be able to:

P1	select and use different slide layouts as appropriate for different types of information
P2	enter information into presentation slides so that it is ready for editing and formatting
P3	combine information of different forms or from different sources for presentations
P4	store and retrieve presentation files effectively, in line with local guidelines and conventions where available

Use presentation software tools to structure, edit and format slides

You must be able to:

P5	select and use an appropriate template to structure slides
P6	select and use appropriate techniques to edit slides
P7	select and use appropriate techniques to format slides

Prepare slides for presentation to meet needs

You must be able to:

P8	prepare slides for presentation
P9	check presentation meets needs, using IT tools and making corrections as necessary

Unit 89: Setting Up an IT System 1

Unit code: ESKISIS1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to safely set up the components of an IT system (e.g. personal computer – PC, keyboard, mouse and printer), removable storage media (e.g. data stick or external DVD drive), communication service to access the internet and associated software and check that they are working properly.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Connect up a personal computer, printer and peripheral devices safely	
<i>You need to know and understand:</i>	
K1	identify what IT system components, storage and peripheral devices are needed and how to connect them
K2	identify any health and safety issues associated with setting up an IT system
Connect to an IT communication service	
<i>You need to know and understand:</i>	
K3	identify the details needed to connect to an Internet Service Provider (ISP)
Set up software for use	
<i>You need to know and understand:</i>	
K4	identify what security precautions need to be addressed when connecting to the internet
Check that the IT system and communication service are working successfully	
<i>You need to know and understand:</i>	
K5	identify simple tests that can be used to check the system
K6	identify simple communication tests that can be used to check the internet connection
K7	identify how to report faults and seek expert help

Performance criteria

Connect up a personal computer, printer and peripheral devices safely

You must be able to:

P1	connect up the components of an IT system safely, including a printer and other peripheral devices
----	--

P2	connect removable storage media to a PC safely
----	--

Connect to an IT communication service

You must be able to:

P3	connect communication hardware safely to a PC
----	---

P4	connect to a communication service from a PC
----	--

Set up software for use

You must be able to:

P5	configure the user interface to meet needs
----	--

P6	set up and configure virus protection software
----	--

P7	set up files and software to meet needs
----	---

Check that the IT system and communication service are working successfully

You must be able to:

P8	run tests to check that the system and communication service are working successfully
----	---

P9	respond to error messages and report faults as appropriate
----	--

Unit 90:

Spreadsheet Software 1

Unit code: ESKISS1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to use a software application designed to record data in rows and columns, perform calculations with numerical data and present information using charts and graphs.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Use a spreadsheet to enter, edit and organise numerical and other information	
<i>You need to know and understand:</i>	
K1	identify what numerical and other information is needed and how the spreadsheet should be structured to meet needs
Use appropriate formulas and tools to summarise and display spreadsheet information	
<i>You need to know and understand:</i>	
K2	identify how to summarise and display the required information
Select and use appropriate tools and techniques to present spreadsheet information effectively	
<i>You need to know and understand:</i>	
K3	identify which chart or graph type to use to display information

Performance criteria

Use a spreadsheet to enter, edit and organise numerical and other information

You must be able to:

P1	enter and edit information accurately into spreadsheets
P2	store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available

Use appropriate formulas and tools to summarise and display spreadsheet information

You must be able to:

P3	use functions and formulas to meet calculation requirements
P4	use spreadsheet tools and techniques to summarise and display information

Select and use appropriate tools and techniques to present spreadsheet information effectively

You must be able to:

P5	select and use appropriate tools and techniques to format spreadsheet cells, rows and columns
P6	select and use appropriate tools and techniques to generate, develop and format charts and graphs
P7	select and use appropriate page layout to present and print spreadsheet information
P8	check information meets needs, using spreadsheet tools and making corrections as necessary

Unit 91:

Using Collaborative Technologies 1

Unit code: ESKIUCT1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to use IT tools and devices for collaborative working and communications, such as web or video conferencing, instant messaging/chat, online phone and video calls; online forums, social networking sites, wikis and other centralised depositories for documents, blogging, RSS and data feeds, bulk SMS or online work management tools.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Stay safe and secure when using collaborative technology	
<i>You need to know and understand:</i>	
K1	identify risks in using collaborative technology and why it is important to avoid them
K2	identify when and how to report online safety and security issues
K3	identify what methods are used to promote trust
Set up and access IT tools and devices for collaborative working	
<i>You need to know and understand:</i>	
K4	identify the purpose for using collaborative technologies and expected outcomes
K5	identify which collaborative technology tools and devices to use for different communication media
K6	identify what terms and conditions apply to using collaborative technologies
Prepare collaborative technologies for use	
<i>You need to know and understand:</i>	
K7	identify what and why permissions are set to allow others to access information

Performance criteria

Stay safe and secure when using collaborative technology

You must be able to:

P1	follow guidelines for working with collaborative technology
P2	carry out straightforward checks on others' online identities and different types of information

Set up and access IT tools and devices for collaborative working

You must be able to:

P3	set up IT tools and devices that will enable you to contribute to collaborative work
----	--

Prepare collaborative technologies for use

You must be able to:

P4	use given details to access collaborative technologies needed for a collaborative task
P5	adjust basic settings on collaborative technologies
P6	change the environment of collaborative technologies
P7	set up and use a data reader to feed information

Unit 92:

Website Software 1

Unit code: ESKIWS1

SCQF level: 4

Credit points: 3

Unit summary

This unit is about the ability to use a software application designed for planning, designing and building websites.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Plan and create web pages	
<i>You need to know and understand:</i>	
K1	identify what content and layout will be needed in the web page
K2	identify the purpose of the webpage and intended audience
K3	identify copyright and other constraints on using other's information
K4	identify what file types to use for saving content
Use website software tools to structure and format web pages	
<i>You need to know and understand:</i>	
K5	identify what editing and formatting to use to aid both clarity and navigation
Publish web pages to the internet or an intranet	
<i>You need to know and understand:</i>	
K6	identify when to try and solve a problem and where to get expert advice

Performance criteria

Plan and create web pages

You must be able to:

P1	select and use a website design template to create a single web page
P2	enter or insert content for web pages so that it is ready for editing and formatting
P3	organise and combine information needed for web pages
P4	store and retrieve web files effectively, in line with local guidelines and conventions where available

Use website software tools to structure and format web pages

You must be able to:

P5	select and use website features to help the user navigate simple websites
P6	use appropriate editing and formatting techniques
P7	check web pages meets needs, using IT tools and making corrections as necessary

Publish web pages to the internet or an intranet

You must be able to:

P8	upload content to a website
P9	respond appropriately to common problems when testing a web page

Unit 93:

Word Processing Software 1

Unit code:

ESKIWP1

SCQF level:

4

Credit points:

3

Unit summary

This unit is about the ability to use a software application designed for the creation, editing and production of largely text-based documents.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Input and insert text and other information accurately within word processing documents	
<i>You need to know and understand:</i>	
K1	identify what types of information are needed in documents
K2	identify what templates are available and when to use them
Use word processing software tools to format and present documents	
<i>You need to know and understand:</i>	
K3	identify what formatting to use to enhance presentation of document

Performance criteria

Input and insert text and other information accurately within word processing documents

You must be able to:

P1	use keyboard or other input method to enter text and other information
P2	insert information of different types or from different sources into a document
P3	enter information into existing tables, forms and templates
P4	use editing tools to amend document content
P5	store and retrieve document files effectively, in line with local guidelines and conventions where available

Structure information within word processing documents

You must be able to:

P6	create and modify tables to organise tabular or numeric information
P7	select and use appropriate page layout to present and print documents

Use word processing software tools to format and present documents

You must be able to:

P8	select and use appropriate techniques to format characters and paragraphs
P9	check documents meet needs, using IT tools and making corrections as necessary

Unit 94:

Using Email 1

Unit code: ESKIEML1

SCQF level: 4

Credit points: 2

Unit summary

This unit is about the ability to make the best use of email software to send, receive and store messages.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

IT User, ICT, Information Technology, ITQ, Productivity

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Use email software tools and techniques to send and receive messages	
<i>You need to know and understand:</i>	
K1	identify how to stay safe and respect others when using email
Manage incoming email effectively	
<i>You need to know and understand:</i>	
K2	identify when and how to respond to email messages
K3	identify what messages to delete and when to do so

Performance criteria

Use email software tools and techniques to send and receive messages

You must be able to:

P1	use software tools to compose and format email messages
P2	attach files to email messages
P3	send and receive email messages
P4	use an address book to store and retrieve contact information

Manage incoming email effectively

You must be able to:

P5	follow guidelines and procedures for using email
P6	read and respond to email messages
P7	organise and store email messages
P8	respond appropriately to common email problems

Unit 95:

Calculate Pay

Unit code:

FSP P2

SCQF level:

Credit points:

Unit summary

This unit is about calculating employees' gross and net pay. It involves:

- calculating gross pay
- processing entitlements and deductions
- calculating and verifying net pay
- resolving employees' queries about their pay.

Unit assessment requirements

This unit must be assessed in the workplace in accordance with the *Skills CFA Assessment Strategy* in *Annexe A*. Simulation can be used for this unit in circumstances where the situations are not naturally or readily occurring. Where simulation is used it should only be used for small parts of the unit and undertaken in a Realistic Working Environment (RWE). Guidelines for using RWE can be found in the Assessment Strategy.

Terminology

Accountancy, Finance

Assessment outcomes and standards

To pass this unit, the candidate needs to demonstrate that they can meet all the assessment outcomes and standards for the unit. The standards outline the requirements the candidate is expected to meet to achieve the unit.

Knowledge and understanding	
Types of payroll	
<i>You need to know and understand:</i>	
K1	negative payrolls (those where employees will be paid automatically unless action is taken to prevent payment)
K2	positive payrolls (those where employees will not be paid unless individual payments are specifically instructed in the system)
The statutory framework	
<i>You need to know and understand:</i>	
K3	legislation relating to payroll processing and data protection
K4	types of temporary variations
K5	sources of authorisation
K6	types of statutory additions to pay
K7	types of pre-tax deductions
K8	types of statutory and non-statutory deductions

Knowledge and understanding

The organisation

You need to know and understand:

K9	how to check that the payment due is valid and authentic
K10	the organisation's procedures and timeline for initiating, making and monitoring payments
K11	the organisation's signatories and authorisations procedures
K12	the organisation's procedures for maintaining the security and confidentiality of information
K13	organisational, external agency and employee requirements for information
K14	sources of information for resolving discrepancies

Performance criteria

You must be able to:

P1	check all data and documentation relating to temporary variations for accuracy, reasonableness and proper authorisation
P2	identify employees where action is required to ensure payment and correctly enter relevant details into the system
P3	check rates for overtime payments against agreed scales for each type of employee affected
P4	process pensions and expenses payments
P5	process temporary payments and deductions accurately and identify the appropriate tax and national insurance treatment for them as well as any effect they may have on pension contributions
P6	process termination payments in accordance with legislative requirements
P7	check the employment status of all employees and verify their entitlement to receive pay for the pay period
P8	enter any applicable pre-tax deductions and all relevant statutory and non-statutory voluntary or contractual deductions into the system
P9	produce and distribute accurate and legible payslips in accordance with statutory and organisational requirements
P10	check net pay totals to ensure that the full range of applicable allowances and deductions has been made
P11	file source documents in a logical and orderly manner in accordance with statutory and organisational requirements
P12	effectively resolve queries relating to pay calculations in a polite, secure and timely manner
P13	refer enquiries to the appropriate person when you do not have the authority or expertise to resolve them
P14	maintain the security and confidentiality of data, particularly employees' personal details or other sensitive information, at all times

13 Further information and useful publications

To get in touch with us visit our 'Contact us' page:

- Edexcel, BTEC and Pearson Work Based Learning contact details:
qualifications.pearson.com/en/support/contact-us.html
- books, software and online resources for UK schools and colleges:
www.pearsonschoolsandfecolleges.co.uk

Key publications

- *Adjustments for candidates with disabilities and learning difficulties – Access and Arrangements and Reasonable Adjustments, General and Vocational qualifications* (Joint Council for Qualifications (JCQ))
- *Equality Policy* (Pearson)
- *Recognition of Prior Learning Policy and Process* (Pearson)
- *UK Information Manual* (Pearson)
- *UK Quality Vocational Assurance Handbook* (Pearson).

All of these publications are available on our website.

Further information and publications on the delivery and quality assurance of SVQ/Competence-based qualifications are available on our website.

Our publications catalogue lists all the material available to support our qualifications. To access the catalogue and order publications, go to the resources page on our website.

14 Professional development and training

Professional development and training

Pearson supports UK and international customers with training related to our qualifications. This support is available through a choice of training options offered on our website.

The support we offer focuses on a range of issues, such as:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing candidate-centred learning and teaching approaches
- building in effective and efficient quality assurance systems.

The national programme of training we offer is on our website at: qualifications.pearson.com. You can request centre-based training through the website or you can contact one of our advisers in the Training from Pearson UK team via Customer Services to discuss your training needs.

Training and support for the lifetime of the qualifications

To get in touch with our dedicated support teams please visit our website.

Online support: find the answers to your questions by browsing over 100 FAQs on our website or by submitting a query using our Work Based Learning Ask the Expert Service. You can search the database of commonly asked questions relating to all aspects of our qualifications in the work-based learning market. If you are unable to find the information you need, send us your query and our qualification or administrative experts will get back to you. The Ask the Expert service is available on our website.

Online forum

Pearson Work Based Learning Communities is an online forum where employers, further education colleges and workplace training providers can seek advice and clarification about any aspect of our qualifications and services, and share knowledge and information with others. The forums are sector specific and cover business administration, customer service, health and social care, hospitality and catering and retail. The online forum is on our website.

15 Contact us

We have a dedicated Account Support team, across the UK, to give you more personalised support and advice. To contact your Account Specialist:

Email: wblcustomerservices@pearson.com

Telephone: 0844 576 0045

If you are new to Pearson and would like to become an approved centre, please contact us by:

Email: wbl@pearson.com

Telephone: 0844 576 0045

Complaints and feedback

We are working hard to give you excellent service. However, if any element of our service falls below your expectations, we want to understand why, so that we can prevent it from happening again. We will do all that we can to put things right.

If you would like to register a complaint with us, please email wblcomplaints@pearson.com.

We will formally acknowledge your complaint within two working days of receipt and provide a full response within seven working days.



Skills CFA
Assessment Strategy
Competence Units (S/NVQ)

Business Administration
Customer Service
Management and Leadership

April 2015

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1. Introduction

This Assessment Strategy provides principles and guidance to awarding organisations for the assessment of competence-based units and qualifications (including Scottish Vocational Qualifications and National Vocational Qualifications) within Business Administration, Customer Service and Management and Leadership in England, Scotland, Wales and Northern Ireland.

This document outlines Skills CFA principles in regards to:

- external quality control of assessment
- requirements of assessor and verifiers
- evidence
- employer direct model.

These principles are in addition to the generic criteria that awarding organisations must meet for delivery of qualifications as required by the qualification regulators, for example Ofqual's Regulatory Arrangements for the Qualifications and Credit Framework and any regulatory requirements specified by the SQA Accreditation.

This strategy should only be used for the assessment of the Business Administration, Customer Service and Management and Leadership competence-knowledge based units and qualifications owned by Skills CFA. Units which have been imported by Skills CFA into their apprenticeships or competence-based qualifications will be assessed in compliance with their relevant assessment strategies. Awarding organisations may assess knowledge-only units as they see fit.

2. External quality control of assessment

The quality of the assessment process is the responsibility of awarding organisations. However, Skills CFA encourages flexibility and innovation of approach, alongside robust systems to support quality control. Awarding organisations are also encouraged to detail their approach to external verification, risk assessment and data requests.

2.1 External Verification

Awarding organisations are responsible for the competence of external verifiers. It is the responsibility of awarding organisations to monitor centres' performance in accordance with regulatory requirements.

Awarding organisations must consistently apply external verification processes at all assessment centres delivering competence-based qualifications. These should be underpinned by standard risk assessment and risk management processes.

2.2 Risk Assessment

Awarding organisations must carry out standard risk assessments for all qualification assessment centres that are delivering competence-based qualifications. Identified risks must be managed appropriately.

Awarding organisations must retain evidence to prove that a risk assessment has been carried out for each approved centre, and that a strategy to minimise any identified risk has been implemented.

2.3 Data Requests

Each quarter, awarding organisations must provide registration and achievement data at all qualification levels and unit levels (where possible) to Skills CFA.

3. Requirements of assessors, EQAs and IQAs

Candidates may be assessed, moderated or verified at work either by several appointed individuals.

3.1 Assessors

The primary responsibility of an assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria.

It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates.

To be able to assess candidates, assessors must:

- be "occupationally competent" assessors must provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed;

AND ONE OF EITHER OF THE FOLLOWING

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors holding older qualifications must be able to demonstrate that they are assessing to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification must ensure their decisions are countersigned by a suitably-qualified assessor/verifier and should be supported by a qualified assessor throughout their training period; **AND** have a full and current understanding of the units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process.

It is the responsibility of approved centres to select and appoint assessors.

3.2 External Quality Assurer (EQA)¹

The primary responsibility of EQAs is to assure quality of internal verification and assessments across the centres for which they are responsible. EQAs must have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally verifying.

EQAs must:

- be “occupationally competent”. EQAs must demonstrate sufficient and current understanding of the qualifications to be verified, and know how they are applied in business;

AND ONE OF EITHER OF THE FOLLOWING

- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to verify competence-based assessments. EQAs holding older qualifications must be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an appropriate qualification, their decisions must be countersigned by a suitably qualified EQA² and should be supported by a qualified EQA throughout their training period; **AND** demonstrate competent practice in external verification of assessment, and demonstrate understanding of the principles and practices of external verification of assessment, including the quality of assessment and the assessment process.

It is the responsibility of the awarding body to select and appoint EQAs.

¹ Also known as External Verifier (EV)

² The need for countersigning the decisions of EQAs working towards a qualification applies to England and Wales and Scotland.

3.3 Internal quality assurer (IQA)³

A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying. It will be the responsibility of the approved centre to select and appoint IQAs.

IQAs must:

- be “occupationally competent”. IQAs must demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in business;

AND ONE OF EITHER OF THE FOLLOWING

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify competence-based assessments and candidates. IQAs holding older qualifications must be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an appropriate qualification, their decisions must be countersigned by a suitably qualified IQA⁴ and should be supported by a qualified IQA throughout their training period; **AND** demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment, including the quality of assessment and the assessment process.

Skills CFA and awarding organisations require all assessors, moderators and verifiers to maintain current Business Administration, Customer Service and Management and Leadership competence to deliver these functions. Skills CFA recognises this can be achieved in many ways. However, such information must be formally recorded in individual CPD records that are maintained in assessment centres.

³ Also known as Internal Verifier (IV)

⁴ The need for countersigning the decisions of IQAs working towards a qualification applies to England and Wales and Scotland.

4. Evidence

4.1 Evidence from Workplace Performance

- Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the (QCF) competence units.
- These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and, therefore, there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

4.2 Simulation

- Simulation can be applied to all QCF units listed in *Appendix B*.
- Where simulation is used for QCF units at Level 2 and above, it should only form a small part of the evidence for the qualification.
- Evidence may be produced through simulation solely in exceptional circumstances. The exceptional circumstances, under which simulation is possible, are those situations that are not naturally or readily occurring, such as response to emergencies.
- Simulation must be undertaken in a 'realistic working environment' (RWE). An RWE is "an environment which replicates the key characteristics in which the skill to be assessed is normally employed". The RWE must provide conditions the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in *Appendix A*.
- Simulation can also be used for SVQs. However, where simulation is used for SVQ units, it should only be for small parts of the units (at any level), in exceptional circumstances only, and undertaken in RWE.

5. Employer Direct Model

The Employer Direct Model is where colleagues, supervisors and/or managers in the workplace are involved in the assessment process. Under this model, the employer, with the agreement of their awarding organisation, may choose between:

- achieving the appropriate regulatory body approved unit qualifications for assessment;

OR

- demonstrating that the employer's training and development activity undertaken to prepare, validate and review these assessment roles, maps 100% to the National Occupational Standards which these qualifications are based on. The mapping process must be agreed by the awarding organisation as providing the equivalent level of rigour and robustness as achievement of the unit qualification.

In order to use the Employer Direct Model:

An organisation must:

- have staff who have achieved, or be working towards achieving, appropriate regulatory body approved unit qualifications for assessment, moderation or verification;

OR

- seek guidance and approval from an awarding organisation to demonstrate that they have:
 - appropriate processes in place to facilitate assessment, moderation or verification functions
 - carry out 100% mapping of the trainer, supervisor or managers' assessment, moderation or verification skills, and knowledge to the National Occupational Standards upon which the qualifications above are based.

An awarding organisation must:

- offer this model to employers only
- supply information on the requirements for internal and external moderation/verification activities to assessment centres.

6. Appendix A – Realistic Working Environment guidelines

Realistic Working Environment (RWE) can be applied to all the units in *Appendix B*.

It is essential that organisations wishing to operate an RWE operate in an environment that reflects a real work setting. This will ensure that any competence achieved in this way will be sustained in real employment.

To undertake the assessment in an RWE the following guidelines must be met:

- 1 the RWE is managed as a real work situation
- 2 assessment must be carried out under realistic business pressures
- 3 all services that are carried out should be completed in a way, and to a timescale, that is acceptable in business organisations
- 4 candidates must be expected to achieve a volume of work comparable to normal business practices
- 5 the range of services, products, tools, materials and equipment that the candidates use must be up to date and available
- 6 account must be taken of any legislation or regulations in relation to the type of work that is being carried out
- 7 candidates must be given workplace responsibilities to enable them to meet the requirements of the units
- 8 customer perceptions of the RWE is similar to that found in the work situation being represented
- 9 candidates must show that their productivity reflects those found in the work situation being represented

7. Appendix B – Simulation: a list of QCF units

Simulation can be applied to the following competence units only.

Business Administration

Skills CFA Ref.	Unit title	Level
B&A 3	Work with Others in a Business Environment	1
B&A 4	Health and Safety in a Business Environment	1
B&A 5	Manage Time and Workload	1
B&A 6	Use a Telephone and Voicemail System	1
B&A 7	Prepare Text from Notes	1
B&A 8	Meet and Welcome Visitors in a Business Environment	1
B&A 9	Handle Mail	1
B&A 10	Use Office Equipment	1

Customer Service

Skills CFA Ref.	Unit title	Level
CS 2	Communication in Customer Service	1
CS 3	Record Details of Customer Service Problems	1
CS 4	Deal with Customer Queries, Requests and Problems	1

Management and Leadership

Skills CFA Ref.	Unit title	Level
M&L 17	Manage Conflict within a Team	3
M&L 31	Discipline and Grievance Management	4
M&L 44	Manage Redundancy and Redeployment	4

April 2016

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