



National 2  
Course  
Specification



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# National 2 Business in Practice Course Specification (C709 72)

**Valid from August 2013**

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Please refer to the note of changes at the end of this Course Specification for details of changes from previous version (where applicable).

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## Course outline

**Course title:** National 2 Business in Practice

**SCQF:** level 2 (18 SCQF credit points)

**Course code:** C709 72

### Mandatory Units

This Course comprises three mandatory units from the following:

**H20B 72 Business in Practice:**  
**Taking Part in a Business Enterprise (National 2) 6 SCQF credit points**

Or

**H6SL 72 Business in Practice:**  
**Taking Part in a Business Enterprise  
with a Scottish Context (National 2)\* 6 SCQF credit points**

and

**H20J 72 Business in Practice:**  
**Customer Care (National 2) 6 SCQF credit points**

and

**H20N 72 Business in Practice:**  
**Using ICT in Business (National 2) 6 SCQF credit points**

\*Scottish Studies Award contributing Unit: This Course Specification should be read in conjunction with the relevant Scottish Studies Unit Specification on the [Scottish Studies Award web page](#).

### Recommended entry

Entry to this Course is at the discretion of the centre. However, relevant experiences and outcomes may also provide an appropriate basis for doing this Course.

### Progression

This Course or its Units may provide progression to:

- ◆ other qualifications in business or related areas
- ◆ further study, employment and/or training

### Equality and inclusion

This Course Specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence. For further information, please refer to the *Course Support Notes*.

## **Rationale**

All new and revised National Courses reflect Curriculum for Excellence values, purposes and principles. They offer flexibility, provide more time for learning, more focus on skills and applying learning, and scope for personalisation and choice.

In this Course, and its component Units, there will be an emphasis on skills development and the application of those skills. Assessment approaches will be proportionate, fit for purpose and will promote best practice, enabling learners to achieve the highest standards they can.

This Course provides learners with opportunities to continue to acquire and develop the attributes and capabilities of the four capacities as well as skills for learning, skills for life and skills for work.

All Courses provide opportunities for learners to develop breadth, challenge and application, but the focus and balance of the assessment will be appropriate for the subject area.

## **Relationship between the Course and Curriculum for Excellence values, purposes and principles**

The National 2 Business in Practice Course builds on the experiences and outcomes and principles and practices of the social studies and technologies curriculum areas. The Course provides learners with opportunities to take part in business activities in order to develop an understanding of business and how it works. Additionally, the Course provides learners with opportunities to develop customer care skills and information and communications technology (ICT) skills within a business context.

The Course allows learners to develop other skills, attributes and capabilities. For example, by providing opportunities to engage in practical activities relevant to the world of work, the Course encourages learners to develop confidence and resilience. Through working with others within practical contexts, learners are encouraged to develop a sense of responsibility both for themselves and for others.

The Course also develops a range of skills for learning, skills for life and skills for work. These skills include thinking skills and employability skills, as well as aspects of literacy and numeracy.

## **Purpose and aims of the Course**

This Course is designed to develop learners' understanding of the way in which businesses operate. Through activities relating to enterprise and customer care, learners will be encouraged to develop skills for work.

Learners will also benefit in their personal lives both from the knowledge they gain of basic business concepts and the skills they learn. Learners will also broaden their understanding of the role that information and communications technology (ICT) plays in business.

The aims of the Course are to enable learners to:

- ◆ take part in a business enterprise activity
- ◆ develop knowledge and understanding of basic business concepts
- ◆ develop customer care skills
- ◆ develop ICT skills which are relevant to a business enterprise

In addition, learners will develop important skills, attitudes and attributes that are transferable to other contexts. For example, participation in practical activities allows the learner to develop decision making and problem solving skills. The development of group activities allows the learner to develop their ability to co-operate, collaborate and empathise with others. Communication and numeracy skills are also developed.

The Course involves learning within practical contexts.

### **Information about typical learners who might do the Course**

This Course is suitable for all learners with an interest in business, but may be of greatest appeal to those with an interest in business and enterprise in real-life contexts. The Course may also be suitable for those wishing to work towards a qualification in business-related activities for the first time.

The Course takes account of the needs of all learners by providing sufficient flexibility to enable learners to achieve in different ways and at a different pace.

On completing the Course, learners will be more aware of business and the importance of customer care skills for the successful operation of a business enterprise.

The skills developed within the National 2 Business in Practice Course can be applied to learning in other subject areas. Skills developed in this Course also support progression in other curriculum areas, as well as in the Personal Achievement Award and the Personal Development Award at National 2.

# Course structure and conditions of award

## Course structure

The Course consists of three mandatory Units.

The Course enables learners to develop: a knowledge and understanding of how business works; basic business concepts; customer care skills; and ICT skills which are relevant to a business enterprise. It is practical in nature, and develops a wide range of skills for learning, skills for life, and skills for work.

Units are statements of standards for assessment and not programmes of learning and teaching. They can be delivered in a number of ways.

### **Business in Practice: Taking Part in a Business Enterprise (National 2)**

The general aim of this Unit is to enable learners to develop the skills, knowledge and understanding required to take part in a small enterprise activity. Examples of activities may be wide-ranging and could include activities such as: marketing of a product or service, working within a community café, or working for a charity or other non-profit organisation. The Unit will also enable learners to develop interpersonal skills and skills for work by working with others.

### **Business in Practice: Customer Care (National 2)**

The general aim of this Unit is to enable learners to develop the skills required to look after customers. Examples of skills would include demonstrating appropriate behaviour when dealing with a customer, assisting in dealing with a customer's complaint and/or in organising a customer refund. By undertaking this Unit, learners will also develop a range of communication and interpersonal skills.

### **Business in Practice: Using ICT in Business (National 2)**

The general aim of this Unit is to enable learners to develop basic skills required to use software and ICT (information and communications technology) to support a business enterprise. Examples of software are likely to include the use of word processing, presentation and spreadsheet packages. ICT skills are likely to include the use of e-mail and internet searching.

## Conditions of award

To achieve the National 2 Business in Practice Course, learners must pass all of the required Units. The required Units are shown in the Course outline section.

National 2 Courses are not graded.

## Skills, knowledge and understanding

Full skills, knowledge and understanding for the Course are given in the *Course Support Notes*. A broad overview of the subject skills, knowledge and understanding that will be covered in the Course is given in this section. These include:

- ◆ taking part in a business enterprise activity
- ◆ identifying and making use of business concepts
- ◆ demonstrating customer care skills
- ◆ using ICT skills which are appropriate to a business enterprise

Skills, knowledge and understanding to be included in the Course will be appropriate to the SCQF level of the Course. The SCQF level descriptors give further information on characteristics and expected performance at each SCQF level ([www.sqa.org.uk/scqf](http://www.sqa.org.uk/scqf)).

# Assessment

Further information about assessment for the Course is included in the *Course Support Notes*.

## Unit assessment

All Units are internally assessed against the requirements shown in the Unit Specification.

They can be assessed on an individual Unit basis or by using other approaches which combine the assessment for more than one Unit.

They will be assessed on a pass/fail basis within centres. SQA will provide rigorous external quality assurance, including external verification, to ensure assessment judgements are consistent and meet national standards.

The assessment of the Units in this Course will be as follows:

### **Business in Practice: Taking Part in a Business Enterprise**

For this Unit, learners will be able to:

- ◆ take part in a business enterprise activity
- ◆ identify and make use of basic business concepts

### **Business in Practice: Customer Care**

For this Unit, learners will be able to:

- ◆ demonstrate appropriate behaviour when dealing with a customer
- ◆ assist with a customer's complaint or refund

### **Business in Practice: Using ICT in Business**

For this Unit, learners will be able to:

- ◆ use software to support a business enterprise
- ◆ use ICT (eg e-mail and internet searching) to support a business enterprise

# Development of skills for learning, skills for life and skills for work

It is expected that learners will develop broad, generic skills through this Course. The skills that learners will be expected to improve on and develop through the Course are based on SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work* and drawn from the main skills areas listed below. These must be built into the Course where there are appropriate opportunities.

## **1 Literacy**

1.3 Listening and talking

## **2. Numeracy**

2.3 Information handling

## **3 Health and wellbeing**

3.5 Relationships

## **4 Employability, enterprise and citizenship**

4.1 Employability

4.2 Information and communication technology

4.3 Working with others

4.4 Enterprise

## **5 Thinking skills**

5.3 Applying

Amplification of these skills is given in SQA's *Skills Framework: Skills for Learning, Skills for Life and Skills for Work*. The level of these skills will be appropriate to the level of the Course. Further information on building in skills for learning, skills for life and skills for work for the Course is given in the *Course Support Notes*.

## Administrative information

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### History of changes to National Course Specification

Course details	Version	Description of change	Authorised by	Date
	1.1	Scottish Studies Award Unit contributing information added. No other changes made to document content.	Qualifications Manager	September 2014

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Note: You are advised to check SQA's website ([www.sqa.org.uk](http://www.sqa.org.uk)) to ensure you are using the most up-to-date version of the Course Specification.

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