Core Skills Signposting: Business and Administration NOS

This document presents the core skill signposting for the current Business & Administration (B&A) Scottish Vocational Qualifications (SVQs) at the following levels:

- B&A SVQ Level 1
- B&A SVQ Level 2
- B&A SVQ Level 3
- B&A SVQ Level 4

The following tables signpost the five SQA Core Skills standards to the Business and Administration National Occupational Standards.

Key:

/	No coverage
	Some or partially coverage
	Full coverage

Core Skills Signposting – SVQ Level 1 Units

Unit	Unit Title	C	N	PS	WWO	ICT
S101	Accept instructions to manage and improve own performance in a business environment	3	/	4	3	/
S102	Support work procedures in a business environment	3	/	3	3	3
S103	Contribute to solving business problems	3	/	3	3	/
S104	Contribute to working with others in a business environment	3	/	3	4	/
S105	Understand how to communicate in a business environment	3	/	/	3	/
S106	Make and receive telephone calls	3	/	3	3	/
S109	Prepare text from notes using touch typing (20 wpm)	3	/	/	/	3
S112	Use occupational and safety guidelines when using keyboards	3	/	/	/	/
S113	Use email 1	4	3	3	/	4
S114	Bespoke or specialist software skills 3	5	5	4	/	6
S115	Data management software 3	5	5	/	/	6
S116	Database software 3	5	5	5	/	6
S117	Improving productivity using IT 3	6	6	6	6	6
S118	Security for IT users	5	6	5	/	5
S119	Presentation software 3	5	6	5	/	6
S120	Set up an IT system 3	5	5	5	/	6
S121	Spreadsheet software 3	/	/	5	/	6
S122	Using collaborative technologies 3	6	6	5	6	6
S123	Website software 3	5	5	5	/	6
S124	Word processing software 3	5	5	5	/	6
S124	Word processing software 1	3	3	3	/	4
S125	Calculate pay	4	4	3	3	4

Core Skills Signposting – SVQ Level 2 Units

Unit	Unit Title	C	N	PS	WWO	ICT
S201	Agree how to manage and improve own performance in a business environment	3	/	4	4	/
S202	Undertake work in a business environment	3	/	/	4	3
S203	Plan how to solve business problems	3	/	4	4	/
S204	Work with other people in a business environment	3	/	4	4	/
S205	Prepare to communicate in a business environment	3	/	/	/	/
S206	Use 'voicemail' message systems	/	/	/	/	/
S207	Use a diary system	3	/	/	3	/
S208	Take minutes	3	/	/	3	3
S209	Handle mail	3	3	3	/	/
S210	Provide reception services	3	/	/	3	3
S211	Produce documents in a business environment	3	/	/	/	3
S212	Prepare text from notes	3	/	/	3	3
S213	Prepare text from notes using touch typing (40 wpm)	4	/	/	4	4
S214	Prepare text from shorthand (60 wpm)	3	/	/	/	3
S215	Prepare text from recorded audio instruction (40 wpm)	4	/	/	/	4
S216	'Collate' and report data	3	3	4	/	3
S217	Research information	3	/	4	4	3
S218	Store and retrieve information 'using a filing system'	3	/	/	/	3
S219	Provide archive services	3	3	4	3	3
S220	Use office equipment	3	/	3	/	/
S221	Maintain and issue stock items	3	3	3	/	/
S222	Support the organisation and co-ordination of events	3	3	4	4	3
S223	Support the organisation of business travel or accommodation	3	3	4	3	3
S224	Support the organisation of meetings	3	/	3	3	3
S225	Respond to change in a business environment	3	/	4	3	/

Code	Title					
S226	Support the management and development of an information system	3	/	4	4	3
S227	Administer HR records	/	/	/	4	/
S228	Administer the recruitment and selection process	5	/	/	4	/
S236	Bespoke or specialist software 2	4	4	/	/	5
S237	Data management software 2	4	4	/	/	5
S238	Database software 2	4	4	4	/	5
S239	Improving productivity using IT 2	5	5	5	5	5
S240	Security for IT users 2	4	4	4	/	5
S241	Presentation software 2	4	4	4	/	5
S242	Set up an IT System 2	4	4	4	/	4
S243	Spreadsheet software 2	/	/	4	/	5
S244	Using collaborative technologies 2	5	5	4	5	5
S245	Website software 2	4	4	4	/	5
S246	Word processing software 2	4	4	4	/	5
S247	Control payroll	5	3-5[1]	4	4	4
S248	Account for income and expenditure	4	3-5[2]	3	/	4
S249	Draft financial statements	5	3-5[3]	4	/	4
S250	Meet and welcome visitors	3	/	3	3	/
S251	Administer parking dispensations	5	5	5	5	4
S252	Using email 2	5	4	4	/	5
S253	Process court documentation	4	/	3	4	4
S254	Contribute to maintaining security and protecting individuals' rights in the custodial environment	4	/	4	4	/
S255	Calculate critical dates for sentences	4	4	3	3	4

[1] Numeracy is partial covered at SCQF level 3 and 4 and fully covered at level 5
[2] Numeracy is partial covered at SCQF level 3 and 4 and fully covered at level 5
[3] Numeracy is partial covered at SCQF level 3 and 4 and fully covered at level 5

S256	Make administrative arrangements for the movement of individuals outside the custodial establishment	4	/	4	4	4
S257	Administer documentation for the appeals process	3	/	3	4	3
S258	Administer personal money for individuals in custody	4	4	3	4	4
S259	Prepare documentation to help authorities decide the conditions on which to release individuals from custody	5	/	4	4	4
S260	Make administrative arrangements for the release of individuals from custody	4	/	3	4	4

Core Skills Signposting – SVQ Level 3 Units

Unit	Unit Title	C	N	PS	WWO	ICT
S301	Plan how to manage and improve own performance in a business environment	4	/	5	5	/
S302	Review and maintain work in a business environment	4	/	4	5	4
S303	Solve business problems	4	/	5	5	/
S304	Support other people to work in a business environment	4	/	4	5	/
S305	Contribute to decision-making in a business environment	4	/	5	5	/
S306	Contribute to negotiations in a business environment	4		5	5	/
S308	Communicate in a business environment	4	/	/	/	/
S309	Develop a presentation	4	/	4	4	4
S310	Deliver a presentation	4	/	4		4
S311	Design and produce documents in a business environment	4	/	/	4	4
S312	Prepare text from notes using touch typing (60 wpm)	4	/	/	4	4
S313	Prepare text from shorthand (80 wpm)	4	/	/	/	4
S314	Prepare text from recorded audio instruction (60wpm)	4	/	/	/	4
S315	Support the design and development of an information system	4	/	5	5	4
S316	Monitor information systems	4	/	5	5	4
S317	Analyse and report data	4	4	5	5	4
S318	Order products and services	4	4	5	5	/
S319	Organise and co-ordinate events	4	4	5	5	4
S320	Plan and organise meetings	4	4	5	5	4
S321	Organise business travel or accommodation	4	4	4	5	4
S322	Supervise an office facility	4	/	5	5	/
S323	Contribute to innovation in a business environment	4	/	5	5	/
S324	Contribute to running a project	4	4	5	5	/
S329	Provide administrative support in schools	5	/	5	5	/
S330	Administer parking and traffic challenges, representations and civil parking appeals	5	/	6	6	4

S331	Administer statutory parking and traffic appeals	5	/	6	6	4
S332	Administer parking and traffic debt recovery	5	5	6	6	4
S339	*Bespoke or specialist software skills 3*	5	5	4	/	6
S340	*Data management software 3*	5	5	/	/	6
S341	*Database software 3*	5	5	5	/	6
S342	*Improving productivity using IT 3*	6	6	6	6	6
S343	*IT security for users 3*	5	5	5	/	5
S344	*Presentation software 3*	5	5	5	/	6
S345	*Setting up an IT system 3*	5	5	5	/	6
S346	*Spreadsheet software 3*	/	/	5	/	6
S347	*Using collaborative technologies 3*	6	6	5	6	6
S348	*Website software 3*	5	5	5	/	6
S349	*Word processing software 3*	5	5	5	/	6
S350	*Using email 3*	6	5	5	/	6
S351	Verifying critical dates for sentences	5	4	5	5	4
S352	Verifying the release process	5	4	5	5	4
S353	Administer agricultural records	5	4	4	4	4
S354	Make agricultural returns, applications and claims	4	/	4	4	4
S355	Administer legal files	4	/	4	4	4
S356	Build case files	4	/	4	4	4
S357	Manage case files	4	/	4	4	4
-	Deliver, monitor and evaluate customer service to internal and/or external customers	4	/	4	4	/

Core Skills Signposting – SVQ Level 4 Units

Unit	Unit Title	C	N	PS	WWO	ICT
S401	Manage and be accountable for own performance in a business environment	5	/	6	6	/
S402	Manage work in a business environment	5	/	6	6	5
S403	Evaluate and solve business problems	5	/	6	6	/
S404	Make decisions in a business environment	5	/	5/6[4]	6	/
S405	Negotiate in a business environment	5	/	6	6	/
S406	Manage an office facility	5	/	6	6	/
S407	Propose and design administrative services	5	/	6	6	/
S408	Prepare, co-ordinate and monitor operational plans	5	/	6	6	/
S409	Implement, monitor and maintain administrative services	5	/	6	6	/
S411	Chair meetings	5	/	/	5	/
S412	Manage communications in a business environment	5	/	/	/	/
S413	Design and develop an system	5	/	6	/	5
S414	Manage and evaluate an information system	5	/	6	6	5
S415	Prepare specifications for contracts	5	/	5	5	/
S417	Invite tenders and select contractors	6	/	6	6	/
S418	Monitor and evaluate the performance of contractors	6	/	6	6	/
S419	'Explore ideas' for innovation in a business environment	5	/	6	6	/

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[4] Partial covered at 5 and fully covered at 6

Core Skills Signposting – SVQ M&L Units (provision)

NOS	Unit Title	C	N	WWO	PS	ICT
M&LCA4	Implement change	6	5	6	6	/
M&LDB3	Quality assure work in your team	5	5	6	5	/
M&LEA4	Manage budgets	6	6	5	5	/
M&LCA2	Plan change	6	6	5	6	/
M&LFA5	Manage projects	6	6	6	6	6
M&LEB3	Manage physical resources	6	6	5	6	/
M&LEB4	Manage the environmental and social impacts of your work	5	5	5	5	/
M&LDA2	Recruit, select and retain people	6	5	6	6	/
M&LBA3	Lead your team	5	4	5	5	/
M&LBA2	Provide leadership in your area of responsibility	6	4	6	5	/
M&LDC2	Support individual's' learning needs and style	5	/	5	5	/
M&LDD1	Develop and sustain productive working relationships with stakeholders	5	/	5	5	/
M&LDB2	Allocate work to team members	5	4	5	/	/