



Access 2 Business in Practice — draft Course rationale and summary

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Course rationale

Background

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 Access 2 Business in Practice Course builds on the experiences and outcomes and principles and practices of the social studies and technologies curriculum areas¹. 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, learners are provided with opportunities 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

Business is an integral part of society. 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 skills and knowledge they gain in a business context and from their increased awareness of financial matters. 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 develop:

- ◆ a knowledge and understanding of how business works
- ◆ financial awareness in a business context
- ◆ customer care skills
- ◆ ICT skills which are relevant to a business enterprise

¹ Experiences and outcomes:

www.ltscotland.org.uk/understandingthecurriculum/howisthecurriculumstructured/experiencesandoutcomes/index.asp

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, and the development of group activities allows the learner to develop their ability to co-operate and collaborate. Communication and numeracy skills are developed, and an increased awareness of customer care skills encourages the learner to develop empathy for and understanding of others.

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 study 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.

On successful completion of this Course, the learner could progress to:

- ◆ other Units, Awards and Courses at Access 2
- ◆ Access 3 Business Course
- ◆ Access 3 Administration and IT Course

Course summary

Course title: Access 2 Business in Practice

SCQF level 2 (18 SCQF credit points)

Course outline

Mandatory Units

Business in Practice: Taking Part in a Business Enterprise (Access 2) (6 SCQF credit points)

Business in Practice: Customer Care (Access 2) (6 SCQF credit points)

Business in Practice: Using ICT in Business (Access 2) (6 SCQF credit points)

Course structure and conditions of award

The Course consists of three mandatory Units. Within each Unit there is flexibility of delivery and opportunities for personalisation and choice. Although the Units can be delivered individually, their relationship with each other encourages integration across Units.

The Course enables learners to develop: a knowledge and understanding of how business works; financial awareness in a business context; 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 variety of ways.

Units can be taught sequentially or in parallel to each other. However, learning and teaching approaches should provide opportunities to integrate skills where possible.

Business in Practice: Taking Part in a Business Enterprise (Access 2)

This Unit will focus on the skills, knowledge and understanding required to take part in a small enterprise activity. Examples of activities may include: marketing of a product or services; selling items as part of a centre activity; and simple budgeting. The Unit will also provide opportunities for the learner to develop interpersonal skills, skills for work and enterprise skills. The Unit offers opportunities for personalisation and choice of enterprise activities.

Business in Practice: Customer Care (Access 2)

This Unit will focus on the skills required to look after customers. Examples of skills would include: demonstrating appropriate behaviour when dealing with a customer; and assisting in dealing with a customer's complaint and in organising a customer refund. It is likely that these skills will be developed in a real-life situation or through role play activities. By carrying out this Unit, learners will develop a range of communication and interpersonal skills.

Business in Practice: Using ICT in Business (Access 2)

This Unit will focus on the computing skills required to use ICT and computer software to support a business enterprise. Examples of computer software are likely to include the use of appropriate software packages. ICT skills are likely to include the use of e-mail and internet searching. It is anticipated that this Unit will be integrated with the Unit *Business in Practice: Taking Part in a Business Enterprise*.

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

Access 2 Courses are not graded.

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Assessment

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

They will be assessed pass/fail within centres.

SQA will provide rigorous external quality assurance, including external verification, to ensure assessment judgements are consistent and meet national standards.

Exemplification of possible assessment approaches for Units will be provided in the *National Assessment Resource*.

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