

## Business Skills Developments in 2014

### FAQs

**Q What are the proposed developments within the Business Skills sector?**

A Following an update to the National Occupational Standards for Customer Service, Management & Leadership and Business & Administration, all Apprenticeship frameworks within these three sectors will be redeveloped by 1<sup>st</sup> September 2014.

**Q What qualifications and Apprenticeship frameworks are in scope for change?**

A All SASE/W Apprenticeship frameworks and Pearson qualifications (QCF) in Customer Service, Business & Administration, Team Leading and Management & Leadership will change.

**Q What is Pearson doing to support this change?**

A Pearson Work Based Learning & Colleges are working with Skills CFA (the standards setting body for Business Skills) to redevelop our suite of QCF qualifications and SASE/W Apprenticeship frameworks in three key Business Skills sectors by 1<sup>st</sup> September 2014: Business and Administration, Customer Service and Management and Leadership including Team Leading.

**Q What will happen with the current range of Pearson NVQs?**

A The full suite of Pearson Edexcel and Pearson EDI Customer Service, Management & Leadership and Business & Administration apprenticeship and competency (NVQ) qualifications will expire on by 31<sup>st</sup> August 2014 and will be replaced by a new single Pearson offer by 1<sup>st</sup> September 2014. The normal periods of certification still apply.

**Q Where can I find information on the Business Skills redevelopments?**

A You can learn more about the redevelopments at <http://pearsonwbl.edexcel.com/sectors/business-admin/2014-developments/Pages/default.aspx>

**Q Can I transfer existing learners onto the new qualifications?**

A Due to the scale of changes to the new qualifications and apprenticeship frameworks in comparison to their current equivalents, existing learners cannot be transferred across from the current qualifications to the new qualifications after registration. However it is our intention to provide mapping of the current qualifications against the new qualifications.

**Q What will happen if I have forgotten to register learners on the old qualifications after they've expired?**

A Centres should ensure that any learners working towards the current qualifications are registered by 31 August 2014. Any learners commencing their qualification on or after 01 September should register to the new qualifications.

## Further information about the changes

### Q What is the change to Apprenticeships?

A Currently, Apprentices must achieve a separate competency qualification (e.g. an NVQ) and a separate knowledge component (e.g. a Technical Certificate). From 1st September 2014, for Level 2 (Intermediate) and Level 3 (advanced) apprenticeship frameworks, separate knowledge and competency qualifications will be replaced by a new single 'Combined' qualification.

Higher apprenticeships as Levels 4 and 5 will remain as separate knowledge and competency qualifications.

### Q What is a combined qualification?

A A combined qualification combines both knowledge and competency elements within a single qualification. Typically, combined qualifications are competency based but contain individual QCF units that are full knowledge units and individual QCF units that are competence based units.

### Q What will happen with the current range of Technical Certificates?

A Technical Certificates will no longer be components within the Business Skills apprenticeship frameworks, all current Pearson Technical Certificates will expire on 31<sup>st</sup> December 2014. The normal periods of certification still apply.

Pearson is developing a range of new standalone BTEC qualifications that will align closely to the new Apprenticeship combined qualifications to provide learners with better progression opportunities both to and from Apprenticeship programmes.

The new Pearson BTEC knowledge qualifications can also be delivered as independent learning programmes, as part of study programmes, within Traineeships and/or as continued professional development.

### Q When will the new Pearson BTEC knowledge qualifications be live for learner registrations?

A 1<sup>st</sup> January 2015

### Q What is the operational start date for the new suite of Apprenticeship frameworks and qualifications?

A 1<sup>st</sup> September 2014.

### Q What is the latest date that learners can register to the current Apprenticeship framework and qualifications?

A 31<sup>st</sup> August 2014.

### Q What is the last date I can claim for the current qualifications?

A Pearson Edexcel and Pearson BTEC Entry Level & Level 1, Level 2, and Level 3 or above qualifications have a certification period of one, two and three years respectively. The certificate period commences at the point of learner registration.

Please be advised that the certification period for all Pearson EDI qualifications is 31 December 2015.

**Q How will the new combined Apprenticeship qualifications be assessed?**

A Assessment of occupational competence should be generated and collected through performance within the workplace and under workplace conditions. All of the identified learning outcomes and assessment criteria must be evidenced and a holistic approach to assessment of occupational competence is encouraged. These qualifications are not graded.

The primary source of evidence for competency based units will be through portfolio of evidence.

For full knowledge based units, tutors and assessors can devise their own assessments (centre devised assessments) which like portfolio of assessment, will be assessed and verified internally and externally quality assured. Alternatively a number of full knowledge based units can be assessed by external onscreen assessment.

**Q Are the new combined Apprenticeship qualifications part of the Future of apprenticeships in England: Implementation Plan – Trailblazers?**

A No. The Trailblazers will develop new Apprenticeship standards from 2017/18 with clear examples of effective practice that all new Apprenticeship starts will be based on.

The new combined qualifications and SASE/W Apprenticeships will be live from 1<sup>st</sup> September 2014.

**Q Will the new combined Apprenticeship qualifications be funded?**

A Combined qualifications taken as part of an Apprenticeship framework will continue to be fundable via the usual routes.

Pearson is working to the Education Funding Agency and Skills Funding Agency rules for the approval of qualifications for funding in order to maximise funding opportunities of standalone combined and BTEC knowledge qualifications (QCF).

**Q Will centres who previously offered the NVQs in these sectors be approved for the new combined qualifications?**

A Centres approved for the NVQ or competence qualification being replaced within the last 6 months will receive automatic approval for the new combined competence qualification (as they have recently been through the approval process).

Centres approved over 6 months ago for the NVQ or competence qualification being replaced will receive automatic approval for the new combined, competence qualification, if they fulfill the following eligibility requirements:

- candidates registered within the last two years on the predecessor NVQ/SVQ
- have not received a sanction above 0, 1 or 2 within the last year on the replaced NVQ or competence qualification.

**Q Will centres that previously had Direct Claims Status (DCS) for the NVQs in these sectors have DCS transferred on the new, combined qualifications?**

A It is not appropriate to transfer DCS due to the changes to the National Occupational Standards (NOS), changes to the units based on – and derived from – the NOS. There has also been significant and substantial change to the qualification suites.

Our Standards Verifiers (SVs) will work with Pearson centres to achieve DCS in a timely manner as and when is appropriate.

**Q Are there any plans to refresh the BTEC Apprenticeship resources?**

A Yes, we will be refreshing our apprenticeship resources within these sectors with a range of assessment materials, updated guidance and planning resources for Levels 2 and 3. These will be digital, customisable and flexible so providers can use them in the way that works best for their needs. Our holistic approach however remains the same - to maximise effective assessment planning and time with the learner.

**Q What are the Qualification Accreditation Numbers (QAN) of the new qualifications?**

A

Qualification Title	QAN
<b>Team Leading and Management &amp; Leadership</b>	
Pearson BTEC Level 2 Diploma in Team Leading (QCF)	601/3430/6
Pearson BTEC Level 3 Diploma in Management (QCF)	601/3396/X
Pearson Edexcel Level 4 NVQ Diploma in Management (QCF)	601/3401/X
Pearson Edexcel Level 5 NVQ Diploma in Management and Leadership (QCF)	601/3402/1
Pearson Edexcel Level 7 NVQ Diploma in Strategic Management and Leadership (QCF)	601/3397/1
<b>Customer Service</b>	
Pearson BTEC Level 1 Certificate in Customer Service (QCF)	601/3392/2
Pearson BTEC Level 2 Diploma in Customer Service (QCF)	601/3424/0
Pearson BTEC Level 3 Diploma in Customer Service (QCF)	601/3478/1
Pearson Edexcel Level 4 NVQ Diploma in Customer Service (QCF)	601/3479/3
<b>Business Administration</b>	
Pearson BTEC Level 1 Certificate in Business Administration (QCF)	601/3393/4
Pearson BTEC Level 2 Diploma in Business Administration (QCF)	601/3405/7
Pearson BTEC Level 3 Diploma in Business Administration (QCF)	601/3406/9
Pearson Edexcel Level 4 NVQ Diploma in Business Administration (QCF)	601/3425/2

**Q What are the Qualification Accreditation Numbers (QAN) of the new Higher Apprenticeship Knowledge qualifications?**

A

QAN	Qualification Title	Higher Apprenticeship Framework
601/3499/9	Pearson BTEC Level 4 Diploma in Business and Administration (QCF)	Higher Apprenticeship in Business and Professional Administration (Level 4)
601/3594/3	Pearson BTEC Level 4 Extended Diploma in Business Administration (QCF)	Higher Apprenticeship in Business and Professional Administration (Level 4)
601/3500/1	Pearson BTEC Level 4 Diploma in Management (QCF)	Higher Apprenticeship in Management (Level 4)
601/3596/7	Pearson BTEC Level 5 Diploma in Management and Leadership (QCF)	Higher Apprenticeship in Leadership & Management (Level 5)

**Q Do the new qualifications have to be delivered as part of an Apprenticeship Programme?**

A No, all qualifications can continue to be delivered at standalone qualifications to learners.

**Q Can learners register to single units within the new qualifications?**

A Yes, unit registration is available as part of the new qualifications from 01 September 2014. The fee for unit registration is dependent upon the credit size of the unit and can be found within the Pearson **price list**.

**Q If learners progress from a Certificate sized qualification to a Diploma sized qualification at the same level, will they get funding?**

A 19-23 year old learners can be co-funded for a second full qualification at the same level, but 24+ learners cannot be funded for this. Learners can be fully funded for a second full qualification at the same level if they are unemployed.