

Changes to units in the SVQ 2 in Business and Administration (SCQF L5).

There have been some changes to units in this qualification and they are listed below. The old unit numbers refer to units in the August 2012 specification.

Old unit number*	Old unit title	New unit number	New unit title	Changes made
14	Use Electronic Message Systems	14	Use Voicemail Message Systems	The old unit did not cover voicemail and the term 'electronic message systems' was not consistently understood.
17	Handle Mail	17	Handle Mail	Minor changes in wording.
20	Organise and Report Data	20	Collate and Organise Data	Title updated to reflect the content of the unit more appropriately.
23	Provide Archive Services	23	Provide Archive Services	Minor changes in wording as per the updated National Occupational Standards (NOS).
26	Maintain and Issue Stationery Stock Items	26	Maintain and Issue Stock Items	The content of the unit has been amended to make the unit relevant for a wider audience.
58	Deliver, Monitor and Evaluate Customer Service to Internal Customers	66	Deliver, Monitor and Evaluate Customer Service to Internal and/or External Customers	The old units have been merged as there was duplication across them. The new unit makes it clear that it relates to internal and/or external customers.
59	Deliver, Monitor and Evaluate Customer Service to External Customers			
67	Use Occupational and Safety Guidelines when Using a Keyboard	81	Use Occupational and Safety Guidelines when Using a Workstation	New unit gives greater scope to cover the whole workstation rather than focusing on keyboards only.

Changes to units in the SVQ 3 in Business and Administration (SCQF L6).

There have been some changes to units in this qualification and they are listed below. The old unit numbers refer to units in the August 2012 specification.

Old unit number*	Old unit title	New unit number	New unit title	Changes made
8	Supervise a Team in a Business Environment	8	Allocate Work to Team Members	The new units separate activities covered in the old unit.
		9	Quality Assure Work in Your Team	
18	Deliver, Monitor and Evaluate Customer Service to Internal Customers	19	Deliver, Monitor and Evaluate Customer Service to Internal and/or External Customers	The old units have been merged as there was duplication across them. The new unit makes it clear that it relates to internal and/or external customers.
19	Deliver, Monitor and Evaluate Customer Service to External Customers			
26	Agree a Budget	26	Manage Budgets	The old units have been replaced by a new unit, which gives greater scope, without compromising the level of achievement for candidates.
68	Manage Budgets			
53	Handle Mail	60	Handle Mail	Minor changes in wording.
56	Use Electronic Message Systems	63	Use Voicemail Message Systems	The old unit did not cover voicemail and the term 'electronic message systems' was not consistently understood.
59	Organise and Report Data	66	Collate and Organise Data	Title updated to reflect the content of the unit more appropriately.
62	Provide Archive Services	69	Provide Archive Services	Minor changes in wording as per the updated National Occupational Standards (NOS).
67	Maintain and Issue Stationery Stock Items	74	Maintain and Issue Stock Items	The content of the unit has been amended to make the unit relevant for a wider audience.
71	Plan Change for a Team	76	Plan Change	The old unit was viewed as being too restrictive. The new unit has broader scope.
75	Use Occupational and Safety Guidelines When Using a Keyboard	81	Use Occupational and Safety Guidelines When Using a Workstation	New unit gives greater scope to cover the whole workstation rather than focusing on keyboards only.