

CfA  
6 Graphite Square  
Vauxhall Walk  
London SE11 5EE  
info@cfa.uk.com  
Tel: 020 7091 9620  
Fax: 020 7091 7340  
www.cfa.uk.com



## 2010 Business & Administration Assessment guidance (QCF)

June 2010

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# 2010 Business & Administration Assessment Guidance

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## Introduction

The Council for Administration (CfA) has worked in partnership with awarding organisations<sup>1</sup> who are delivering the Qualifications and Credit Framework (QCF) National Vocational Qualification (NVQ) suite of Business & Administration qualifications (available in England, Wales and Northern Ireland) to develop this assessment guidance. The assessment guidance is intended to provide clarification on the variety of acceptable assessment methods and types of evidence that may be generated to satisfy the achievement of competence for each QCF NVQ unit.

This assessment guidance introduction should be read in conjunction with the assessment guidance for each individual QCF NVQ unit within the CfA Business & Administration suite of QCF NVQ units.

This Assessment Guidance is a guide. It has been developed and agreed in partnership with awarding organisations (see footnote 1). However, the forms of evidence for assessment are neither mandatory nor exclusive. Awarding organisations are free to select other forms of evidence for assessment which may not be identified in this Assessment Guidance.

## The QCF

The QCF qualification structures (called Rules of Combination – RoCs) differ from previous National Qualification Framework (NQF) qualification structures. The new RoCs identify the size of qualifications (award, certificate and diploma) at any of the eight levels of the QCF. The suite of Business & Administration QCF NVQs is:

Level 1 NVQ Award in Business & Administration  
Level 1 NVQ Certificate in Business & Administration

Level 2 NVQ Award in Business & Administration  
Level 2 NVQ Certificate in Business & Administration  
Level 2 NVQ Diploma in Business & Administration

Level 3 NVQ Certificate in Business & Administration  
Level 3 NVQ Diploma in Business & Administration

Level 4 NVQ Certificate in Business & Administration  
Level 4 NVQ Diploma in Business & Administration

The RoC's are determined by the number of credits that will need to be achieved to be awarded a qualification. Each credit represents 10 notional learning hours. Notional learning hours are generally made up of the formal

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<sup>1</sup> City & Guilds, EAL, Edexcel, EDI, IMI, NCFE, OCR, OU, and, SOA.

learning time and assessment time. The credits required to be achieved for each of the RoCs are:

Credit allocation for Rules of Combination (RoC) for QCF NVQ qualifications					
QCF Level	Qualification		Units		
	Type	Min. no. of credits to achieve the qualification	Group A: Mandatory (Credits)	Group B: Optional (Credits)	Group C: Optional (Credits)
1	Award	9	7	2 (Min)	
	Certificate	15	7	4 (Min)	4 (Max)
2	Award	9	5	4 (Min)	
	Certificate	21	9	7 (Min)	5 (Max)
	Diploma	37	9	17 (Min)	11 (Max)
3	Certificate	30	13	11 (Min)	6 (Max)
	Diploma	40	13	14 (Min)	13 (Max)
4	Certificate	31	21	10 (Min)	
	Diploma	40	21	19 (Min)	

## Demonstrating competence in a QCF NVQ in Business & Administration

To be awarded a QCF NVQ in Business & Administration, learners must demonstrate that they are able to perform the job or an appropriate task competently. Competence may be demonstrated in the private sector, not-for-profit sector or public sector. Learners may be employed as full-time, part-time, paid or voluntary members of staff.

The assessment of all units at any level of a Business & Administration QCF NVQ or competence-based qualification, '... may be based on either candidate performance at work or through simulation, as necessary'<sup>2</sup>.

### The Business & Administration QCF units

The QCF Business & Administration units have been designed to meet the design features of the QCF unit template, required by Ofqual for any body recognised to develop QCF units and RoCs, of which the CfA is one such body. In the QCF, to achieve a unit a learner must achieve all the assessment criteria of a learning outcome, for all learning outcomes in the unit. Learners

<sup>2</sup> See, Assessment Strategy, 2009 Business & Administration NOS, December 2009.

will, therefore, need to offer evidence in support of all assessment criteria of a unit.

The units found within the competence category of 'Core Business & Administration' units have been designed to be assessed alongside evidence from units from other competence categories (see **Appendix 1**, for a list of all Business & Administration units identified by competence category).

'Core Business & Administration' should not be assessed separately. Assessors should plan well to make sure that the assessment criteria of all 'Core Business & Administration' units are covered by evidence produced from the triangulation (See **Appendix 2**: Matrix of evidence triangulated across units within each of the NVQ levels) of evidence from other units within the other business and administration competence categories. Therefore, to support the learner and lessen the burden of duplication of assessment, assessors are encouraged to make sure critical and holistic assessment methods are implemented.

## Types of evidence

Units will be achieved through the acquisition of evidence by the learner and submission to their assessor.

Units may be assessed through a number of different sources and forms, which must meet the requirements of assessment criteria, which may include:

- **Naturalistic observation of workplace activities:** Assessors must provide information about the context of the assessment.
- **Products:** Such as reports, letters, e-mails, memos, printouts, etc, are also valuable items of performance evidence. Assessors are encouraged to assess work products in situ and record the location of evidence within their assessment records. Assessment centres using 'paperless portfolios' should first discuss their approach to assessment with their awarding organisation.
- **Expert witness:** Can be used to address any gaps in the technical and occupational competence of assessors, and also for confidential or sensitive activities that are not appropriate for assessor observation. Expert witnesses are identified and trained by the centre.
- **Witness testimony:** Can provide valuable evidence of learner competence. In line with established principles, witness testimony must be:
  - a clear, authentic statement indicating how the learner carries out their job
  - dated, signed and include the job title of the witness.
- **Candidate reports (feedback):** Oral or written reports from the learner which involve descriptions of activities and processes and some self-assessment, e.g. a work diary.

- **Reflective accounts:** A reflective account is usually a write up of how a learner has carried out part of their job, recording events that actually happened. Where possible, the account should state why the learner took the actions they did.
- **Recognition of prior learning (RPL) / achievement (RPA):** May be evidenced from a range of activities, using valid assessment methods that meet the requirements of the assessment criteria of a unit. Evidence in support of RPL / RPA must be authentic, current, valid, relevant and sufficient.
- **Professional discussion:** Professional discussion is a single, or series of, structured, planned and in-depth discussion(s) which can be recorded electronically or manually in paper, computer, audio or video files. Professional discussions can be used to support observation reports, examination of work products and knowledge questionnaires. The CfA supports the use of professional discussion in holistic assessment.
- **Verbal / written questions:** Also includes questionnaires; work based tasks; reflective accounts; case studies; professional discussion; and, feedback reports. As assessment by observation and examination of work products usually results in inferred knowledge. Questions should only be asked to fill gaps where knowledge is not explicit. This style of assessment still requires the assessor to confirm how knowledge and understanding has been addressed but avoids over assessment of the candidate.
- **Projects:** An extended piece of practical and / or written work involving planning and research, generally presented as a report.
- **Assignments:** May be practical or written tasks given to learners which test skills, knowledge or understanding, or combinations of all three.
- **Case studies:** An effective case study report should:
  - clearly identify the core problem(s)
  - analyse the issues underlying the problem
  - discuss and justify alternative solutions using theory / experience
  - present feasible recommendations
  - be presented in an appropriate format.
- **Audio / video recordings:** May be used to support observation reports, examination of work products and knowledge questionnaires.
- **Simulation / role play:** A task-based function where there are clear goals which need to be achieved and the outcomes are evaluated in a 'real-work environment'<sup>3</sup>.

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<sup>3</sup> See, Assessment Strategy, 2009 Business & Administration NOS, December 2009, clause 4.2.



This list is illustrative of the options available to provide evidence in support of achieving the assessment criteria of a unit. The most appropriate forms of evidence should be selected for each unit or part of a unit.

## Characteristics of assessment guidance

The learner may produce evidence from a range of examples (as outlined above) which should be recorded in some form. A record of evidence will confirm to the assessor their confidence in the learner's breadth and depth of knowledge and understanding in being able to competently meet the functional requirements of a Business & Administration QCF NVQ unit.

The assessor will need to be assured that the learner can:

- consistently perform the job or tasks to the required level of competence
- meet all the learning outcomes of a unit
- pass all the assessment criteria of a unit.

All examples of evidence submitted for assessment of a unit must be:

- current
- sufficient
- relevant
- appropriate
- authentic
- fair.

An assessor may request additional evidence if they are not satisfied with the evidence presented by the learner. If this occurs, it may need to be agreed in partnership with the learner, the assessor and, perhaps, their employer.

## Holistic Assessment

The approach to assessing evidence should aim to be holistic; that is, evidence in support of one unit or part of a unit may be used in part for aspects of another unit. Many of the QCF NVQ units from the Business & Administration suite are interrelated and evidence from one unit may equally be applied to part of the evidence requirements of another unit (See **Appendix 2**).

Using a holistic approach to assessment will:

- enrich the assessment process for the learner and the assessor by bringing together elements of different units
- make more sense to the learner and avoid duplication of assessment
- provide a rigorous approach to the assessment process
- allow for evidence for particular units to be drawn from a range of activities, thus making it easier to cover aspects that may not occur in a one-off assessment
- efficiently use assessment opportunities and reduce over-assessment

- be cost effective.

Holistic assessment will minimise repetition, time and the burden of assessment on all parties involved in the assessment process. This should not prevent individual units being signed-off as they are completed.

### **Using other related qualifications as evidence**

Other qualifications can be used as supporting evidence in a learner's portfolio. The qualification must be current and be benchmarked to one or more of the Business & Administration QCF NVQ units. However, it will only be supporting evidence, as assessors must still make judgments about how the learner demonstrates competence at work.

### **Assessment guidance 'template'**

A 'template' setting out the assessment guidance agreed by awarding organisations has been established for each unit within this document. The 'template' is made up of the following features:

1. Competence category (functionality)
2. Level
3. Number and title of the unit
4. Credits achieved from completion of the unit
5. Learning outcomes of the unit
6. Assessment criteria of the unit
7. Assessment guidance applicable to the unit
8. Other units towards which the evidence may contribute

The assessment methods and evidence listed under "Assessment guidance" in each unit are not intended to be an exhaustive list of the evidence which may be brought forward – neither are they a prescriptive list of evidence which must be provided. They are suggested assessment methods and evidence which the typical learner may produce for the NVQ QCF unit.

## Competence Category: Core Business and Administration

### Level 1 Unit Q101 Manage own performance in a business environment

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.5	
3.	3.1 3.5 - 3.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products appropriate to the learner's job role
	3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>diary</li> </ul>
	3.3 - 3.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> </ul>
4.	4.1 - 4.2 4.4 - 4.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	4.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q102, Q103, Q105

## Competence Category: Core Business and Administration

### Level 1 Unit Q102 Improve own performance in a business environment

Credits: 1

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.3	
3.	3.1 - 3.3	Evidence may be supplied via observation of workplace activities, professional discussion, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
4.	4.1 - 4.3	Evidence may be supplied via observation of workplace activities, professional discussion, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• learning plan</li> </ul>
	4.4	Evidence may be supplied via observation of workplace activities, professional discussion, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q103, Q105

## Competence Category: Core Business and Administration

### Level 1 Unit Q103 Work in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.3	
3.	3.1 – 3.3	
4.	4.1 – 4.2	
5.	5.1 - 5.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
6.	6.1 - 6.2	
7.	7.1 - 7.2	

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q105

## Competence Category: Core Business and Administration

### Level 1 Unit Q104 Solve business problems

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1	Evidence may be supplied via candidate reports/reflective accounts
	3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• emails</li> </ul>
4.	4.1 - 4.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	4.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• emails</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105

## Competence Category: Core Business and Administration

### Level 1 Unit Q105 Work with other people in a business environment

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.2	
3.	3.1	
4.	4.1	
5.	5.1 - 5.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
6.	6.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	6.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>minutes of meetings</li> <li>memos</li> <li>emails</li> </ul>
7.	7.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>minutes of meetings</li> <li>memos</li> <li>emails</li> </ul>
	7.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q101, Q102, Q103**

## Competence Category: Core Business and Administration

### Level 2 Unit Q201 Manage own performance in a business environment

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 - 1.10	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 - 2.7	
3.	3.1 – 3.5	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• messages</li> <li>• minutes of meetings</li> <li>• to do lists</li> <li>• work diaries</li> <li>• action plans</li> </ul>
	3.6	<p><b>Evidence may be supplied via witness testimony, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• messages</li> <li>• to do lists</li> <li>• work diaries</li> <li>• action plans</li> </ul>
	3.7	<p><b>Evidence may be supplied via witness testimony, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• messages</li> </ul>
	3.8	<p><b>Evidence may be supplied via witness testimony, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>



## Competence Category: Core Business and Administration

### Level 2 Unit Q201 Manage own performance in a business environment

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
4.	4.1 4.3	<p><b>Evidence may be supplied via witness testimony, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
	4.2	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• messages</li> <li>• minutes of meetings</li> <li>• to do lists</li> <li>• work diaries</li> <li>• action plans</li> </ul>
	4.4 - 4.5	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• messages</li> <li>• minutes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q202, Q203, Q204, Q205, Q227

## Competence Category: Core Business and Administration

### Level 2 Unit Q202 Improve own performance in a business environment

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via observation of workplace activities, witness testimony candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	2.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	2.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• tasks completed</li> </ul>
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.2 3.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• learning plan</li> <li>• appraisal</li> <li>• performance reviews</li> </ul>
	3.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• learning plan</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q201, Q203, Q205**

## Competence Category: Core Business and Administration

### Level 2 Unit Q203 Work in a business environment

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 -1.4	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.4	
3.	3.1 – 3.6	
4.	4.1 – 4.2	
5.	5.1 – 5.2	
6.	6.1 - 6.2 6.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	6.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• emails</li> <li>• appraisals</li> <li>• performance reviews</li> </ul>
7.	7.1 - 7.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
8.	8.1 - 8.4	

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q205

## Competence Category: Core Business and Administration

### Level 2 Unit Q204 Solve business problems

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 - 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.5	
3.	3.1 - 3.2	
4.	4.1 - 4.2	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	4.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>minutes of meetings</li> <li>memos</li> <li>emails</li> </ul>
5.	5.1 - 5.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts</b>
	5.4 - 5.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>minutes of meetings</li> <li>memos</li> <li>emails</li> </ul>
6.	6.1 - 6.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Core Business and Administration

### Level 2 Unit Q205 Work with other people in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.6	
3.	3.1 – 3.2	
4.	4.1 – 4.3	
5.	5.1 – 5.2	
6.	6.1 – 6.2	
7.	7.1 - 7.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	7.3 – 7.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• letters</li> <li>• emails</li> </ul>
8.	8.1 - 8.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• letters</li> <li>• emails</li> </ul>
	8.5 – 8.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>

## Competence Category: Core Business and Administration

### Level 2 Unit Q205 Work with other people in a business environment

**Credits: 3**

Learning Outcomes	Assessment Criteria	Assessment guidance
9.	9.1 - 9.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• emails</li> </ul>
10.	10.1	
	10.2 - 10.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> <li>• memos</li> <li>• emails</li> <li>• appraisals</li> <li>• performance reviews</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q201, Q202, Q203**

## Competence Category: Core Business and Administration

### Level 3 Unit Q301 Manage own performance in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.10	
3.	3.1 - 3.2 3.4 - 3.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• appraisals</li> <li>• performance reviews</li> </ul>
	3.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• appraisals</li> <li>• performance reviews</li> <li>• plans</li> <li>• to do lists</li> </ul>
	3.7 - 3.9	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
4.	4.1 - 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q302, Q303, Q305

## Competence Category: Core Business and Administration

### Level 3 Unit Q302 Evaluate and improve own performance in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
	2.2 2.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• self evaluation</li> </ul>
	2.3 2.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
3.	3.1	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
	3.2	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• learning plan</li> </ul>
	3.3 - 3.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• learning plans</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q301, Q303, Q305**



## Competence Category: Core Business and Administration

### Level 3 Unit Q303 Work in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.4	
3.	3.1 – 3.3	
4.	4.1 – 4.6	
5.	5.1 – 5.2	
6.	6.1 – 6.3	
7.	7.1 - 7.2 7.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	7.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
8.	8.1 - 8.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	8.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts, case study and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• memos</li> <li>• emails</li> </ul>
9.	9.1 - 9.5	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	9.6	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

## Competence Category: Core Business and Administration

### Level 3 Unit Q303 Work in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
10.	10.1 - 10.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
11.	11.1	
12.	12.1 12.3 - 12.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	12.2	Evidence may be supplied via witness testimony and candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q305

## Competence Category: Core Business and Administration

### Level 3 Unit Q304 Solve business problems

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.5	
3.	3.1 – 3.2	
4.	4.1 – 4.2	
5.	5.1 - 5.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	5.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	5.5	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
6.	6.1	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	6.2 6.4 - 6.6 6.8 - 6.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	6.3 6.7	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
7.	7.1 - 7.3	

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q301, Q302, Q303, Q305, Q306**

## Competence Category: Core Business and Administration

### Level 3 Unit Q305 Work with other people in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.6	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.6	
3.	3.1 – 3.3	
4.	4.1 – 4.2	
5.	5.1 – 5.2	
6.	6.1 – 6.2	
7.	7.1 - 7.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	7.5 - 7.8 7.10 - 7.12	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	7.9	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
8.	8.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	8.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
9.	9.1 - 9.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q308

## Competence Category: Core Business and Administration

### Level 3 Unit Q306 Contribute to decision-making in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.5	
3.	3.1 – 3.6	
4.	4.1	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	4.2	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>information collected</li> <li>research carried out</li> </ul>
5.	5.1 5.3 5.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>information presented</li> <li>letters</li> <li>emails</li> <li>memos</li> </ul>
	5.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>minutes of meetings</li> </ul>
	5.4 - 5.7	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303

## Competence Category: Core Business and Administration

### Level 3 Unit Q307 Negotiate in a business environment

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.6	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.7	
3.	3.1 – 3.2	
4.	4.1 - 4.2	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
5.	5.1 - 5.7	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b>
6.	6.1	<ul style="list-style-type: none"> <li>• letters</li> <li>• memos</li> <li>• emails</li> <li>• minutes of meetings</li> </ul>
	6.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> <li>• minutes of meetings</li> </ul>
	6.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q303, Q304, Q305, Q306

## Competence Category: Core Business and Administration

### Level 3 Unit Q308 Supervise a team in a business environment

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1 – 3.3	
4.	4.1 – 4.6	
5.	5.1 – 5.5	
6	6.1 - 6.10	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• diaries</li> <li>• appraisals</li> <li>• performance reviews</li> </ul>
7.	7.1 7.4 – 7.5	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	7.2 - 7.3	Evidence may be supplied via witness testimony and candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305, Q306, Q307

## Competence Category: Core Business and Administration

### Level 4 Unit Q401 Manage and be accountable for own performance in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 - 1.4	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.15	
3.	3.1 - 3.2 3.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	3.3 3.6 - 3.7	Evidence may be supplied via witness testimony and candidate reports/reflective accounts.
	3.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	3.8	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
4.	4.1 - 4.3 4.5 - 4.8	Evidence may be supplied via witness testimony, professional discussion and candidate reports/reflective accounts
	4.4	Evidence may be supplied via Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts, case studies and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• appraisals</li> <li>• performance reviews</li> <li>• self evaluation</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Unit Q402**



## Competence Category: Core Business and Administration

### Level 4 Unit Q402 Evaluate and improve own performance in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
	2.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> <li>• letters</li> <li>• memos</li> <li>• emails</li> <li>• reports</li> </ul>
	2.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• completed tasks</li> </ul>
	2.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• completed tasks</li> </ul>
	2.5	Evidence may be supplied via candidate reports/reflective accounts
3.	3.1	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• appraisals</li> <li>• performance reviews</li> </ul>
	3.2 - 3.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• learning plans</li> </ul>

Evidence generated for this unit of assessment may contribute towards other units including: Unit Q401

## Competence Category: Core Business and Administration

### Level 4 Unit Q403 Support the purpose and value of an organisation

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.8	
3.	3.1 – 3.11	
4.	4.1 – 4.4	
5.	5.1 - 5.4	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	5.5	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
6.	6.1 - 6.3 6.5	<b>Evidence may be supplied via witness testimony, case studies and candidate reports/reflective accounts</b>
	6.4	<b>Evidence may be supplied via witness testimony, professional discussion, case studies, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
7.	7.1 - 7.2	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	7.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402

## Competence Category: Core Business and Administration

### Level 4 Unit Q404 Support sustainability in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1 – 3.4	
4.	4.1 – 4.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, case studies, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• procedures</li> </ul>
5.	5.1 – 5.2	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
6.	6.1	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	6.2 - 6.3 6.5	Evidence may be supplied via witness testimony and candidate reports/reflective accounts
	6.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• orders</li> <li>• tenders</li> <li>• quotes</li> <li>• estimates</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403

## Competence Category: Core Business and Administration

### Level 4 Unit Q405 Assess, manage and monitor risk in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 - 2.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• risk assessments</li> </ul>
	2.5 – 2.6	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• procedures</li> </ul>
	2.7	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units S401, S403, S404

## Competence Category: Core Business and Administration

### Level 4 Unit Q406 Evaluate and solve business problems

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.6	
3.	3.1 – 3.2	
4.	4.1 – 4.3	
5.	5.1 - 5.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
6.	6.1 6.3 6.6 6.8	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	6.2	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• plans</li> </ul>
	6.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• plans</li> </ul>
	6.5 6.7 6.10	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	6.9	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• feedback</li> <li>• reviews</li> </ul>
7.	7.1 - 7.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q407

## Competence Category: Core Business and Administration

### Level 4 Unit Q407 Make decisions in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 - 2.4	
3.	3.1 – 3.6	
4.	4.1 – 4.2	
5.	5.1	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information collected</li> <li>• research carried out</li> </ul>
	5.2	Evidence may be supplied via candidate reports/reflective accounts
6.	6.1 - 6.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• presentations</li> </ul>
	6.4 - 6.6 6.8 - 6.10	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	6.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
7.	7.1 - 7.2	Evidence may be supplied via candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403, Q406

## Competence Category: Core Business and Administration

### Level 4 Unit Q408 Negotiate in a business environment

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.11	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.5	
3.	3.1 – 3.3	
4.	4.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• negotiating brief</li> </ul>
	4.2 - 4.3 4.5	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	4.4	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• research carried out</li> </ul>
	4.6	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• presentation</li> <li>• reports</li> </ul>
5.	5.1 - 5.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• proposals</li> </ul>
	5.5 - 5.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b>
6.	6.1 - 6.2 6.4	<ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	6.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403, Q406, Q407

## Competence Category: Business Resources

### Level 2 Unit Q221 Use office equipment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<p>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</p>
2.	2.1 – 2.5	
3.	3.1 – 3.3	
4.	4.1 – 4.3	
5.	5.1	
6.	6.1	
7.	7.1 - 7.9	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205



## Competence Category: Business Resources

### Level 2 Unit Q222 Maintain and issue stationery stock items

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	
2.	2.1 - 2.2	
3.	3.1 – 3.2	
4.	4.1	
5.	5.1	Evidence may be supplied via witness testimony and candidate reports/reflective accounts
	5.2 - 5.3 5.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• stock records</li> </ul>
	5.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• purchase orders</li> </ul>
	5.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	5.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• delivery notes</li> </ul>

## Competence Category: Business Resources

### Level 2 Unit Q222 Maintain and issue stationery stock items

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
6.	6.1 - 6.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>• stock records</li><li>• emails</li><li>• memos</li></ul>
7.	7.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and candidate reports/reflective accounts</b>
8.	8.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>• emails</li><li>• memos</li><li>• appraisals</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Business Resources

### Level 3 Unit Q319 Order products and services

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	
2.	2.1 – 2.3	
3.	3.1 - 3.3	
4.	4.1 4.3 - 4.4	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information used</li> </ul>
	4.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• budgets</li> </ul>
	4.5	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• orders</li> <li>• delivery notes</li> </ul>
	4.6	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	4.7	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• contract</li> </ul>
5.	5.1	<b>Evidence may be supplied via candidate reports/reflective accounts and professional discussion</b>
	5.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records of monitoring</li> </ul>
	5.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

## Competence Category: Business Resources

### Level 3 Unit Q319 Order products and services

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
6.	6.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>records of monitoring</li></ul>
	6.2	<b>Evidence may be supplied via candidate reports/reflective accounts and professional discussion</b>
	6.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>letters</li><li>emails</li><li>memos</li><li>appraisals</li><li>performance review</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305, Q306

## Competence Category: Business Resources

### Level 3 Unit Q330 Agree a budget

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.6	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 - 2.2	Evidence may be supplied via candidate reports/reflective accounts
	2.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• draft budget</li></ul>
	2.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• budget</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305, Q306, Q307

## Competence Category: Business Resources

### Level 4 Unit Q412 Prepare specifications for contracts

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.6	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1 - 3.2	<p>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
4.	4.1	<p>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• list of criteria</li> </ul>
	4.2	<p>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• list of criteria</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403, Q406, Q407, Q408, Q421

## Competence Category: Business Resources

### Level 4 Unit Q421 Manage budgets

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.4	
3.	3.1 – 3.3	
4.	4.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• budgets</li> <li>• financial records</li> </ul>
	4.2 - 4.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• budgets</li> <li>• financial records</li> </ul>
5.	5.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> <li>• budgets</li> </ul>
	5.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information produced</li> <li>• budgets</li> </ul>
	5.3	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• calculations</li> <li>• budgets</li> </ul>
	5.4	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information produced</li> <li>• budgets</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403, Q406, Q407, Q408

## Competence Category: Business Resources

### Level 5 Unit Q501 Invite tenders and select contracts

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3	
3.	3.1	
4.	4.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information given</li> </ul>
	4.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• invitation to tender</li> </ul>
	4.3	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	4.4	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
5.	5.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• evaluations</li> </ul>
	5.2 - 5.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	5.4 - 5.5	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
6.	6.1 - 6.2	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	6.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>



## Competence Category: Business Resources

### Level 5 Unit Q502 Monitor and evaluate contracts

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1 - 3.3 3.6 - 3.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, case studies, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	3.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• contracts</li> <li>• legal and organisational requirements</li> </ul>
	3.5	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts
4.	4.1 - 4.2	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts
	4.3	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information gathered</li> </ul>
	4.4 - 4.5	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• reports</li> </ul>

## Competence Category: Business Support Services

### Level 3 Unit Q325 Supervise an office facility

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3	
3.	3.1 – 3.3	
4.	4.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• office facilities guides produced for users</li> <li>• office system reports</li> <li>• purchase orders</li> <li>• receipts</li> <li>• records of communications and meetings</li> <li>• requisition forms</li> </ul>
	4.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• office system reports</li> <li>• purchase orders</li> <li>• receipts</li> <li>• records of communications and meetings</li> <li>• requisition forms</li> </ul>
	4.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• equipment usage logs</li> <li>• office facilities guides produced for users</li> <li>• office issues / problems logs</li> <li>• office monitoring records</li> <li>• office system reports</li> <li>• records of communications and meetings</li> <li>• staff training programmes</li> </ul>
	4.4 4.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• office facilities guides produced for users</li> <li>• office issues / problems logs</li> <li>• office monitoring records</li> <li>• office systems reports</li> <li>• records of communications and meetings</li> </ul>

## Competence Category: Business Support Services

### Level 3 Unit Q325 Supervise an office facility

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
4.	4.5	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• office monitoring records</li> <li>• office system reports</li> <li>• records of communications and meetings</li> </ul>
	4.6	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports / reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• equipment repair logs</li> <li>• office issues / problems logs</li> <li>• office monitoring records</li> <li>• purchase orders</li> <li>• receipts</li> <li>• records of communications and meetings</li> <li>• requisition forms</li> </ul>
	4.7	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• continuous professional development records</li> <li>• office issues/problem logs</li> <li>• personal development plans</li> <li>• records of communications and meetings</li> </ul>
	4.8	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• office facilities guides produced for users</li> <li>• office system reports</li> <li>• records of communications and meetings</li> <li>• risk assessment records</li> </ul>
	4.10	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• office facilities guides produced for users</li> <li>• records of communications and meetings</li> </ul>
	4.11	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports / reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• office issues / problems logs</li> <li>• office systems reports</li> <li>• records of communications and meetings</li> </ul>

## Competence Category: Business Support Services

### Level 3 Unit Q325 Supervise an office facility

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
4.	4.12	<p><b>Evidence may be supplied via witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"><li>• continuous professional development records</li><li>• equipment usage logs</li><li>• office issues / problems logs</li><li>• office monitoring records</li><li>• personal development plans</li><li>• records of communications and meetings</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q303, Q304, Q305, Q308, Q328

## Competence Category: Business Support Services

### Level 4 Unit Q414 Manage an office facility

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.10	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.4	
3.	3.1 – 3.3	
4.	4.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• budgets</li> <li>• financial records and reports</li> </ul>
	4.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• equipment logs</li> </ul>
	4.3 4.7 - 4.8 4.14	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• reports</li> <li>• records</li> <li>• logs</li> </ul>
	4.4 - 4.5 4.10 – 4.13	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• reports</li> <li>• records</li> <li>• logs</li> </ul>
	4.6	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	4.9	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

## Competence Category: Business Support Services

### Level 4 Unit 415 Propose and design administrative services

Credits: 8

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.7	
3.	3.1 – 3.9	
4.	4.1 – 4.3	
5.	5.1 5.3 - 5.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• questionnaires</li> <li>• Service Level Agreements</li> </ul>
	5.2	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	5.5 5.7	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• specifications</li> </ul>
	5.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• specifications</li> <li>• budgets</li> </ul>
6.	6.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• specifications</li> <li>• budgets</li> <li>• designs</li> <li>• consultation documents</li> <li>• minutes of meetings</li> </ul>
	6.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>

## Competence Category: Business Support Services

### Level 4 Unit Q415 Propose and design administrative services

Credits: 8

Learning Outcomes	Assessment Criteria	Assessment guidance
6.	6.3 – 6.4	<p><b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• designs</li> </ul>
7.	7.1 7.3	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• memos</li> <li>• emails</li> <li>• minutes of meetings</li> <li>• designs</li> <li>• presentations</li> <li>• reports</li> </ul>
	7.2	<p><b>Evidence may be supplied via candidate reports/reflective accounts</b></p>
	7.4	<p><b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• design</li> <li>• specification</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Unit Q417**

## Competence Category: Business Support Services

### Level 4 Unit Q416 Prepare, co-ordinate and monitor operational plans

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.10	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.8	
3.	3.1 3.3 3.5 – 3.6	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• plans</li> </ul>
	3.2 3.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
4.	4.1 4.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• plans</li> </ul>
	4.2 – 4.3 4.5 - 4.11	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• presentations</li> </ul>
	4.12	Evidence may be supplied via candidate reports/reflective accounts



## Competence Category: Business Support Services

### Level 4 Unit Q417 Implement, monitor and maintain administrative services

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.13	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.4	
3.	3.1 – 3.6	
4.	4.1 – 4.2 4.5 4.7 – 4.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> <li>• plan</li> </ul>
	4.3 – 4.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> <li>• presentation</li> </ul>
	4.6	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• plans</li> </ul>
5.	5.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• monitoring records</li> </ul>

## Competence Category: Business Support Services

### Level 4 Unit Q417 Implement, monitor and maintain administrative services

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
5.	5.2	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> <li>• questionnaires</li> <li>• consultation documents</li> </ul>
6.	6.1 6.6 – 6.7	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>
	6.2 – 6.3	<p>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• information collected</li> <li>• feedback received</li> </ul>
	6.4 – 6.5	<p>Evidence may be supplied via candidate reports/reflective accounts</p>

**Evidence generated for this unit of assessment may contribute towards other units including:** Unit Q415

## Competence Category: Communications

### Level 1 Unit Q106 Communicate in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.7	
3.	3.1 – 3.3	
4.	4.1 – 4.2	
5.	5.1 – 5.3	
6.	6.1 – 6.7	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information formatted</li> </ul>
7.	7.1	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• presentation</li> </ul>
	7.2 7.4	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• minutes of meetings</li> </ul>
	7.3	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</p>
8.	8.1	<p>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• feedback received</li> </ul>
	8.2	<p>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</p>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105

## Competence Category: Communications

### Level 1 Unit Q107 Make and receive telephone calls

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.10	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.9	
3.	3.1 – 3.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• telephone logs</li> </ul>
	3.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, case studies, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• memos</li> <li>• emails</li> <li>• telephone logs</li> </ul>
4.	4.1 – 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• telephone logs</li> <li>• messages</li> </ul>
	4.8	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, case studies, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• memos</li> <li>• emails</li> <li>• telephone logs</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105

## Competence Category: Communications

### Level 2 Unit Q206 Communicate in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.10	
3.	3.1 – 3.4	
4.	4.1 – 4.2	
5.	5.1 – 5.3	
6.	6.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information selected</li> </ul>
	6.2 – 6.5 6.7 - 6.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information formatted</li> </ul>
	6.6	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
7.	7.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• presentation</li> </ul>
	7.2 7.4 – 7.5	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> </ul>
	7.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>

## Competence Category: Communications

### Level 2 Unit Q206 Communicate in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
8.	8.1	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: feedback received
	8.2	Evidence may be supplied via candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Communications

### Level 2 Unit Q207 Use electronic message systems

Credits: 1

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	2.5 – 2.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• messages</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Communications

### Level 2 Unit Q208 Use a diary system

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.8	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts, professional discussion and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.2 3.4 - 3.7	Evidence may be supplied via observation of workplace activities, witness testimony and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• diary</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• diary</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q203, Q204, Q205



## Competence Category: Communications

### Level 2 Unit Q209 Take minutes

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.2	
3.	3.1 – 3.9	
4.	4.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	4.2	
	4.3	
5.	5.1 – 5.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• notes of meeting</li> <li>• minutes of meeting</li> </ul>
	5.4 – 5.7	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> </ul>
	5.8 5.10	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes</li> </ul>
	5.9	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q203, Q204, Q205

## Competence Category: Communications

### Level 3 Unit Q309 Communicate in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	
2.	2.1 – 2.11	
3.	3.1 – 3.8	
4.	4.1 – 4.2	
5.	5.1 – 5.3	
6.	6.1	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information selected</li> </ul>
	6.2 – 6.6 6.8 – 6.9	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information formatted</li> </ul>
	6.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
7.	7.1 7.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• presentation</li> </ul>
	7.2 7.5 – 7.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• minutes of meetings</li> </ul>
	7.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role

## Competence Category: Communications

### Level 3 Unit Q309 Communicate in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
8.	8.1	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: feedback received
	8.2	Evidence may be supplied via candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305, Q310, Q311

## Competence Category: Communications

### Level 3 Unit Q310 Develop a presentation

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	2.2	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• plans</li> </ul>
	2.3 – 2.4 2.8 – 2.9	Evidence may be supplied via candidate reports/reflective accounts
	2.5 2.7	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• feedback received</li> </ul>
	2.6	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• handouts</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305, Q309, Q311

## Competence Category: Communications

### Level 3 Unit Q311 Deliver a presentation

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.5	
3.	3.1 – 3.3	
	3.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
4.	4.1	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	4.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• presentation materials</li> </ul>
	4.3 – 4.11	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• presentation notes</li> <li>• handouts</li> <li>• slides</li> </ul>
5.	5.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• feedback</li> <li>• evaluation sheets</li> </ul>
	5.2 – 5.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305, Q309, Q310

## Competence Category: Communications

### Level 4 Unit Q409 Communicate in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.13	
3.	3.1 – 3.10	
4.	4.1 – 4.2	
5.	5.1 – 5.3	
6.	6.1 – 6.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information selected</li> </ul>
	6.4 – 6.8 6.10 – 6.11	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• information formatted</li> </ul>
	6.9	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
7.	7.1 7.3 – 7.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• presentation</li> </ul>
	7.2 7.5 – 7.10	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> </ul>
8.	8.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• feedback received</li> </ul>
	8.2	<b>Evidence may be supplied via candidate reports/reflective accounts</b>

## Competence Category: Communications

### Level 4 Unit Q409 Communicate in a business environment

Credits: 3

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403

## Competence Category: Corporate Decision-making

### Level 6 Unit Q601 Support corporate decision-making

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1	
3.	3.1 – 3.5	
4.	4.1 -4.4	
5.	5.1 – 5.3	
6.	6.1 6.5	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	6.2 – 6.4	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>
7.	7.1	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	7.2 – 7.3	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meeting</li> </ul>



## Competence Category: Corporate Decision-making

### Level 7 Unit Q701 Inform and facilitate corporate decision-making

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.2	
3.	3.1 – 3.4	
4.	4.1 – 4.4	
5.	5.1 – 5.3	
6.	6.1 6.5	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	6.2 – 6.4	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>
7.	7.1	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	7.2 – 7.4	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meeting</li> </ul>

## Competence Category: Customer Service

### Level 1 Unit Q108 Assist in handling mail

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• mail records</li><li>• log book – special deliveries</li></ul>
	3.2	Evidence may be supplied via RPL/RPA observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts, questioning and simulation/role play

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q103, Q105, Q106

## Competence Category: Customer Service

### Level 2 Unit Q210 Handle mail

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.6	
3.	3.1 – 3.3 3.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• mail records</li> <li>• log book – special deliveries</li> </ul>
	3.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
4.	4.1 – 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• mail records</li> <li>• log book – special deliveries</li> </ul>
5.	5.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	5.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• mail records</li> <li>• log book – special deliveries</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Customer Service

### Level 2 Unit Q211 Provide reception services

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.9	
3.	3.1 – 3.2	
4.	4.1 – 4.5 4.7 4.9 – 4.10	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role</b>
	4.6 4.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205, Q256

## Competence Category: Customer Service

### Level 2 Unit Q256 Meet and welcome visitors

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 - 2.2 2.4 – 2.8	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role .
	2.3 2.9	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>visitors book</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205, Q211

## Competence Category: Customer Service

### Level 3 Unit Q328 Deliver, monitor and evaluate customer service to internal customers

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1	
3.	3.1 – 3.4	
4.	4.1 – 4.3	
5.	5.1 – 5.3	
6.	6.1 – 6.3	
7.	7.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, candidate reports/reflective accounts</b>
	7.2 -7.4	<b>Evidence may be supplied via observation of workplace activities witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b>
8.	8.1 – 8.3	<ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
9.	9.1	<b>Evidence may be supplied via witness testimony, professional discussion, case studies, candidate reports/reflective accounts</b>
10.	10.1 – 10.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• feedback received</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Customer Service

### Level 3 Unit Q 329 Deliver, monitor and evaluate customer service to external customers

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1	
3.	3.1 – 3.4	
4.	4.1 – 4.3	
5.	5.1 – 5.4	
6.	6.1 – 6.3	
7.	7.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, candidate reports/reflective accounts</b>
	7.2 - 7.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b>
8.	8.1 – 8.3	<ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
9.	9.1	<b>Evidence may be supplied via witness testimony, professional discussion, case studies, candidate reports/reflective accounts</b>
10.	10.1 – 10.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• feedback received</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Document Production

### Level 1 Unit Q110 Prepare text from notes using touch typing (20 wpm)

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.6	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
4.	4.1 – 4.2 4.4 – 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• documents produced</li> </ul>
	4.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105



## Competence Category: Document Production

### Level 2 Unit Q212 Produce documents in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3	
3.	3.1 – 3.7	
4.	4.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> </ul>
5.	5.1 – 5.3 5.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	5.4 – 5.7 5.9 – 5.10	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>documents produced</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Document Production

### Level 2 Unit Q 213 Prepare text from notes

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.6	
3.	3.1	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
4.	4.1 – 4.2 4.4 – 4.7	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• documents produced</li> </ul>
	4.3	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Document Production

### Level 2 Unit Q 214 Prepare text from notes using touch typing (40 wpm)

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.6	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
4.	4.1 – 4.2 4.4 – 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• documents produced</li> </ul>
	4.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Document Production

### Level 2 Unit Q 215 Prepare text from shorthand (60 wpm)

Credits: 8

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.5	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• shorthand notes</li> </ul>
4.	4.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and candidate reports/reflective accounts
	4.2 – 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• documents produced</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Document Production

### Level 2 Unit Q 216 Prepare text from recorded audio instruction (40 wpm)

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.5	
3.	3.1 3.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.2 – 3.3 3.5 – 3.8	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• documents produced</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Document Production

### Level 3 Unit Q 312 Design and produce documents in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3	
3.	3.1 – 3.7	
4.	4.1 4.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> </ul>
	4.2 – 4.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	4.5 – 4.8 4.10 – 4.11	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>documents produced</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Document Production

### Level 3 Unit Q 313 Prepare text from notes using touch typing (60 wpm)

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.6	
3.	3.1	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
4.	4.1 – 4.2 4.4 – 4.7	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• documents produced</li> </ul>
	4.3	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Document Production

### Level 3 Unit Q 314 Prepare text from shorthand (80 wpm)

Credits: 8

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.5	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• Shorthand notes</li> </ul>
4.	4.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and candidate reports/reflective accounts
	4.2 – 4.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• documents produced</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305



## Competence Category: Document Production

### Level 3 Unit Q 315 Prepare text from recorded audio instruction (60 wpm)

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.5	
3.	3.1 3.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.2 – 3.3 3.5 – 3.8	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• documents produced</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Events and meetings

### Level 2 Unit Q223 Support the organisation of an event

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.10	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Events and meetings

### Level 2 Unit Q224 Support the co-ordination of an event

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.5	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li><li>• evaluation reports</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Events and meetings

### Level 2 Unit Q225 Support the organisation of business travel or accommodation

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.9	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	
3.	3.1	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• briefs</li> <li>• budgets</li> </ul>
	3.2 – 3.5 3.7 – 3.8	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.6	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• records</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Events and meetings

### Level 2 Unit Q226 Support the organisation of meetings

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.9	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 2.3 – 2.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• event documentation</li> </ul>
	2.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• budgets</li> </ul>
	2.7 2.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	2.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> </ul>
3.	3.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	3.2 – 3.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Events and meetings

### Level 3 Unit Q320 Plan and organise an event

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.6	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1	
3.	3.1 – 3.3	
4.	4.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• briefs</li> <li>• budgets</li> </ul>
	4.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• plans</li> </ul>
	4.3 – 4.16	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• event packs</li> <li>• training schedules</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Events and meetings

### Level 3 Unit Q321 Co-ordinate an event

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	
3.	3.1 – 3.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role .
	3.8 – 3.10 3.12 – 3.13	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• event records</li> </ul>
	3.11	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• budget</li> <li>• reconciliations</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Events and meetings

### Level 3 Unit Q322 Plan and organise meetings

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.17	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 2.4 – 2.6 2.8	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	2.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• budget</li> </ul>
	2.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• agenda</li> <li>• meeting papers</li> </ul>
	2.7	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
3.	3.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	3.2 – 3.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• meeting papers</li> </ul>



## Competence Category: Events and meetings

### Level 3 Unit Q322 Plan and organise meetings

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
4.	4.1 – 4.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>• records</li></ul>
	4.3 – 4.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li></ul>
	4.5 – 4.7	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"><li>• evaluations</li></ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Events and meetings

### Level 3 Unit Q323 Organise business travel or accommodation

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 - 2.2	
3.	3.1	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• briefs</li> <li>• budgets</li> </ul>
	3.2 – 3.8 3.10 – 3.12	<p>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• travel and accommodation documents</li> </ul>
	3.9	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Events and meetings

### Level 3 Unit Q324 Evaluate the organisation of business travel or accommodation

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• records</li> <li>• questionnaires</li> </ul>
	2.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• feedback received</li> <li>• questionnaires</li> </ul>
	2.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> </ul>
	2.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q305

## Competence Category: Events and meetings

### Level 4 Unit Q413 Chair meetings

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.17	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.5	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• agendas</li> <li>• briefing papers</li> </ul>
	2.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
3.	3.1 – 3.11	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• minutes of meetings</li> </ul>
4.	4.1 - 4.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• reports</li> </ul>
	4.3 – 4.4	<b>Evidence may be supplied via candidate reports/reflective accounts and professional discussion</b>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q401, Q402, Q403**

## Competence Category: Health and Safety

### Level 1 Unit Q113 Use occupational health and safety guidelines when using keyboards

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.4	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105

## Competence Category: Innovation and Change

### Level 2 Unit Q227 Respond to change in a business environment

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.8	
3.	3.1 – 3.3	
4.	4.1 4.4	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	4.2	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	4.3	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• Tasks completed</li> </ul>
	4.5. – 4.7	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
5.	5.1	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• feedback given by learner</li> </ul>
	5.2	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Innovation and Change

### Level 3 Unit Q326 Contribute to innovation in a business environment

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.9	
3.	3.1 – 3.2	
4.	4.1 – 4.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• information collected</li> <li>• feedback given</li> <li>• reports</li> <li>• presentations</li> </ul>
5.	5.1 – 5.2	
6.	6.1 – 6.5	

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305, Q306

## Competence Category: Innovation and Change

### Level 4 Unit Q418 Contribute to innovation in a business environment

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.11	
3.	3.1 – 3.6	
4.	4.1 – 4.2 4.5	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>
	4.3	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• information collected</li> </ul>
	4.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• risk assessment</li> </ul>
5.	5.1 – 5.2	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> <li>• formal proposal</li> </ul>
6.	6.1 - 6.5 6.7	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• feedback received</li> </ul>
	6.6	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• feedback received</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q401, Q402, Q403, Q406, Q407**



## Competence Category: Innovation and Change

### Level 4 Unit Q419 Plan change for a team

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3	
3.	3.1 – 3.2	
4.	4.1 – 4.5	
5.	5.1 - 5.3	<b>Evidence may be supplied via witness testimony and candidate reports/reflective accounts</b>
	5.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b>
6.	6.1 6.3	<ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• presentations</li> <li>• minutes of meetings</li> <li>• initial plan</li> </ul>
	6.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• plan</li> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q403, Q406, Q407, Q408

## Competence Category: Innovation and Change

### Level 5 Unit Q503 Plan change across teams

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3	
3.	3.1 – 3.2	
4.	4.1 – 4.5	
5.	5.1 - 5.3	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	5.4	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b>
6.	6.1 6.3	<ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• presentations</li> <li>• initial plan</li> </ul>
	6.2	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• plans</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Unit Q504

## Competence Category: Innovation and Change

### Level 5 Unit Q504 Implement, monitor and review change

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<p><b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b></p>
2.	2.1 – 2.4	
3.	3.1 – 3.4	
4.	4.1 – 4.2	
5.	5.1 – 5.4	
6.	6.1 – 6.4	
7.	7.1 – 7.5	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• presentation</li> <li>• minutes of meetings</li> </ul>
8.	8.1 – 8.2	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• feedback given</li> </ul>
	8.3 – 8.4	

**Evidence generated for this unit of assessment may contribute towards other units including: Unit Q503**

## Competence Category: Innovation and Change

### Level 6 Unit Q602 Implement and evaluate organisational change

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<p><b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b></p>
2.	2.1 – 2.5	
3.	3.1 – 3.5	
4.	4.1 – 4.2	
5.	5.1 – 5.4	
6.	6.1 - 6.4	
7.	7.1 – 7.7	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• presentation</li> <li>• minutes of meetings</li> </ul>
8.	8.1 – 8.2	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• presentation</li> <li>• feedback given</li> </ul>
	8.3 – 8.4	

## Competence Category: Manage Information and Data

### Level 1 Unit Q111 Use a filing system

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information collected</li> </ul>
	2.2 – 2.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	2.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information retrieved</li> </ul>
	3.2 – 3.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	3.4 – 3.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105

## Competence Category: Manage Information and Data

### Level 1 Unit Q112 Archive information

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 2.3 2.5 – 2.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	2.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	2.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• records</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q101, Q102, Q103, Q105, Q111

## Competence Category: Manage Information and Data

### Level 2 Unit Q217 Organise and report data

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	2.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• feedback obtained</li> </ul>
3.	3.1 – 3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• examples of data</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Manage Information and Data

### Level 2 Unit Q218 Research information

Credits: 4

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.3	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 2.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• notes of informal meetings</li> </ul>
	2.2 – 2.3 2.7	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	2.5 – 2.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205, Q217



## Competence Category: Manage Information and Data

### Level 2 Unit Q219 Store and retrieve information

Credits: 3

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.9	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 2.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information</li> </ul>
	2.2 – 2.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
3.	3.1 3.3 – 3.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information</li> </ul>
	3.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205, Q220

## Competence Category: Manage Information and Data

### Level 2 Unit Q220 Archive information

Credits: 2

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.10	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.2 2.4 2.6 – 2.9	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• information</li> </ul>
	2.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role</b>
	2.5	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205, Q219

## Competence Category: Manage Information and Data

### Level 2 Unit Q228 Support the management and development of an information system

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.3	
3.	3.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• training records</li> <li>• diary</li> </ul>
	3.2 3.6 – 3.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• diary</li> </ul>
	3.3 – 3.5	Evidence may be supplied via observation of workplace activities, witness testimony, and candidate reports/reflective accounts
4.	4.1 – 4.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• feedback</li> <li>• minutes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q201, Q202, Q203, Q205

## Competence Category: Manage Information and Data

### Level 3 Unit Q316 Support the design and development of an information system

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.4	
3.	3.1 3.3 – 3.5	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• notes of meetings</li> </ul>
	3.2	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• specification</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305, Q317

## Competence Category: Manage Information and Data

### Level 3 Unit Q317 Monitor information systems

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.3	
3.	3.1 -3.2 3.4 -3.8	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> </ul>
	3.3	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• training records</li> </ul>
	3.9 – 3.10	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• feedback</li> <li>• notes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305

## Competence Category: Manage Information and Data

### Level 3 Unit Q318 Analyse and report data

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.6	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	
3.	3.1 – 3.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role
	3.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• feedback obtained</li> </ul>
4.	4.1 – 4.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• data reported</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305

## Competence Category: Manage Information and Data

### Level 4 Unit Q410 Design and develop an information system

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.5	
3.	3.1	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information identified</li> </ul>
	3.2	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• resources identified</li> </ul>
	3.3	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• specification</li> <li>• budgets</li> </ul>
	3.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information system</li> <li>• specification</li> </ul>
	3.5	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• test results</li> <li>• feedback</li> </ul>
	3.6	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q406, Q411

## Competence Category: Manage Information and Data

### Level 4 Unit Q411 Manage and evaluate an information system

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.9	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.4	
3.	3.1	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• training records</li> </ul>
	3.2 3.6	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• notes of meetings</li> </ul>
	3.3 – 3.5	Evidence may be supplied via witness testimony and candidate reports/reflective accounts
4.	4.1 – 4.3	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• notes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q401, Q402, Q406, Q410



## Competence Category: Organisational Strategy

### Level 6 Unit Q603 Assist in reviewing corporate performance

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	
3.	3.1 – 3.2	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• information</li> </ul>
	3.3	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• results produced</li> </ul>
	3.4	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• measures obtained</li> </ul>
	3.5 – 3.7	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• memos</li> <li>• emails</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including: Units Q604, Q605**

## Competence Category: Organisational Strategy

### Level 6 Unit Q604 Assist in developing and establishing systems and procedures to review corporate performance

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 2.3	
	2.2 2.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• new system</li> </ul>
3.	3.1 – 3.2	Evidence may be supplied via candidate reports/reflective accounts
4.	4.1 – 4.3	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• monitoring system</li> </ul>
	4.4 – 4.5	Evidence may be supplied via candidate reports/reflective accounts
5.	5.1 – 5.4	Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	5.5 – 5.6	Evidence may be supplied via candidate reports/reflective accounts

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q603, Q605

## Competence Category: Organisational Strategy

### Level 6 Unit Q605 Assist in improving corporate performance

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 – 2.3 2.6 – 2.7	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	2.4 – 2.5	<b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>
3.	3.1 3.3	<ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>
	3.2 3.4 – 3.5	<b>Evidence may be supplied via candidate reports/reflective accounts and professional discussion</b>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q603, Q604

## Competence Category: Organisational Strategy

### Level 6 Unit Q606 Monitor and evaluate trends and events that affect organisations

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	
3.	3.1	
4.	4.1 – 4.3	
5.	5.1	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• records</li> </ul>
	5.2	Evidence may be supplied via candidate reports/reflective accounts
6.	6.1 – 6.2	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	6.3	
7.	7.1	Evidence may be supplied via candidate reports/reflective accounts and professional discussion
	7.2 – 7.3	

## Competence Category: Organisational Strategy

### Level 6 Unit Q607 Make arrangements or develop relationships which promote partnership working

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<p><b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b></p>
2.	2.1	
3.	3.1	
4.	4.1 – 4.2	
5.	5.1	
6.	6.1 – 6.2	
7.	7.1 – 7.5	<p><b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>

**Comment [KS1]:** Need to check signposting to other units

## Competence Category: Organisational Strategy

### Level 7 Unit Q702 Improve corporate performance

Credits: 8

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1 – 2.2 2.4 - 2.7	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li><li>• reports</li><li>• minutes of meetings</li><li>• options</li></ul>
	2.3	Evidence may be supplied via candidate reports/reflective accounts
3.	3.1	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li><li>• reports</li><li>• minutes of meetings</li></ul>
	3.2 – 3.5	Evidence may be supplied via candidate reports/reflective accounts

Evidence generated for this unit of assessment may contribute towards other units including: Unit Q703

## Competence Category: Organisational Strategy

### Level 7 Unit Q703 Review corporate performance

Credits: 7

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.7	Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning
2.	2.1	
3.	3.1 - 3.3 3.7 – 3.8	Evidence may be supplied via candidate reports/reflective accounts
	3.4 – 3.6	Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"><li>• letters</li><li>• emails</li><li>• memos</li><li>• reports</li><li>• minutes of meetings</li></ul>

Evidence generated for this unit of assessment may contribute towards other units including: Unit Q702

## Competence Category: Organisational Strategy

### Level 7 Unit Q704 Make arrangements or develop relationships which promote corporate interests

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<p><b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b></p>
2.	2.1	
3.	3.1	
4.	4.1 – 4.2	
5.	5.1	
6.	6.1 – 6.2	
7.	7.1 – 7.7	<p><b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q703



## Competence Category: Organisational Strategy

### Level 7 Unit Q705 Monitor and evaluate trends and events that affect organisations

Credits: 6

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1	
3.	3.1	
4.	4.1 – 4.3	
5.	5.1	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• records</li> </ul>
	5.2	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
6.	6.1 – 6.2	<b>Evidence may be supplied via candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> </ul>
	6.3	
7.	7.1 – 7.2	<b>Evidence may be supplied via candidate reports/reflective accounts</b>
	7.3	

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q702, Q703

## Competence Category: Project Management

### Level 3 Unit Q327 Contribute to running a project

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.8	<b>Evidence may be supplied via candidate reports/reflective accounts, professional discussion and questioning</b>
2.	2.1 - 2.7	
3.	3.1 – 3.3	
4.	4.1 – 4.2 4.4	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> <li>minutes of meetings</li> </ul>
	4.3	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> <li>specifications</li> </ul>
	4.5	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> <li>Critical path analysis</li> <li>GANTT charts</li> </ul>
	4.6	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources:</b> <ul style="list-style-type: none"> <li>letters</li> <li>emails</li> <li>memos</li> <li>risks identified</li> <li>contingency plans</li> </ul>
5.	5.1 5.5	<b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role</b>

## Competence Category: Project Management

### Level 3 Unit Q327 Contribute to running a project

Credits: 5

Learning Outcomes	Assessment Criteria	Assessment guidance
5.	5.2 5.6	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> </ul>
	5.3	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• adapted plans</li> </ul>
	5.4 5.7	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• reports</li> </ul>
6.	6.1	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> </ul>
	6.2 – 6.3	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• reports</li> </ul>

**Evidence generated for this unit of assessment may contribute towards other units including:** Units Q301, Q302, Q303, Q304, Q305, Q306, Q307, Q308

## Competence Category: Project Management

### Level 5 Unit Q505 Manage a project

Credits: 10

Learning Outcomes	Assessment Criteria	Assessment guidance
1.	1.1 – 1.2	<p><b>Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role .</b></p>
2.	2.1 – 2.9	
3.	3.1 – 3.8	
4.	4.1 – 4.2	
5.	5.1 – 5.11	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> <li>• specification</li> <li>• budget</li> <li>• Critical path analysis</li> <li>• GANTT chart</li> <li>• contingency plan</li> <li>• team list</li> </ul>
6.	6.1 – 6.5	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• minutes of meetings</li> <li>• adapted plans</li> <li>• feedback</li> <li>• reports</li> </ul>
7.	7.1 – 7.3	<p><b>Evidence may be supplied via witness testimony, professional discussion, candidate reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources:</b></p> <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• reports</li> <li>• minutes of meetings</li> </ul>

**Appendix 1: List of all Business & Administration unit identified by competence category**

As a result of the review and re-development of the CfA Business & Administration suite of NOS, 108 QCF units have been developed, of which:

<b>Competence Category</b>	<b>Level</b>	<b>Units</b>
<b>Core Business &amp; Administration</b>		<b>26</b>
	1	5
	2	5
	3	8
	4	8
<b>Business Resources</b>		<b>8</b>
	2	2
	3	2
	4	2
	5	2
<b>Business Support Services</b>		<b>5</b>
	3	1
	4	4
<b>Communications</b>		<b>10</b>
	1	2
	2	4
	3	3
	4	1
<b>Corporate Decision-making</b>		<b>2</b>
	6	1
	7	1
<b>Customer Service</b>		<b>6</b>
	1	1
	2	3
	3	2
<b>Document Production</b>		<b>10</b>
	1	1
	2	5
	3	4
<b>Events and Meetings</b>		<b>10</b>
	2	4
	3	5
	4	1
<b>Health &amp; Safety</b>		<b>1</b>
	1	1
<b>Innovation and Change</b>		<b>7</b>
	2	1
	3	1
	4	2
	5	2
	6	1
<b>Manage Information and Data</b>		<b>12</b>
	1	2
	2	5
	3	3
	4	2

Competence Category	Level	Units
<b>Organisational Strategy</b>		<b>9</b>
	6	5
	7	4
<b>Project Management</b>		<b>2</b>
	3	1
	5	1

The titles of the QCF units (and their credit values) for each of the competence categories are as follows:

## Core Business & Administration (26 Units)

### Level 1 (5 Units)

Unit Number and Title	Credits
Q101 Manage own performance in a business environment	2
Q102 Improve own performance in a business environment	1
Q103 Work in a business environment	3
Q104 Solve business problems	3
Q105 Work with other people in a business environment	2

### Level 2 (5 Units)

Unit Number and Title	Credits
Q201 Manage own performance in a business environment	2
Q202 Improve own performance in a business environment	2
Q203 Work in a business environment	2
Q204 Solve business problems	4
Q205 Work with other people in a business environment	3

### Level 3 (8 Units)

Unit Number and Title	Credit
Q301 Manage own performance in a business environment	3
Q302 Evaluate and improve own performance in a business environment	3
Q303 Work in a business environment	4
Q304 Solve business problems	4
Q305 Work with other people in a business environment	4
Q306 Contribute to decision-making in a business environment	3
Q307 Negotiate in a business environment	5
Q308 Supervise a team in a business environment	6

### Level 4 (8 Units)

Unit Number and Title	Credit
Q401 Manage and be accountable for own performance in a business environment	3
Q402 Evaluate and improve own performance in a business environment	4
Q403 Support the purpose and value of an organisation	3
Q404 Support sustainability in a business environment	3
Q405 Assess, manage and monitor risk in a business environment	4
Q406 Evaluate and solve business problems	6
Q407 Make decisions in a business environment	4

<b>Unit Number and Title</b>	<b>Credit</b>
Q408 Negotiate in a business environment	7

## **Business Resources (8 Units)**

### **Level 2 (2 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q221 Use office equipment	4
Q222 Maintain and issue stationary stock items	3

### **Level 3 (2 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q319 Order products and services	5
Q330 Agree a budget	4

### **Level 4 (2 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q412 Prepare specifications for contracts	5
Q421 Manage budgets	5

### **Level 5 (2 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q501 Invite tenders and select contractors	6
Q502 Monitor and evaluate contracts	6

## **Business Support Services (5 Units)**

### **Level 3 (1 Unit)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q325 Supervise an office facility	5

### **Level 4 (4 Unit)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q414 Manage an office facility	6
Q415 Propose and design administrative services	8
Q416 Prepare, co-ordinate and monitor operational plans	6
Q417 Implement, monitor and maintain administrative services	7

## **Communications (10 Units)**

### **Level 1 (2 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q106 Communicate in a business environment	4
Q107 Make and receive telephone calls	3

## Level 2 (4 Units)

Unit Number and Title	Credit
Q206 Communicate in a business environment	3
Q207 Use electronic message systems	1
Q208 Use a diary system	3
Q209 Take minutes	4

## Level 3 (3 Units)

Unit Number and Title	Credit
Q309 Communicate in a business environment	3
Q310 Develop a presentation	3
Q311 Deliver a presentation	3

## Level 4 (1 Unit)

Unit Number and Title	Credit
Q409 Communicate in a business environment	3

## Corporate Decision-making (2 Units)

### Level 6 (1 Unit)

Unit Number and Title	Credit
Q601 Support corporate decision-making	6

### Level 7 (1 Units)

Unit Number and Title	Credit
Q701 Inform and facilitate corporate decision-making	6

## Customer Service (6 Units)

### Level 1 (1 Unit)

Unit Number and Title	Credit
Q108 Assist in handling mail	2

### Level 2 (3 Units)

Unit Number and Title	Credit
Q210 Handle mail	3

Unit Number and Title	Credit
Q211 Provide reception services	3
Q256 Meet and welcome visitors	3

### Level 3 (2 Units)

Unit Number and Title	Credit
Q328 Deliver, monitor and evaluate customer service to internal customers	3



<b>Unit Number and Title</b>	<b>Credit</b>
Q329 Deliver, monitor and evaluate customer service to external customers	3

## **Document Production (10 Units)**

### **Level 1 (1 Unit)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q110 Prepare text from notes using touch typing (20 wpm)	2

### **Level 2 (5 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q212 Produce documents in a business environment	4
Q213 Prepare text from notes	3
Q214 Prepare text from notes using touch typing (40 wpm)	3
Q215 Prepare text from shorthand (60 wpm)	8
Q216 Prepare text from recorded audio instruction (40 wpm)	4

### **Level 3 (4 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q312 Design and produce documents in a business environment	4
Q313 Prepare text from notes using touch typing (60 wpm)	4
Q314 Prepare text from shorthand (80 wpm)	8
Q315 Prepare text from recorded audio instruction (60 wpm)	4

## **Events and Meetings (10 Units)**

### **Level 2 (4 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q223 Support the organisation of an event	2
Q224 Support the co-ordination of an event	3
Q225 Support the organisation of business travel or accommodation	3
Q226 Support the organisation of meetings	4

### **Level 3 (6 Units)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q320 Plan and organise an event	4
Q321 Co-ordinate an event	4
Q322 Plan and organise meetings	5
Q323 Organise business travel or accommodation	5
Q324 Evaluate the organisation of business travel or accommodation	2

### **Level 4 (1 Unit)**

<b>Unit Number and Title</b>	<b>Credit</b>
Q413 Chair meetings	4

## Health and Safety (1 Unit)

### Level 1 (1 Unit)

Unit Number and Title	Credit
Q113 Use occupational and safety guidelines when using keyboards	2

## Innovation and Change (7 Unit)

### Level 2 (1 Unit)

Unit Number and Title	Credit
Q227 Respond to change in a business environment	3

### Level 3 (1 Unit)

Unit Number and Title	Credit
Q326 Contribute to innovation in a business environment	4

### Level 4 (2 Units)

Unit Number and Title	Credit
Q418 Contribute to innovation in a business environment	6
Q419 Plan change for a team	6

### Level 5 (2 Units)

Unit Number and Title	Credit
Q503 Plan change across teams	6
Q504 Implement, monitor and review change	6

### Level 6 (1 Unit)

Unit Number and Title	Credit
Q602 Implement and evaluate organisational change	6

## Manage Information and Data (12 Units)

### Level 1 (2 Units)

Unit Number and Title	Credit
Q111 Use a filing system	2
Q112 Archive information	2

### Level 2 (5 Units)

Unit Number and Title	Credit
Q217 Organise and report data	3
Q218 Research information	4
Q219 Store and retrieve information	3
Q220 Archive information	2
Q228 Support the management and development of an information system	7

### Level 3 (3 Units)

Unit Number and Title	Credit
Q316 Support the design and development of an information system	7
Q317 Monitor information systems	7
Q318 Analyse and report data	6

### Level 4 (2 Units)

Unit Number and Title	Credit
Q410 Design and develop an information system	7
Q411 Manage and evaluate an information system	6

## Organisational Strategy (9 Units)

### Level 6 (5 Units)

Unit Number and Title	Credit
Q603 Assist in reviewing corporate performance	6
Q604 Assist in developing and establishing systems and procedures to Review corporate performance	6
Q605 Assist in improving corporate performance	7
Q606 Monitor and evaluate trends and events that affect organisations	6
Q607 Make arrangements or develop relationships which promote partnership working	6

### Level 7 (4 Units)

Unit Number and Title	Credit
Q702 Improve corporate performance	8
Q703 Review corporate performance	7
Q704 Make arrangements or develop relationships which promote corporate interests	5
Q705 Monitor and evaluate trends and events that affect organisations	6

## Project Management (2 Units)

### Level 3 (1 Unit)

Unit Number and Title	Credit
Q327 Contribute to running a project	5

### Level 5 (1 Unit)

Unit Number and Title	Credit
Q505 Manage a project	10

## **Appendix 2: Matrix of evidence triangulated across units within each of the NVQ levels**

1. The following tables have been designed to show the accumulation of assessment evidence that has been generated for completion of either part of or the whole unit, which may be triangulated to other units at the same level.
2. There are no units for which assessment evidence can be triangulated outside the level of the unit for which assessment evidence has been generated.
3. The tables have been organised identifying the units against the competence categories in which they reside.
4. The horizontal line of unit numbers in the tables are the initial units from which assessment evidence may be generated. The vertical line of units identifies those units for which the assessment evidence generated by the units in the top horizontal line of units may be triangulated to. For example, at Level 1, unit Q101 in 'Core Business & Administration' may generate assessment evidence which can be triangulated to units, Q102, Q103 or Q105.

**LEVEL 1**

	CORE BUSINESS & ADMINISTRATION					COMMUNICATIONS		CUSTOMER SERVICE	DOCUMENT PRODUCTION	HEALTH AND SAFETY	MANAGE INFORMATION AND DATA	
	Q101	Q102	Q103	Q104	Q105	Q106	Q107	Q108	Q110	Q113	Q111	Q112
Q101		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q102	✓		✓	✓	✓	✓	✓		✓	✓	✓	✓
Q103	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
Q105	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Q106								✓				
Q111												✓

## LEVEL 2

	CORE BUSINESS & ADMINISTRATION					BUSINESS RESOURCES		COMMUNICATIONS				CUSTOMER SERVICE			DOCUMENT PRODUCTION					EVENTS AND MEETINGS				INNOVATION AND CHANGE	MANAGE INFORMATION AND DATA				
	Q201	Q202	Q203	Q204	Q205	Q221	Q222	Q206	Q207	Q208	Q209	Q210	Q211	Q256	Q212	Q213	Q214	Q215	Q216	Q223	Q224	Q225	Q226	Q227	Q217	Q218	Q219	Q220	Q228
Q201		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q202	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q203	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q204	✓									✓	✓																		
Q205	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q211													✓																
Q217																									✓				
Q219																											✓		
Q220																										✓			
Q227	✓																												
Q256												✓																	

### LEVEL 3

	CORE BUSINESS & ADMINISTRATION								BUSINESS RESOURCES		BUSINESS SUPPORT SERVICES	COMMUNICATIONS			CUSTOMER SERVICE		DOCUMENT PRODUCTION				EVENTS AND MEETINGS				INNOVATION AND CHANGE	MANAGE INFORMATION AND DATA			PROJECT MANAGEMENT
	Q301	Q302	Q303	Q304	Q305	Q306	Q307	Q308	Q319	Q330	Q325	Q309	Q310	Q311	Q328	Q329	Q312	Q313	Q314	Q315	Q320	Q321	Q322	Q323	Q324	Q326	Q316	Q317	Q318
Q301		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q302	✓			✓	✓	✓		✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q303	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q304							✓	✓		✓															✓	✓	✓	✓	✓
Q305	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q306				✓			✓	✓	✓																✓				✓
Q307								✓		✓																			✓
Q308				✓																									✓
Q309												✓	✓																
Q310											✓		✓																
Q311											✓	✓																	
Q317																										✓			
Q328											✓																		

**LEVEL 4**

	CORE BUSINESS & ADMINISTRATION								BUSINESS RESOURCES		BUSINESS SUPPORT SERVICES		COMMUNICATIONS	EVENTS AND MEETINGS	INNOVATION AND CHANGE		MANAGE INFORMATION AND DATA	
	Q401	Q402	Q403	Q404	Q405	Q406	Q407	Q408	Q412	Q421	Q415	Q417	Q409	Q413	Q418	Q419	Q410	Q411
Q401		✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓
Q402	✓		✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓
Q403				✓			✓	✓	✓	✓			✓	✓	✓	✓		
Q404																		
Q405																		
Q406					✓		✓	✓	✓	✓					✓	✓	✓	✓
Q407					✓	✓		✓	✓	✓					✓	✓		
Q408									✓	✓						✓		
Q410																		✓
Q411																	✓	
Q415												✓						
Q417											✓							
Q421									✓									



**LEVEL 5**

	INNOVATION AND CHANGE	
	Q503	Q504
Q503		✓
Q504	✓	

**LEVEL 6**

	ORGANISATIONAL STRATEGY		
	Q603	Q604	Q605
Q603		✓	✓
Q604	✓		✓
Q605	✓	✓	

**LEVEL 7**

	ORGANISATIONAL STRATEGY			
	Q702	Q703	Q704	Q705
Q702		✓		✓
Q703	✓		✓	✓