



Access 2 Business in Practice

Draft National Course Specification



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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: Access 2 Business in Practice

SCQF: level 2 (18 SCQF credit points)

Course code: to be advised

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 |

Recommended entry

Entry to this Course is at the discretion of the centre.

In terms of prior learning and experience, relevant experiences and outcomes may also provide an appropriate basis for doing this Course. Further information on relevant experiences and outcomes will be given in the *Course Support Notes*.

Progression

This Course or its components may provide progression to:

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

Further details are provided in the Rationale section.

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 Access 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 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

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 and collaborate
- ◆ communication and numeracy skills are developed
- ◆ 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 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.

Course structure and conditions of award

Course structure

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; or playing a role within a community café, etc. 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. 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 skills required to use ICT and appropriate software to support a business enterprise. ICT skills are likely to include the use of e-mail and internet searching.

Conditions of award

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.

Skills, knowledge and understanding

Full skills, knowledge and understanding for the Course will be 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 an enterprise activity
- ◆ using basic business concepts, such as supply and demand for a product or service, marketing and managing costs
- ◆ demonstrating basic 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).

Assessment

Further information about assessment for the Course will be 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 a Unit-by-Unit basis or by combined assessment.

They will be assessed on a pass/fail basis within centres. SQA will provide rigorous external quality assurance, including external verification, to ensure assessment judgments 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 (Access 2)

For this Unit, learners will be able to:

- ◆ take part in a business enterprise
- ◆ use basic business concepts, such as supply and demand for a product or service, marketing and managing costs

Business in Practice: Customer Care (Access 2)

For this Unit, learners will be able to:

- ◆ demonstrate appropriate behaviours in dealing with a customer

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

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

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

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

(Note: The information given below reflects the initial thinking on significant opportunities for development of skills for learning, skills for life and skills for work. These may be subject to change as the development process progresses.)

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.

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 communications technology (ICT)

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

Published: October 2011 (version 1.0)

Superclass: to be advised

History of changes to National Course Specification

| Course details | Version | Description of change | Authorised by | Date |
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