

Level 2 Certificate in Business and Administration (4413-02)

Qualification handbook
QCA ref: 500/1789/5



www.cityandguilds.com
April 2007
Version 1.0

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1 About this document

This document contains the information that centres need to offer the following certificates:

Level 2 Certificate in Business and Administration

City & Guilds qualification number **4413-02**

QCA accreditation number **500/1789/5**

This document includes details and guidance on:

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements

2 About the Certificate in Business and Administration

2.1 Aim of the qualification

This vocationally related qualification has been designed by City & Guilds in order to:

- support Government initiatives towards the National Qualifications Framework (NQF). For further information on the NQF, visit the QCA websites www.qca.org.uk and www.openquals.org.uk
- allow candidates to learn, develop and practice the skills required for employment and/or career progression in the Business and Administration sector

This qualification functions

- as a stand alone qualification, accredited as part of the NQF at Level 2
- as a technical certificate as part of the Apprenticeship framework provide valuable accreditation of skills and knowledge for candidates not following N/SVQ and Apprenticeship programmes, without requiring or proving occupational competence.

2 About the Certificate in Business and Administration

2.2 The structure of the qualification

Candidates must take both units.

QCA unit reference	City & Guilds unit number	Unit title	Excluded combination of units (if any)
J/500/7034	Unit 201	Supporting the business environment	Mandatory
L/500/7035	Unit 202	Working effectively within the business environment	Mandatory

2 About the Certificate in Business and Administration

2.3 Relevant sources of information

Related publications

City & Guilds also provides the following documents specifically for this qualification:

Publication	Available from
Level 2 version A assignment	Website
Sample assignment	Website

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- *Providing City & Guilds qualifications – a guide to centre and qualification (scheme) approval:* This document contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.
- *Ensuring quality* – This document contains updates on City & Guilds assessment and policy issues.
- *Centre toolkit* – This document contains additional information on *Providing City & Guilds qualifications*, in a CD-ROM, which links to the internet for access to the latest documents, reference materials and templates
- *Directory of qualifications* – This document contains details of general regulations, registration and certification procedures and fees. This information also appears on the Walled Garden, the online qualification administration service for City & Guilds approved centres. If there are any differences between the *Directory of qualifications* and this handbook, the *Directory of qualifications* contains the more up-to-date information.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

City & Guilds websites

Website	Address	Purpose and content
City & Guilds main website	www.cityandguilds.com	This is the main website for finding out about City & Guilds qualifications. It contains qualification documentation and updates.
Walled Garden	www.walled-garden.com	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

3 Candidate entry and progression

Candidate entry requirements

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to be successful in gaining their qualification.

Please note that for funding purposes, candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold. (Information on Funding, is provided in Appendix 6.)

Age restrictions and legal considerations

There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the process or the environment.

Progression

The qualification provides knowledge and practical skills related to the Level 2 NVQ in Business and Administration.

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Level 2 NVQ in Business and Administration
- Level 3 Certificate in Business and Administration

Apprenticeship frameworks

The Level 2 Certificate in Business and Administration has been approved by SSB as a technical certificate for the Apprenticeship in Business and Administration.

Full details of the requirements of the apprenticeship framework[for the Business and Administration are available from:

Name of SSC	Council for Administration
Address	6 Graphite Square Vauxhall Walk London SE11 5EE
Telephone	020 7091 9620
URL	www.cfa.uk.com
email	info@cfa.uk.com

4 Centre requirements

4.1 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**, (previously known as **scheme approval**). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for this particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval*, which is also available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website.

Regional / national offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales, are contained in *Providing City & Guilds qualifications*.

Fast track approval

Centres approved to offer the qualification Level 2 Certificate in Business Administration (4410-02) may apply for approval for the new Level 2 Certificate in Business and Administration (4413-02) using the Fast Track Form available via downloadable from the City & Guilds website.

Centres may only use this form if they meet all of the approval criteria specified in the Fast Track Form and its guidance notes.

Centres may use the Fast Track Form for 12 months from the introduction of the qualification.

4 Centre requirements

4.2 Approval for global online assessment (GOLA)

This qualification is assessed by **global online assessment (GOLA)**.

In addition to obtaining centre and qualification approval, centres are also required to set up a GOLA profile in order to offer online examinations to candidates. Setting up a GOLA profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and GOLA technical requirements are available on the City & Guilds website (**[www.cityandguilds.com /e-assessment](http://www.cityandguilds.com/e-assessment)**). The GOLA section of the website also has details of the GOLA helpline for technical queries and downloads for centres and candidates about GOLA examinations.

Centres should also refer to *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval* for further information on GOLA.

4 Centre requirements

4.3 Resource requirements

Centre staff

Centre staff must satisfy the requirements for occupational expertise for this qualification. These requirements are as follows:

- Staff should be technically competent in the areas for which they are delivering training and/ or should also have experience of providing training.
- Assessors and tutors should have at least three years' recent relevant experience in the specific area they will be assessing.

Assessor and verifier requirements

Centre staff should hold, or be working towards, the relevant Assessor/Verifier (A/V) units for their role in delivering, assessing and verifying this qualification.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, assessment and verification remains current, and takes account of any national or legislative developments.

4 Centre requirements

4.4 Registration and certification

Full details of City & Guilds' administrative procedures for this qualification are provided in the *Directory of qualifications*, provided online to City & Guilds registered centres via the Walled Garden. This information includes details on:

- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

These details are also available in the *Directory of qualifications*.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, as specified in the City & Guilds *Directory of qualifications*.

Centres should follow all guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change.

4 Centre requirements

4.5 Quality assurance

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

National standards and rigorous quality assurance are maintained by the use of:

- City & Guilds online examinations
- City & Guilds assignments, marked by the centre according to externally set marking criteria
- internal (centre) quality assurance
- City & Guilds external verification.

To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken:

- quality assurance co-ordinator
- assessor
- internal verifier/moderator
- examinations secretary
- invigilator.

Full details and guidance on the internal and external quality assurance requirements and procedures, are provided in *Providing City & Guilds qualifications* and in the *Centre toolkit* together with full details of the tasks, activities and responsibilities of quality assurance staff.

In order to fully support candidates, centres are required to retain copies of candidates' assessment records for three years after certification.

External quality assurance

External verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, external verifiers must have appropriate occupational and verifying knowledge and expertise. City & Guilds external verifiers attend training and development designed to keep them up-to-date, to facilitate standardisation between verifiers and to share good practice.

External verifiers:

The role of the external verifier is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds

External quality assurance for the qualification will be provided by the usual City & Guilds external verification process. This includes the use of an electronically scannable report form which is designed to provide an objective risk analysis of individual centre assessment and verification practice.

Further details of the role of external verifiers are given in *Providing City & Guilds qualifications*.

5 Course design and delivery

Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

In particular, staff should consider the skills and knowledge related to the national occupational standards.

Provided that the requirements for the qualification are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualification.

Relationship to other qualifications and the wider curriculum

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course. Centres should also consider links to the National Occupational Standards, Key/Core Skills and other related qualifications.

The following relationship tables are provided to assist centres with the design and delivery of the qualification:

- Relationship to the NOS/NVQs can be found in Appendix 1

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Data protection and confidentiality

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

Images of minors being used as evidence

If videos or photographs of minors (those under 18) are used as the medium to present evidence as part of the qualification the approved centre and the candidates have responsibilities in terms of meeting child protection legislation.

It is the responsibility of the approved centre to inform the candidate of the

- need for the candidate to obtain permission from the minor's parent/guardian prior to collecting the evidence
- purpose of the use of photographs or video recordings
- period of time for which the photographs or video recordings are to be kept
- obligation to keep photographs or video recordings secure from unauthorised access
- storage of the photographs or video recordings which are kept electronically, and the associated security of using electronic systems
- associated child protection legislation.

Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the Centre toolkit.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications*).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Directory of qualifications*, and is also available from the City & Guilds Customer Relations department.

Access to qualifications on the National Qualifications Framework is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

City & Guilds' guidance and regulations on access to assessment are designed to facilitate access for assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and learners on the City & Guilds website or available from the Customer Relations department.

Learning and support resources

City & Guilds provides the following resources for this qualification.

City & Guilds will provide the following learning and support resources which will be posted on our website.

Resource	How to access
SmartScreen	www.smartscreen.co.uk
CfA ERR workbook	www.cfa.uk.com

6 Assessment

6.1 Summary of assessment requirements

Unit No.	Title	Assessment Method	Where to obtain assessment materials
201	Supporting the business environment	<p>Version A assignment 4413-230</p> <p>The assessment covers the practical activities for all outcomes and will also sample underpinning knowledge to verify coverage of the unit.</p>	Download assignments from our website.
202	Working effectively within the business environment	<p>Externally set assignment, locally marked and externally verified.</p> <p>City & Guilds GOLA Online multiple choice test 4413-231</p> <p>The assessment covers all of the knowledge outcomes</p>	Examinations provided on GOLA.

6 Assessment

Grading and marking

Assessments will be graded pass, merit or distinction

Detailed marking and grading criteria are provided in the Marking Criteria section of the assignment

Assignments are internally marked and graded, no higher grade than a pass will be awarded upon resubmission

Sample assessments

A sample assignment is available on our website

Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval* and in the *Directory of qualifications*. Centres should ensure they are familiar with all requirements prior to offering assessments.

6 Assessment

Test specifications

City & Guilds provides a synoptic test specification, for the qualification.

The knowledge requirements will be assessed by a synoptic multiple-choice paper to cover all of the units. The table below shows the mark distribution across the units and outcomes.

Paper title: Level 2 Business and Administration Principles

Paper number: 4413-231

Paper type: multiple choice

Test duration: 1 hour

Total number of items: 30

Units	Number of marks	%
Unit 201		50
1 describe the organisation	3	
2 describe legislation within the business environment	7	
3 meet organisational requirements	5	
Unit 202		50
1 plan and prioritise own work	3	
2 communicate information	6	
3 identify basic IT applications and equipment	3	
4 continuously improve self and the organisation	3	
Total	30	100

Externally set assignment, locally marked and externally verified

7 Units

Availability of units

The units for this qualification follow.

They may also be obtained from the centre resources section of the City & Guilds website.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- title
- unit reference
- rationale
- statement of guided learning hours
- connections with other qualifications, eg NVQs, key skills
- assessment details
- learning outcomes in detail expressed as practical skills and/ or underpinning knowledge

The units in this qualification are:

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Rationale

The aim of this unit is to provide candidates with the knowledge to competently work as a business administrator within an organisation by following its laid down policies and procedures, meeting organisational requirements and ensuring a good understanding of related legislation and the impact of this on to the work role.

Learning outcomes

There are **three** outcomes to this unit. The candidate will be able to:

- Describe the organisation
- Describe legislation within the business environment
- Meet organisational requirements

Guided learning hours

It is recommended that 100 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

- N/SVQ in Business and Administration units
 - 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214-218, 219, 220, 221-224, 225

Key Skills

This unit contributes towards the Key Skills in the following areas:

- Communication
- Problem solving
- Working with others

Assessment and grading

This unit will be assessed by:

an assignment covering practical skills of both units

a synoptic multiple choice test covering the underpinning knowledge of both units.

Unit 201

Supporting the Business Environment

Outcome 1

Describe the organisation

Practical skills

The candidate will be able to:

- 1 produce an organisational chart to show own position within the organisation/ department and the roles of others
- 2 describe the roles and responsibilities of individuals within an organisation
- 3 identify the need to clarify instructions on work given and the procedures for requesting support
- 4 describe a number of policies and procedures that affect the individual in own organisation
- 5 illustrate how to resolve difficulties using organisational procedures.

Underpinning knowledge

The candidate will be able to:

- 1 describe the reporting structure within an organisation, eg job titles, lines of reporting.
- 2 identify the location of written office procedures, eg within staff handbooks, work instructions, intranet
- 3 identify the range of procedures which cover different activities:
 - a safe working procedures
 - b fire, accident and emergency
 - c stock control and maintenance
 - d sending and receiving information
 - e fax, email, post
 - f use of office equipment eg reproducing information, reprographics
 - g job sheets, work instructions
 - h house-style and presentation
 - i storing and retrieving information, eg paper based and electronic
 - j Receiving and greeting visitors to the workplace/organisation
- 4 explain the purpose of procedures:
 - a reasons for procedures, eg organisational, legislation, safe working
 - b benefits to the organisation and staff, eg clarity of roles, clarity of requirements, quality assurance
- 5 identify different types of customers:
 - a internal, within the organisation eg colleagues, line manager
 - b external to the organisation eg suppliers
- 6 identify the customer service policy of an organisation eg customer complaints, service level agreements.

Unit 201

Outcome 2

Supporting the Business Environment

Describe legislation within the business environment

Practical skills

The candidate will be able to:

- 1 carry out a risk assessment and identify the hazards of individuals immediate working area
- 2 describe current legislation to cover different types of discrimination eg sex, race, disability
- 3 identify rules and regulations within a contract of employment
- 4 describe how an individual's actions can affect others eg unsafe working, lack of confidentiality.

Underpinning knowledge

The candidate will be able to:

- 1 explain how a fair and safe working environment affects rights and responsibilities of the individual and the organisation eg Health and Safety at Work Act, safe use of substance (COSHH), reporting of accidents (RIDDOR)
- 2 describe the role and duties of a first-aider or appointed person
- 3 describe the environmental issues that can affect the workplace, eg heating, lighting, ergonomics, ventilation, decor
- 4 describe the effects of poor workplace conditions on individual performance eg poor performance, increased sickness
- 5 explain the importance of ensuring security and confidentiality of data and identify legislation eg Data Protection Act
- 6 describe the purpose of copyrighting – intellectual property rights (basic)
- 7 state the main factors to be included in a contract of employment, eg job title, place of work, the duties of the job, the pay, how payments will be made, hours of work, holiday entitlement, sick pay entitlement, any pension scheme arrangements, terms of notice
- 8 identify the protection afforded by a contract of employment to an employee
- 9 identify the factors that should be included in an organisation's rules and regulations (staff handbook): eg grievance procedures dress code, disciplinary procedures, confidentiality
- 10 identify sources of information on business legislation:
 - a internal, eg line manager, HR/personnel department, union representative, intranet
 - b external, eg HSE, DTI, ACAS, trade unions, internet, library, government agencies
- 11 describe what is meant by 'diversity' and explain why it should be valued eg being sensitive to people's individual needs, respect for different abilities, background, values, customs and beliefs.

Practical skills

The candidate will be able to:

- 1 describe the role of the individual within the team and the limitations of that role
- 2 describe why an organisation sets targets
- 3 describe effective techniques used by an organisation to meet targets eg management information systems (MIS), team meetings, corporate plans, monthly reports
- 4 identify different verbal and non-verbal communication techniques and describe their uses in given situations eg conflict, negotiating, giving and receiving instructions.

Underpinning knowledge

The candidate will be able to:

- 1 describe the importance of creating and maintaining effective working relationships
- 2 state the importance of negotiation within the job role
- 3 describe why it is important to communicate clearly and effectively with members of team eg clarity of information, confirmation of understanding
- 4 compare the effectiveness of different types of verbal and non-verbal communication when dealing with team members eg tone of voice, language, body language, facial expressions/ eye contact
- 5 identify ways of improving effective communication both verbal and non-verbal
- 6 describe the importance of team work eg specialist abilities, sharing workload, knowledge and skills
- 7 describe how team meetings can be used effectively, eg consultation, decision making, resolving problems
- 8 explain how own actions can have a positive or negative effect on team working, eg missing deadlines, not meeting targets, insufficient resources
- 9 explain how to deal with difficult working relationships eg conflict within a team, failure to pass on information, implications of shift working/job share.

Rationale

The aim of this unit is to provide candidates with the knowledge to work effectively within an organisation by planning and prioritising their work, effectively communicating using electronic and paper-based systems and by continuously improving themselves and, wherever possible, the organisation.

Learning outcomes

There are **four** outcomes to this unit. The candidate will be able to:

- Plan and prioritise own work
- Communicate information
- Identify basic information technology applications and equipment
- Continuously improve self and the organisation

Guided learning hours

It is recommended that 100 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

- N/SVQ in Business and Administration units
 - 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214-218, 219, 220, 221-224, 225

Key Skills

This unit contributes towards the Key Skills in the following areas:

- Communication
- Information technology
- Problem solving
- Improving own learning and performance
- Working with others

Assessment and grading

This unit will be assessed by:

an assignment covering practical skills of both units

a synoptic multiple choice test covering the underpinning knowledge of both units.

Unit 202

Working Effectively Within the Business Environment

Outcome 1

Plan and prioritise own work

Practical skills

The candidate will be able to:

- 1 describe how to maintain a tidy work area
- 2 prioritise tasks and provide information on ability to complete the work within set timescales eg negotiate, prioritise, identify when to refer for advice
- 3 use techniques to manage own workload eg diaries, timesheets, planners, to do lists
- 4 describe the basic information needed when organising an event or meeting eg venue, travel arrangements, accommodation, attendee details.

Underpinning knowledge

The candidate will be able to:

- 1 state the importance of gaining full information in order to complete work eg research
- 2 describe how to prioritise and plan pieces of work according to their urgency eg SMART objectives
- 3 explain how to maintain a manageable workload in order to maximise the use of own time
- 4 explain the importance of giving notice when requirements cannot be met
- 5 describe possible distractions in the workplace that may prevent the achievement of deadlines, eg gossip/rumours, continual breaks, interruptions
- 6 describe the importance of having a flexible approach to work requirements.

Unit 202

Working Effectively Within the Business Environment

Outcome 2

Communicate information

Practical skills

The candidate will be able to:

- 1 identify and use house-style conventions within the workplace
- 2 produce a range of documents appropriate for use, eg letters, faxes, memos, e-mails
- 3 use appropriate techniques and tools to manage information eg spreadsheet software, database
- 4 identify the correct procedure for reporting and recording problems and faults in both electronic and manual information management systems.

Underpinning knowledge

The candidate will be able to:

- 1 explain the advantages and disadvantages of using different telecommunications and electronic communications equipment, eg fax, telephone systems, electronic mail
- 2 describe routine hygiene and maintenance procedures for communication equipment
- 3 describe the organisational procedures for telecommunications and electronic communication eg fault reporting
- 4 identify the different uses of information management:
 - a paper eg filing, card indexes, logsheets, petty cash book
 - b electronic eg spreadsheets, databases
- 5 describe the importance of keeping records eg to meet legal requirements, tracking, auditing purposes
- 6 identify the different methods of filing classification systems, eg chronological, alphabetical, numerical, alpha-numerical
- 7 identify the importance of correctly naming and appropriately storing paperbased and electronic files eg easy retrieval, speed of access, limited access, tracking
- 8 describe different types of conventions eg house-style, memo format, e-mail
- 9 describe the different uses of paper documents eg letters, memos, invoices, requisitions, stock records, agendas, facsimiles
- 10 identify different ways of transcribing text eg from notes, audio, shorthand, minute taking
- 11 describe effective message-taking techniques eg gain full details of message, written details
- 12 identify basic financial transactions eg petty cash, expenses.

Unit 202

Working Effectively Within the Business Environment

Outcome 3

Identify basic information technology applications and equipment

Underpinning knowledge

The candidate will be able to:

- 1 identify the common components of desktop computer hardware eg monitor, printer, keyboard, scanner, modern mouse
- 2 identify different types of software applications eg spreadsheet, word processing, database, email, internet
- 3 describe appropriate uses of different types of software eg keeping records, research, sending electronic mail
- 4 identify different types of storage media
 - a internal – hard drive
 - b removable – floppy disk, CD-ROM, DVD, memory stick
- 5 identify ways of preventing the loss of, and securing data eg write protection, virus checking, making backup copies of file, screen saver, passwords.

Unit 202

Working Effectively Within the Business Environment

Outcome 4

Continuously improve self and the organisation

Practical skills

The candidate will be able to:

- 1 apply the techniques of self assessment ie strengths and weaknesses
- 2 develop a list of appropriate training needs of self
- 3 prepare an individual learning/development plan which could be used as a basis for discussion with relevant person eg tutor, line manager, HR, training department.

Underpinning knowledge

The candidate will be able to:

- 1 identify the techniques of self assessment eg SWOT and describe how individual learning and development can provide benefits to self and the organisation eg improve one's work, further career
- 2 describe examples of formal and informal feedback eg appraisals, job performance review, lunch meetings, team meetings
- 3 explain why it is important to encourage and accept feedback from others
- 4 identify available learning and development opportunities
 - a Internal eg training courses, job sharing, coaching
 - b external training
- 5 identify the main career progression routes available.

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Appendix 1 Level 2 Mapping

Personal skills

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level 3 N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
Health and Safety						
Employees' legal responsibilities (HASAWA)	201.2	Yes	Yes		10	10%
Scope and limits of personal responsibilities	201.2	Yes	Yes			
Maintaining own and others' health and safety	201.2	Yes	Yes			
(201) Responsibilities at work						
Techniques for communicating with others	201.3	Yes				
Techniques for personal development	201.4	Yes				
Importance of personal behaviour: setting and maintaining standards, challenges	201.1, 201.2, 201.3, 202.1, 202.2, 202.4	Yes	To Unit 301	Com 2.1a, 2.1b, 2.2, 2.3 AON1.1	25	25%
Importance of personal behaviour: working with others	201.1, 201.2, 201.3, 202.4	Yes				

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level 3 N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(202) Working in a business environment						
Rights, responsibilities and legislation ERR Target 1	201.2	Yes				
Purpose of contracts and personnel procedures ERR Target 2	201.2	Yes	To Unit 302	Com 2.1a Com 3.1a	25	25%
Sources for dealing with grievance and discrimination ERR Target 2	201.2	Yes				
Respecting other people	201.2					
Sources of employment rights information ERR Target 3	201.2					
Role of business and administration within the industry ERR Target 4	Not specifically covered	Yes				
Typical career pathways and sources of career information ERR Target 5 and 7	202.4					
Main types of representative bodies and role ERR Target 6	201.2					
Purpose of principles and codes of practice within the sector ERR Target 8	201.2					

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level 3 N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(225) Work effectively with other people						
Value of working with others	201.3	Yes				
Communication: purposes	201.1, 201.3, 202.1, 202.2	Yes	To Units 319, 320, 321	Com 2.1a, 2.1b, 3.1a	25	25%
Value of team work	201.3					
Importance of respect for others	201.2					
Role of developing teams	201.3	Yes				
(203) Customer relations						
Customers (internal/external)	201.1					
Importance of building effective, efficient customer service and employees' role in developing, role of standard	201.1		To Unit 305	Com 2.1a	15	15%
Principles of dealing with problems and complaints; role of procedures	201.1					

Work Skills

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding

Level 2 unit source and teaching opportunity to combine outcomes

Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)

Progression (APL into Level N/SVQ)

Key Skills Opportunities from N/SVQ Unit

GLH

Approx weighting

Health and Safety

Safe working with people and equipment

201.1, 201.2, 202.1, 202.2

Yes

Yes

ERR Target 1

201.2, 201.3, 202.2, 202.3

ERR Target 2

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(201) Responsibilities at work						
Importance of effective communication	201.1, 201.3, 202.1, 202.2	Yes				
Handling information: clarifying, locating, selecting	201.1, 201.2, 201.3, 202.1, 202.2, 202.4	Yes				
Presenting information: structuring	201.1, 201.2, 201.3, 202.1, 202.2	Yes	To Unit 301	Com 2.1a, 2.1b, 2.2, 2.3 AON1.1	25	25%
Techniques for planning work	201.3, 202.1, 202.2, 202.4	Yes				
Techniques for monitoring work	201.2, 201.3, 202.1, 202.4	Yes				
Purpose of guidelines: procedures	201.1, 201.2, 202.2	Yes				

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(202) Working in a business environment						
Different sectors in business and administration	Not specifically covered but could be touched on in 202.4	Yes				
Personal responsibilities: individual role in an organisational structure	201.1	Yes	To Unit 302	Com 3.1a	25	25%
Personal responsibilities: impact of procedures, systems, regulations, legislation on work	201.1, 201.2, 202.2	Yes				
Personal responsibilities: security, types and role of guidelines in organisations	201.1, 201.2, 202.2, 202.3	Yes				
(203) Customer relations						
Techniques: identification, confirmation, agreeing timescales and standards	201.1		To Unit 305	Com 2.1a	Units 203 –211 25GLH	Units 203 – 211 25%

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(204) Diary Systems						
Purpose and types of systems: appropriateness	202.1					
Information needed	201.3, 202.1, 202.3	Application of unit 105	Common Unit			
Prioritisation: importance and techniques	202.1					
Techniques for communication and security	201.1, 201.2, 202.3					
(205) Organising travel and accommodation						
Types, sources of information, role of procedures	Not specifically covered but touched on in 202.1	Application of Unit 105	Common Unit	Com 2.1a, 2.3 AON 1.1, 1.2, 1.3 ICT 2.1, 2.2, 2.3		
Information needed	Not specifically covered but touched on in 202.1					
Problems, techniques to resolve	Not specifically covered but touched on in 201.1					
Purposes of records and evaluation	Not specifically covered but touched on in 202.2					

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(206) Dealing with visitors						
Importance and role of receptionist	201.1	Yes		Com 2.1a		
Types of visitors and needs	201.1	Yes				
Purpose of communication and security when dealing with visitors	201.1, 202.2					
(207) Process financial information						
(208) Operate credit control procedures						
Sources of financial information	202.2		Application of Unit 105			
Types and role of procedures: for customers, limits to authority	201.1					
Importance of security, data protection	201.2					

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(209) Store, retrieve and archive information						
Information systems and their main systems	201.3, 202.2, 202.3	Yes	To Unit 308	ICT 2.1, 2.3		
Techniques for processing, retrieving and archiving information	201.2, 202.2					
Importance of security and confidentiality of information	201.2, 202.3					
(210) Research and report information						
Techniques for finding information	201.3, 202.1, 202.2	Application of Unit 105	To units 309, 312	Com 2.1b, 2.2, 2.3 Com 3.1b, 3.2, 3.3 AON 1.1, 2.1 ICT 2.1, 2.2, 2.3		
Types of information and sources	201.1, 201.3, 202.1, 202.2					
Good practice in presenting information, appropriateness of formats	201.1, 202.1, 202.2, 202.3, 202.4					

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(211) Organise and support meetings						
Types of meetings	201.3	Application of Unit 105	To Unit 313	Com 2.1a, 2.1b, 3.1a AON 1.1, 1.2, 2.1 ICT 2.1, 2.2, 2.3		
Techniques for setting up meetings	202.1, 202.2					
Types of information needed: set up, at meeting, after meeting	201.3, 202.1, 202.2					
Purpose of records: content, accuracy	202.1, 202.2					
(212) Use IT systems						
Common types of hardware and storage media	202.2, 202.3					
Risks and hazards: to self, to others, guidelines and regulations, minimising	201.1, 201.2,		Common Unit			
Potential risks to data; people, hardware and software	202.2, 202.3					
External risks	202.3					
Sources of information and advice	201.1, 201.2, 202.4					
					Units 212 – 218 15 GLH	Units 212- 218 15%

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(213) IT to exchange information						
Purposes of email	202.2, 202.3	Yes				
Resources and limitations	201.1, 202.2, 202.3	Yes	Common Unit			
Principles for dealing with: unknown senders, unwanted mail, viruses	201.1, 202.3	Yes				
Security	201.1, 201.2, 202.3	Yes				
Laws and guidelines	201.1, 201.2, 202.3					

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(214 -218) Using software						
Types of software and their suitability for purpose: type of information	202.2, 202.3	Yes	216-218 Common units	ICT 2.1, 2.2, 2.3		
User needs: agreeing, clarifying	202.2, 202.3	Yes	To units 314 and 315			
Importance of file management: creating, handling, organising, saving	202.2, 202.3, 202.1	Yes				
Importance of accuracy: techniques	201.1, 201.3, 202.1, 202.2	Yes				
(219) Use a telephone system					Units 219- 224	Units 219-224
Types of telephone system	202.2	Yes				
Purpose of procedures	201.1, 202.2	Yes			10 GLH	10%
Information handling: before call, from call, transferring calls, to callers	201.3, 202.2					
Importance of security	201.2	Yes				

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(220) Operate office equipment						
Different types and their suitability for purpose	202.2	Yes				
Purpose of instructions: efficiency, faults, safety	201.1, 202.2	Yes				
Principles of handling equipment: managing waste, cleanliness, other users	201.1, 201.2, 202.2	Yes				

The Level 2 City & Guilds Certificate in Business Administration assesses the following knowledge and understanding	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1 N/SVQ to Level 2 N/SVQ)	Progression (APL into Level N/SVQ)	Key Skills Opportunities from N/SVQ Unit	GLH	Approx weighting
(221-224) Producing text and documents				Unit 221 – ICT 2.2, 2.3 Unit 222 – ICT 2.2, 2.3 Unit 223 – ICT 2.2, 2.3 Unit 224 – Com 2.2, 2.3, 3.2, 3.3 AON 1.1, 1.3 ICT 2.1, 2.2, 2.3, 3.1, 3.2, 3.3		
Different types of documents and sources	202.2					
Importance of agreeing: purpose, format, quality standards, deadlines	201.1, 202.1, 202.2	Application of unit 105	To unit 318			
Importance of safe storage of text	201.1, 201.2, 202.2, 202.3					
Importance of security and data protection	201.2, 202.3					
Reasons for high quality, attractive documents	202.2					

Appendix 2 Key/Core Skills signposting

The qualification provides opportunities to gather evidence for the accreditation of Key/Core skills as shown in the table below. However, to gain Key/Core Skills certification the Key/Core Skills would need to be taken as additional qualifications.

Unit number/ and title	Communication	Application of Number	Information Technology
201 Supporting the business environment	Key skills C 1 Core skills Access 3	N/A	N/A
202 Working effectively within the business environment	Key skills C1 Core skills Access 3	N/A	Key skills IT1 Core skills Access 3 INT 1
Unit number/ and title	Problem Solving	Improving own learning and performance	Working With Others
201 Supporting the business environment	<i>Key skills</i> <i>PS1</i> <i>Core skills</i> <i>Access 3</i>	N/A	<i>Key skills</i> <i>WO1</i> <i>Core skills</i> <i>Access 3</i>
202 Working effectively within the business environment	<i>Key skills</i> <i>PS1</i> <i>Core skills</i> <i>Access 3</i>	<i>Key skills</i> <i>ILP 1</i>	<i>Key skills</i> <i>WO 1</i> <i>Core skills</i> <i>Access 3</i>

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Appendix 3 The wider curriculum

Candidates taking this qualification may also have the opportunity to cover the following aspects of the wider curriculum.

Identification of opportunities for evidence generation of moral, ethical, spiritual, European dimension, Environmental education and Health and Safety

Unit No and Title	Spiritual, moral, ethical, social and cultural	European development	Environmental education	Health and safety
201 Supporting the business environment			✓	✓
202 Working effectively within the business environment				✓

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Appendix 4 Funding

This qualification is accredited and included on the National Qualifications Framework, and is therefore eligible for funding.

City & Guilds does not provide details on funding as this may vary between regions. Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or candidates.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Please see the table below for where to find out more about the funding arrangements for this [these] qualification[s].

Nation	Who to contact	For higher level qualifications
England	<p>The Learning and Skills Council (LSC) is responsible for funding and planning education and training for over 16-year-olds. Each year the LSC publishes guidance on funding methodology and rates. There is separate guidance for further education and work-based learning.</p> <p>Further information on funding is available on the Learning and Skills Council website at www.lsc.gov.uk and, for funding for a specific qualification, on the Learning Aim Database http://providers.lsc.gov.uk/lad.</p>	<p>Contact the Higher Education Funding Council for England at www.hefce.ac.uk.</p>
Scotland	<p>Colleges should contact the Scottish Further Education Funding Council, at www.sfc.co.uk. Training providers should contact Scottish Enterprise at www.scottish-enterprise.com or one of the Local Enterprise Companies.</p>	<p>Contact the Scottish Higher Education Funding Council at www.shefc.ac.uk.</p>
Wales	<p>Centres should contact Education and Learning Wales (ELWa) at www.elwa.ac.uk or contact one of the four regional branches of ELWa.</p>	<p>For higher level qualifications, centres should contact the Higher Education Funding Council for Wales at www.hefcw.ac.uk.</p>
Northern Ireland	<p>Please contact the Department for Employment and Learning at www.delni.gov.uk.</p>	

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