

**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	<b>14</b>	<b>Use Voicemail Message Systems</b>	The old unit did not cover voicemail and the term 'electronic message systems' was not consistently understood.
17	Handle Mail	<b>17</b>	<b>Handle Mail</b>	Minor changes in wording.
20	Organise and Report Data	<b>20</b>	<b>Collate and Organise Data</b>	Title updated to reflect the content of the unit more appropriately.
23	Provide Archive Services	<b>23</b>	<b>Provide Archive Services</b>	Minor changes in wording as per the updated National Occupational Standards (NOS).
26	Maintain and Issue Stationery Stock Items	<b>26</b>	<b>Maintain and Issue Stock Items</b>	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	<b>66</b>	<b>Deliver, Monitor and Evaluate Customer Service to Internal and/or External Customers</b>	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	<b>81</b>	<b>Use Occupational and Safety Guidelines when Using a Workstation</b>	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	<b>Allocate Work to Team Members</b>	The new units separate activities covered in the old unit.
		9	<b>Quality Assure Work in Your Team</b>	
18	Deliver, Monitor and Evaluate Customer Service to Internal Customers	19	<b>Deliver, Monitor and Evaluate Customer Service to Internal and/or External Customers</b>	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	<b>Manage Budgets</b>	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	<b>Handle Mail</b>	Minor changes in wording.
56	Use Electronic Message Systems	63	<b>Use Voicemail Message Systems</b>	The old unit did not cover voicemail and the term 'electronic message systems' was not consistently understood.
59	Organise and Report Data	66	<b>Collate and Organise Data</b>	Title updated to reflect the content of the unit more appropriately.
62	Provide Archive Services	69	<b>Provide Archive Services</b>	Minor changes in wording as per the updated National Occupational Standards (NOS).
67	Maintain and Issue Stationery Stock Items	74	<b>Maintain and Issue Stock Items</b>	The content of the unit has been amended to make the unit relevant for a wider audience.
71	Plan Change for a Team	76	<b>Plan Change</b>	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	<b>Use Occupational and Safety Guidelines When Using a Workstation</b>	New unit gives greater scope to cover the whole workstation rather than focusing on keyboards only.