



**Arrangements for:
National Certificate in Business
at SCQF level 5**

Group Award Code: G8WT 45

Validation date: February 2008

Date of original publication: July 2008

Version: 12

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of National Qualification Group Awards.

History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
12	<p>Revision of Unit: F6V0 12 Marketing Mix <i>has been revised by HJ31 46 Marketing Mix and will finish on 31/07/2019.</i></p> <p>Revision of Unit: F5G2 10 Marketing: An Introduction <i>has been revised by HJ2Y 44 Marketing: An Introduction and will finish on 31/07/2019.</i></p> <p>Revision of Unit: F390 11 Marketing: Basic Principles <i>has been revised by HJ30 45 Marketing: Basic Principles and Applications and will finish on 31/07/2019.</i></p>	27/02/2017
11	<p>Revision of Unit: D36H 10 Work Experience <i>has been revised by HF88 44 Work Placement and will finish on 31/07/2017.</i></p> <p>Revision of Unit: D36H 11 Work Experience <i>has been revised by HF88 45 Work Placement and will finish on 31/07/2017.</i></p> <p>Revision of Unit: D36H 12 Work Experience <i>has been revised by HF88 46 Work Placement and will finish on 31/07/2017.</i></p>	20/07/2016
10	<p>Units added to framework:</p> <p>Understanding Business with a Scottish Context (H6N3 75)</p> <p>Understanding Business with a Scottish Context (H6N3 76)</p> <p>Business Management (X710 75) (National 5 Course Assessment)</p> <p>Communication in Administration (H1YY 76)</p>	18/03/2016
09	<p>Revision of Unit: DV4L 12 Business Decision Areas: Finance and Human Resource Management <i>has been revised by H20S 76 Management of People and Finance and will finish on 31/07/2016.</i></p> <p>Revision of Unit: DV4K 12 Business Decision Areas: Marketing and Operations <i>has been revised by H20V 76 Management of Marketing and Operations and will finish on 31/07/2016.</i></p> <p>Revision of Unit: DV4G 12 Business Enterprise <i>has been revised by H20R 76 Understanding Business and will finish on 31/07/2016.</i></p> <p>X234 12 Course Assessment Business Management has been revised by X710 76 Course Assessment Business Management and will finish on 31/07/2016.</p> <p>Revision of Unit: DM4W 12 Microeconomics <i>has been revised by H234 76 Economics of the</i></p>	18/12/2014

	<p>Market <i>and will finish on 31/07/2016.</i></p> <p>Revision of Unit: DM4Y 12 The International Economy <i>has been revised by H237 76 Global Economic Activity and will finish on 31/07/2016.</i></p> <p>Revision of Unit: DM4X 12 The UK Economy <i>has been revised by H236 76 UK Economic Activity and will finish on 31/07/2016.</i></p> <p>X038 12 Course Assessment Economics has been revised by X722 76 Course Assessment Economics and will finish on 31/07/2016.</p> <p>Revision of Unit: DV36 12 English for Speakers of Other Languages: Study Context <i>has been revised by H4X7 76 ESOL in Study-related Contexts and will finish on 31/07/2016.</i></p>	
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Version number	Description	Date
08	<p>Revision of Unit: DM3R 11 Information Technology for Administrators <i>has been revised by H1YW 75 IT Solutions for Administrators and will finish on 31/07/2016.</i></p> <p>DM3T 11 Administration: Presenting and Communicating Information <i>has been revised by H1YY 75 Communication in Administration and will finish on 31/07/2016</i></p> <p>DV4L 11 Business Decision Areas: Finance and HR Management <i>has been revised by H2OS 75 Management of People and Finance and will finish on 31/07/2016.</i></p> <p>DV4G 11 Business Enterprise <i>has been revised by H2OR 75 Understanding Business and will finish on 31/07/2016.</i></p> <p>DV4K 11 Business Decision Areas: Marketing and Operations <i>has been revised by H2OV 75 Management of Marketing and Operations and will finish on 31/07/2016.</i></p> <p>DV36 11 English for Speakers of Other Languages: Study Context <i>has been revised by ESOL in Context and will finish on 31/07/2016.</i></p> <p>H23W 75 Literacy <i>has been added as an alternative to F3GB 11 Communication.</i></p> <p>H225 74 and H225 75 Numeracy <i>have been added as an alternative to F3GF 10 and F3GF 11 Numeracy</i></p>	12/05/2014
07	Work Experience Unit D36H 10 added to the optional framework to give centres flexibility and choice when delivering this Unit.	31/03/2014
06	Framework – minor corrections made	19 November 2012
05	Group B Framework — Unit DM3V 12 Information Technology for Management, credit value amended from 1 to 2.	09 September 2011
04	<p>The following Units have been added to the framework:</p> <p>Business Decision Areas: Marketing and Operations (DV4K 11)</p> <p>Business Decision Areas: Finance and Human Resource Management (DV4L 11)</p> <p>Business Enterprise (DV4G 11)</p> <p>External Examination for Intermediate 2 Business Management (X234 11)</p>	15 July 2010
03	The Unit EC0M 11 'Preparing Final Accounts' has now been extended past its finish date and has a new start date of 1 August 2009 and code of F6TY 11.	25 February 2010

Version number	Description	Date
02	5.1 Framework: Group A, optional Units — codes F394 11 and F395 11 changed to F394 12 and F395 12	4 March 2009
01	Original document	

Contents

1	Introduction	1
2	Rationale for the development of the Group Award	1
3	Aims of the Group Award	2
3.1	Principal aims of the Group Award.....	2
3.2	General aims of the Group Award.....	3
3.3	Target groups	3
4	Access to the Group Award.....	3
5	Group Award structure	5
5.1	Framework.....	5
5.1.1	National 5 and Higher Courses	7
5.1.2	National 5 Business Management (C710 75)	8
5.1.3	Higher Business Management (C710 76).....	8
5.1.4	Higher Economics (C722 76)	9
5.2	PC Passport National Progression Awards (NPA)	10
5.2.1	PC Passport: Intermediate (G8H9 45).....	10
5.2.2	PC Passport: Advanced (G8HA 45)	10
5.3	Mapping information	10
5.4	Articulation.....	12
6	Approaches to delivery and assessment	13
6.1	Content and context.....	13
6.2	Delivery	14
6.2	Assessment Support Packs	15
7	General information for centres	15
8	General information for candidates.....	16
9	Glossary of terms	16
Appendix 1:	Core Skills	18
Appendix 2:	Replaced Units	21

1 Introduction

This is the Arrangements Document for the National Certificate (NC) in Business at SCQF level 5. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure and guidance on delivery.

The NC is designed to meet the needs of candidates who wish to develop a foundation for progression to further study and to provide appropriate skills and knowledge for those who wish to enter employment in business.

2 Rationale for the development of the Group Award

The rationale for the NC in Business reflected gaps in SQA provision in the Business area. A Qualifications Development Team (QDT) was established in January 2007 to consider the extent and type of provision in Business and related areas at SCQF level 5. At the time, provision at NC level in Business consisted of a one year programme of study which varied from centre to centre. The work of the QDT was influenced by a number of factors, including:

- ◆ existing provision at SCQF level 5 and related provision at SCQF level 6
- ◆ the destination of candidates completing NC Units in Business and related areas
- ◆ the characteristics of candidates attracted to NC provision in Business and related areas.

A consultation exercise was undertaken among key stakeholders which established the need for provision at NC level in Business which:

- ◆ would be recognised by employers and educational institutions
- ◆ gave candidates a significant measure of achievement
- ◆ retained the flexibility of existing arrangements, including options
- ◆ was compatible with successful local programmes
- ◆ provided multiple exit routes for candidates
- ◆ provided progression from Access courses
- ◆ enabled candidates to develop appropriate Core Skills and skills relevant to business
- ◆ matched the capabilities, expectations and interests of candidates.

Establishing the level of the award

This NC is at SCQF level 5 but provides opportunities for learners to undertake some Units at SCQF level 6. SCQF level 5 was chosen because of its suitability for the majority of learners undertaking NC programmes in Business at colleges. There were several reasons for this, including that:

- ◆ A focus on SCQF level 5 would make it possible for learners to acquire skills and capabilities meaningful and valuable to employers.
- ◆ An appropriate core and options structure would enable candidates to accumulate sufficient Units at SCQF level 6 to demonstrate their suitability for a subsequent HN programme.

- ◆ An award at this level would fit closely with existing provision, easing transition. The resulting NC would provide progression to employment or further study depending on the aims of the candidate.

The NC covers basic knowledge in key business areas such as finance and marketing and introduces some theoretical components from underpinning disciplines such as economics. Units written for the NC are designed to encourage candidates to relate the ideas to suitable business contexts and to encourage a straightforward problem solving approach. *ICT* and *Communication* are included in the mandatory section to ensure the NC develops the kind of generic skills required in contemporary business.

Relationship to National Occupational Standards

The nearest relevant set of standards is the National Occupational Standards for Management. However, the NC does not aim to prepare candidates for managerial roles.

3 Aims of the Group Award

The main aim of the Group Award is to enable candidates to acquire the skills and knowledge needed to progress to a higher SCQF level in their study of Business or to move into employment in business.

3.1 Principal aims of the Group Award

The principal aims of the NC in Business are to:

- ◆ give candidates a background in business which will enable them to reflect on their present situation in a business context
- ◆ enable candidates to consider the various options open to them and to make informed career choices for their future
- ◆ prepare candidates for entry to further qualifications such as Higher National awards in Business, Accounting and other related areas
- ◆ prepare candidates for entry to employment in a business context
- ◆ provide candidates with an opportunity to expand their knowledge and understanding of the contemporary business context
- ◆ provide candidates with specific business related skills demanded by employers
- ◆ provide candidates with relevant Core Skills for business related occupations and for further study in business.

The NC meets these aims through a mandatory core which ensures that all candidates develop key skills and knowledge relevant to further study and to employment in business.

3.2 General aims of the Group Award

The general aim of the NC is to provide a robust award consisting of practical Units which meets the needs of candidates, employers and centres. This is achieved by:

- ◆ ensuring that candidates develop appropriate skills, knowledge and understanding for the contemporary business environment
- ◆ providing the opportunity for candidates to take optional Units at SCQF level 5 and SCQF level 6
- ◆ enabling generic Units to be delivered in a business context
- ◆ allowing for a number of different modes of delivery.

3.3 Target groups

Target groups include young people who have recently left secondary school, adult returners and migrants to the UK for whom English is not their first language.

The award is designed to provide the framework and flexibility to meet the needs of these quite different groups. The Units take a practical approach to both delivery and assessment which is reinforced in Assessment Support Packs. This practical approach should help all learners develop and maintain an interest in the NC, but may be particularly important for those who have recently left school or who are returning to education.

The optional Units include opportunities to undertake study at SCQF level 6 which should benefit those who wish to progress to HN level or to degree courses which may often feature in long term aims of adult returners and migrants. The inclusion of ESOL Units among the options is intended to enable those for whom English is not their first language to develop their communication skills in English, alongside the acquisition of skills and knowledge relevant to business.

4 Access to the Group Award

There are no specific requirements, and entry is at the discretion of the centre. Candidates would normally be expected to be at a developmental stage in improving their skills, knowledge and understanding.

All Units state that access is at the discretion of the centre. In some cases, however, a Unit recommends that candidates demonstrate some evidence of prior attainment. PC Passport Units at SCQF level 5, for example, indicate that candidates should have *PC Passport: Introduction to IT Software* and *Presenting Information* (SCQF level 4). The mandatory Units in communication, marketing and enterprise advise that evidence for the equivalent Unit at SCQF level 4 is desirable.

Centres should check, therefore, that potential candidates are likely to cope with the demands of study. For example, some may have relevant previous attainment from school such as National Qualifications or equivalent achievements which suggest that they can successfully undertake an NC at SCQF level 5. Others without formal qualifications may have suitable life or work experience, which may particularly apply to adult returners, and/or candidates whose first language is not English. Such candidates may, however, have previous attainment gained in their home country which shows they can cope with the requirements of the NC. Candidates attempting optional SCQF level 6 Units will have recent previous attainment at SCQF level 5 from the NC, demonstrating their capability for these.

5 Group Award structure

The National Certificate in Business at SCQF level 5 will be awarded to candidates who achieve 72 SCQF points, made up as follows:

- ◆ 8 credits (48 SCQF points) at SCQF level 5 from the mandatory Units
- ◆ 4 credits (24 SCQF points) at SCQF level 5 or 6 from the optional Units

5.1 Framework

The mandatory Units are:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
PC Passport: IT Software —Spreadsheet and Database	F1FB 11	6	5	1
PC Passport: IT Software — Word Processing and Presenting Information	F1FC 11	6	5	1
Enterprise Activity	D36N 11	6	5	1
Marketing: Basic Principles and Applications	HJ30 45*	6	5	1
Skills for Customer Care	F38X 11	6	5	1
Market Operations and the Scottish Economy	F391 11	6	5	1
Recording Cash Transactions	FN14 11	6	5	1
Communication OR Literacy*	F3GB 11 H23W 75	6 6	5 5	1 1

*Refer to history of changes for revision details.

The optional Units are divided into three groups which are listed below. Candidates must complete 4 credits from the optional Units, according to the following criteria:

- Group A — a minimum of 2 and a maximum of 4 credits are required
- Group B — a maximum of 1 credit is required
- Group C — a maximum of 1 credit is required.

Options Group A

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Recording Credit Transactions	FN15 11	6	5	1
Recording Data in the Ledger	FN16 11	6	5	1
Preparing Final Accounts	F6TY 11	6	5	1
Financial Accounting: An Introduction	F394 12	6	6	1
Management Accounting: An Introduction	F395 12	6	6	1
Financial Services: Market, Products and Regulation	F396 12	6	6	1
Economics of the Market*	H234 76	6	6	1
UK Economic Activity*	H236 76	6	6	1
Global Economic Activity*	H237 76	6	6	1
Economics (Higher External Assessment)	X722 76	6	6	1
Marketing Mix	HJ31 46*	6	6	1
Marketing Research Practice	D0XS 12	6	6	1
Understanding Business*	H20R 75	6	5	1
OR Understanding Business*	H20R 76	6	6	1
OR Understanding Business with a Scottish Context*	H6N3 75	6	5	1
OR Understanding Business with a Scottish Context*	H6N3 76	6	6	1
Management of Marketing and Operations*	H20V 75	6	5	1
OR Management of Marketing and Operations*	H20V 76	6	6	1
Management of People and Finance*	H20S 75	6	5	1
OR Management of People and Finance*	H20S 76	6	6	1
Business Management (N5 External Assessment)	X710 75	6	5	1
OR Business Management (Higher External Assessment)	X710 76	6	6	1
Contract Law: An Introduction	F392 11	6	5	1
Developing Skills for Employment	F393 11	6	5	1
Problem Solving	F3GD 11	6	5	1
Numeracy (Core Skills Unit)	F3GF 11	6	5	1
OR Numeracy (CfE Unit)	H225 75	6	5	1
Working with Others	F3GE 11	6	5	1
Work Placement	HF88 44*	6	4	1
Work Placement	HF88 45*	6	5	1
Work Placement	HF88 46*	6	6	1
Event Organisation	F3PN 12	6	6	1

*Refer to history of changes for revision details.

Options Group B

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
IT Solutions for Administrators*	H1YV 75	6	5	1
Communication in Administration*	H1YY 75	6	5	1
Information Technology for Management OR	DM3V 12	12	6	2
IT Solutions for Administrators*	H1YW 76	6	6	1
Communication in Administration*	H1YY 76	6	6	1
PC Passport: Internet and On-line Communication	F1FD 11	6	5	1
PC Passport: IT Systems	F1FA 11	3	5	0.5
PC Passport: Working with Internet and On-line Communications	F1FF 12	6	6	1
PC Passport: Working with IT Software — Word Processing and Presenting Information	F1FE 12	6	6	1
PC Passport: Working with IT Software — Spreadsheet and Database	F1FJ 12	6	6	1
PC Passport: Working with Artwork and Imaging	F1FG 12	3	6	0.5
PC Passport: Working with IT Security for Users	F1FH 12	3	6	0.5

*Refer to history of changes for revision details.

Options Group C

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
ESOL in Context*	H24L 75	9	5	1.5
OR				
ESOL in Study-Related Contexts*	H4X7 76	9	6	1.5

*Refer to history of changes for revision details.

Beyond the 12 credits of the Group Award, centres and candidates are free to choose any other credits from the framework. Candidates who wish to complete *PC Passport* at SCQF level 5 or SCQF level 6, for example, can attempt the requisite Units in this way. Candidates who wish to attempt a further ESOL Unit can adopt a similar approach.

5.1.1 National 5 and Higher Courses

The National 5 Course in Business Management and Higher Courses in Business Management and Economics, are nested within the framework of the National Certificate in Business. It is not necessary to achieve a National 5 or Higher Course before achieving the NC, but it may be beneficial and provides a certificated Course for candidates who complete it; irrespective of whether they complete the full 12 credits of the NC.

Note: centres must enter candidates for the relevant Course code.

5.1.2 National 5 Business Management (C710 75)

The National 5 Course consists of the Units *Understanding Business* (H20R 75) **OR** *Understanding Business with a Scottish Context* (H6N3 75), *Management of People and Finance* (H20S 75), *Management of Marketing and Operations* (H20V 75) and *Business Management* (X710 75).

The Unit *Business Management* (X710 75) is a single credit Course Assessment which covers the added value of the N5 Course. It comprises **two** components:

Component 1 — a question paper worth 70 marks

Component 2 — an assignment worth 30 marks

It is important to note that **both of these components must be successfully completed** for candidates to gain this credit and therefore achieve the National 5 Course in Business Management.

This assignment requires candidates to select a business topic, research and gather data from a range of sources, apply knowledge and understanding, analyse the data to reach conclusions and produce a business report.

Conducting the assignment

The assignment must be conducted under supervision and control.

The assignment has a research and a report production stage. During the report production stage, learners must organise their findings on an individual basis, in supervised conditions, within one hour.

This must be done in time to meet the submission date set by SQA.

For more details please see the National 5 Course Assessment Specification on the Business Management subject page of SQA's website at <http://www.sqa.org.uk>.

5.1.3 Higher Business Management (C710 76)

The Higher Course consists of the Units *Understanding Business* (H20R 76) **OR** *Understanding Business with a Scottish Context* (H6N3 76), *Management of People and Finance* (H20S 76), *Management of Marketing and Operations* (H20V 76) and *Business Management* (X710 76).

The Unit *Business Management* (X710 76) is a single credit Course Assessment which covers the added value of the Higher Course. It comprises **two** components:

Component 1 — a question paper worth 70 marks

Component 2 — an assignment worth 30 marks

It is important to note that **both of these components must be successfully completed** for candidates to gain this credit and therefore achieve the Higher Course in Business Management.

This assignment requires candidates to make decisions by applying relevant business concepts and theories, solve problems by applying relatively complex business ideas, draw conclusions from a range of sources and communicate business reasoning and conclusions with clarity

Conducting the assignment

The assignment must be conducted under supervision and control.

The assignment has a research and a write-up stage. During the write-up stage, learners must organise their findings on an individual basis, in supervised conditions, within one hour and thirty minutes.

This must be done in time to meet the submission date set by SQA.

For more details please see the Higher Course Assessment Specification on the Business Management subject page of SQA's website at <http://www.sqa.org.uk/>.

5.1.4 Higher Economics (C722 76)

The Higher Course consists of the Units *Economics of the Market* (H234 76) *UK Economic Activity* (H236 76), *Global Economic Activity* (H237 76) and *Economics* (X722 76).

The Unit *Economics* (X722 76) is a single credit Course Assessment which covers the added value of the Higher Course. It comprises **two** components:

Component 1 — a question paper worth 70 marks

Component 2 — an assignment worth 30 marks

It is important to note that **both of these components must be successfully completed** for candidates to gain this credit and therefore achieve the Higher Course in Economics.

This assignment requires candidates to make decisions by applying relevant economic concepts and theories, draw conclusions from economic data and communicate economic reasoning and conclusions with clarity.

Conducting the assignment

The assignment must be conducted under supervision and control.

The assignment has a research and a write-up stage. During the write-up stage, learners must organise their findings on an individual basis, in supervised conditions, within one hour and thirty minutes.

This must be done in time to meet the submission date set by SQA.

For more details please see the Higher Course Assessment Specification on the Economics subject page of SQA's website at <http://www.sqa.org.uk/>.

5.2 PC Passport National Progression Awards (NPA)

National Progression Awards in PC Passport are designed to develop or enhance IT skills. Two PC Passport NPAs are nested within the framework of the National Certificate in Business. It is not necessary to achieve an NPA to achieve the NC, but it may be beneficial and provides a certificated Course for candidates who complete it; irrespective of whether they complete the full 12 credits of the NC.

Note: centres must enter candidates for the relevant Group Award code.

5.2.1 PC Passport: Intermediate (G8H9 45)

The NPA in PC Passport: Intermediate at SCQF level 5 consists of four mandatory Units:

- ◆ *PC Passport: Internet and On-line Communication (F1FD 11)*
- ◆ *PC Passport IT Software Spreadsheet and Database (F1FB 11)*
- ◆ *PC Passport: IT Software Word Processing and Presenting Information (F1FC 11)*
- ◆ *PC Passport: IT Systems (F1FA 11).*

5.2.2 PC Passport: Advanced (G8HA 45)

The NPA in PC Passport: Advanced at SCQF level 5 consists of five mandatory Units:

- ◆ *PC Passport: Working with Internet and On-line Communications (F1FF 12)*
- ◆ *PC Passport: Working with IT Software — Spreadsheet and Database (F1FJ 12)*
- ◆ *PC Passport: Working with IT Software — Word Processing and Presenting Information (F1FE 12)*
- ◆ *PC Passport: Working with IT Security for Users (F1FH 12)*
- ◆ *PC Passport: Working with Artwork and Imaging (F1FG 12)*

5.3 Mapping information

The structure of the NC in Business:

- ◆ provides skills, knowledge and capabilities needed for employment
- ◆ provides multiple progression routes
- ◆ retains the benefits of previous provision at this level but provides the credibility of a nationally recognised award
- ◆ consists of Units which are practical and will engage the interests of learners
- ◆ is compatible with the previous arrangements adopted by centres
- ◆ provides flexibility which learners and centres value
- ◆ provides an opportunity for learners to develop Core Skills
- ◆ provides opportunities for learners to gain other awards while completing the NC.

Core Skills

The National Certificate in Business at SCQF level 5 provides opportunities for candidates to obtain some Core Skills and opportunities to work towards other Core Skills. These are based on the principle that Core Skills development is more meaningful for learners and provides more benefit to employers if it is undertaken in the context of business.

The award develops Core Skills in several ways. *Communication* at SCQF level 5 is achieved through the inclusion of a discrete Unit in the mandatory section. The accompanying Assessment Support Pack ensures that this is contextualised to a business environment. *Information and Communication Technology* at SCQF level 5 is embedded in the mandatory Unit *PC Passport: Working with IT Software — Word Processing and Presenting Information*, for which assessment material is available.

Other Units in the mandatory section provide opportunities for learners to work towards aspects of the remaining three Core Skills. *Enterprise Activity*, for example, provides opportunities to work towards aspects of *Problem Solving* at SCQF level 5, as does *PC Passport: Working with IT Software — Spreadsheet and Database*. *Enterprise Activity* also provides opportunities to work towards aspects of *Working with Others*, while the mandatory Unit *Recording Cash Transactions* provides an opportunity to work towards aspects of the Core Skill of *Numeracy* at level 4.

The optional Units provide further opportunities to develop Core Skills. These Units include discrete Core Skills Units at SCQF level 5 in *Numeracy*, *Problem Solving* and *Working with Others*. The inclusion of these is deliberate so as to allow learners to complete a full Core Skills profile at SCQF level 5 as part of their NC. In addition, the optional Units *Financial Accounting: An Introduction* and *Management Accounting: An Introduction* embed the Core Skills component of Using Number at SCQF level 5.

The Core Skill of *Information and Communication Technology* at SCQF level 6 is embedded in the optional Unit *PC Passport: Working with IT Software — Word Processing and Presenting Information*.

Other optional Units provide opportunities to work towards aspects of Core Skills at SCQF level 5 and 6. Learners have opportunities to work towards *Problem Solving* at SCQF level 5 in *Contract Law: An Introduction*, for example, and *Working with Others* at SCQF level 5 level 6 in *Work Experience*.

PC Passport Units such as *PC Passport: Working with Internet and On-line Communication* and *PC Passport: Working with IT Software — Spreadsheet and Database* provide opportunities to work towards aspects of Core Skills at SCQF level 6 in *Communication* and *Problem Solving*.

Overall, the optional Units provide opportunities for learners to gather evidence for all five Core Skills at SCQF level 6.

Full details of Core Skills development are given in Appendix 1.

5.4 Articulation

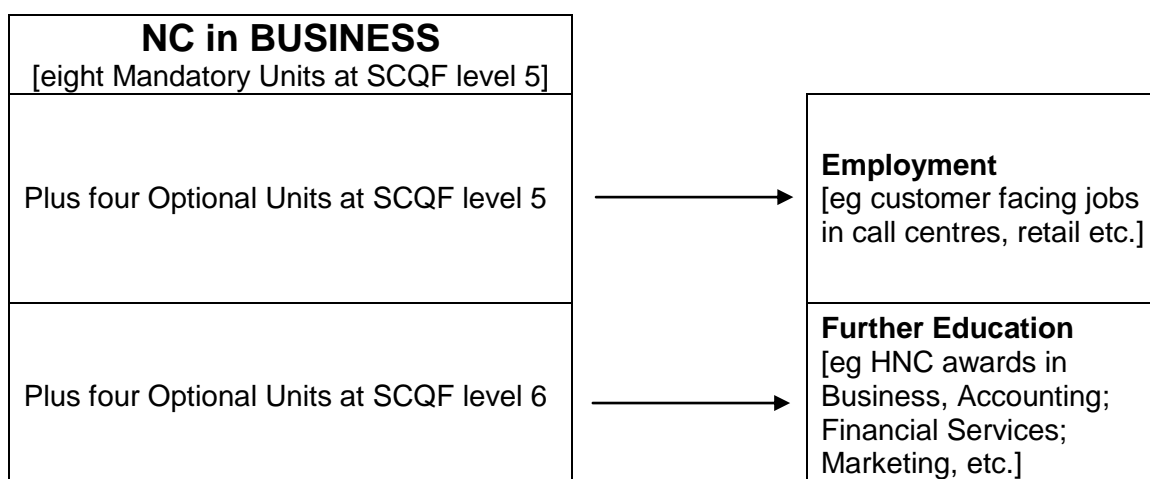
Although there is no direct articulation from the National Certificate in Business to HN Business, candidates who have completed optional Units at SCQF level 6 will be well prepared to embark on an HN programme in Business or in an associated area.

Credit Transfer

Candidates who have suitable prior qualifications or experience may be eligible for credit transfer for Units in the NC in Business. Centres should follow appropriate procedures in cases where this arises.

Progression routes

The National Certificate in Business at SCQF level 5 provides progression either to employment or to further study, depending on the aims candidates, as illustrated by the following diagram.



Employment opportunities

The award is designed to enable candidates to develop skills, knowledge and understanding relevant to contemporary business and be a stepping stone to employment or further study. Those seeking to progress to work will benefit from undertaking the optional Unit *Developing Skills for Employment*. The inclusion of *Skills for Customer Care* in the mandatory section also enhances employment prospects and may help candidates gain customer facing roles in eg retail, logistics and distribution, call centres, etc.

6 Approaches to delivery and assessment

6.1 Content and context

The content of the mandatory Units has been chosen to reflect the needs of learners and employers. *Skills for Customer Care* provides the customer facing skills which characterise the employment opportunities likely to be available for candidates who successfully complete the NC. In addition, *Communication* and *Recording Cash Transactions* provide further skills needed in the modern business environment. The Units from PC Passport enable candidates to acquire business related ICT skills but also open the way for candidates to gain a specific award to validate their achievement in this key skill area. The structure also includes recognised business subjects such as Marketing and Economics which also provide a foundation for future study in Business. Finally, Enterprise Activity enables candidates to gain practical experience of the entrepreneurial element which underlies all business activity. It also provides a context for business as a whole. When undertaking this Unit candidates will be able to gain an appreciation of how the various aspects of a business fit together.

The optional Units have been chosen to allow candidates to develop the core Units in a way that suits their preferred objectives and which is consistent with their learning development. In broad terms, the optional Units allow learners to gain further employment related skills and prepare themselves more fully for entry into further qualifications or training. Candidates who are unsure of their future direction and want to keep their options open may mix Units which develop employment related skills and those which provide preparation for further education.

ESOL Units are included to allow candidates for whom English is not their first language to develop their competence in English. This should help them to progress whether entering employment or moving into further education.

The structure is flexible for learners with a range of routes available depending on interests, objectives and on how learning is developed. It is flexible for centres in accommodating the needs of a range of different learners. For example, candidates aiming to progress to an HN accounting award can be directed to the optional accounting and finance Units.

The flexible structure enables candidates to progress horizontally or vertically. Those wishing to enter employment can move horizontally and take optional Units at SCQF level 5 such as *Developing Skills for Employment*. They may also build a full Core Skills profile at SCQF level 5. Candidates intending to undertake an HN award at SCQF level 7 can progress vertically with optional Units at SCQF level 6.

The structure enables candidates to pursue studies in business subjects available at SCQF level 6, which may be particularly attractive to candidates planning progression to further study. The constituent Units of the Business Management and Economics Higher Course are included as options. The Course Assessments, each including an examination and an assignment, are also included meaning either Higher can be achieved depending on optional Units taken. Higher Business Management is in particular, a well-recognised pathway to study at higher levels in Business.

Candidates can supplement the NC in Business with additional Units. It would be expected, for instance, that candidates aiming to gain the PC Passport NPA at level 5 would complete the Unit *PC Passport: IT Systems* (0.5 credits) in addition to the 12 credits required for the NC. Candidates seeking to progress to HN awards could undertake Units at SCQF level 6.

Financial Units are included to ensure that candidates are prepared for entry to HN awards in accounting and other financial areas. The financial provision is supplemented by the Unit *Financial Services: Markets, Products and Regulation* (SCQF level 6) which widens the progression options.

The inclusion of PC Passport Units enables learners to begin the process of gaining a recognised, marketable qualification within the NC framework. Candidates wishing to gain PC Passport NPA at SCQF level 5 can choose a suitable Unit from Options Group B, then add the other required Units. This can be of particular benefit to candidates aiming to enter employment.

6.2 Delivery

Delivery is at the discretion of individual centres. The NC has been designed to be compatible with arrangements in centres in which a full-time programme of 17–20 Units is provided to learners at SCQF levels 4–6. It would be expected, therefore, that centres would continue to offer a programme of Units but that this will include the eight mandatory Units and at least four optional Units from the framework of the NC.

The flexibility of the award means that centres can tailor the Unit programmes that they offer to suit their own particular circumstances. Centres could, for example, provide supplementary Units which assist candidates aiming to progress to particular HN programmes and it is possible to use additional optional Units for this purpose. Centres may choose to provide learners with the opportunity to gain further certification — in PC Passport, in Core Skills or in qualifications at SCQF level 6.

In some cases delivery may be influenced by the previous background of learners. In the ICT Units for example, some learners, particularly adult returners, may require a little time to orient themselves to the demands of the Unit. In other cases, delivery may have to be adjusted to allow for candidates whose first language is not English.

It is also possible to make other arrangements to deliver the award. For example, it could be delivered as a 12 credit package over a shorter period than a full academic session or through open learning.

The Units featured in the NC in Business lend themselves to practical methods of delivery and assessment. Specific learning and teaching methods will vary between and within Units but there is a common thread of presenting them in a way which will engage the interest of learners. The emphasis throughout is on exploring business situations and applying ideas from the Units to them.

6.2 Assessment Support Packs

Assessment Support Packs such as those available for Skills for Customer Care and Event Organisation, reinforce the practical aspects of the Unit specifications, as well as reinforcing a common standard across centres.

Assessment Support Packs also have a critical role in ensuring that delivery of Units is linked to business and business related situations. The pack for Enterprise Activity, for example, increases awareness of the different activities which make up a business. The Assessment Support Packs are intended to help ensure that a business focus is maintained as much as possible during delivery.

Assessment Support Packs are available on SQA's secure site, including for all internally assessed Units which form part of National 5 and Higher Courses (see Section 5.1.1).

7 General information for centres

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in SQA's *Guide to Assessment and Quality Assurance for Colleges of Further Education* (www.sqa.org.uk).

8 General information for candidates

The National Certificate in Business is designed to enable you to develop skills and knowledge which will help you in the world of Business. It will enable you to acquire skills and knowledge in key business areas such as finance, customer service and marketing, as well as helping you to enhance underlying skills relevant to business such as communication and ICT.

Depending on your own preferences, the National Certificate in Business will give you a platform which will allow you to progress into further education or into employment. You can choose options which will help you prepare for Higher National awards such as an HNC in Business or which will develop additional skills useful in business related occupations. You may be able to combine options for different purposes.

The National Certificate in Business contains eight mandatory Units. In addition, you must choose a further four Units from a list of options. The options are divided into three groups, A, B and C. You may choose up to four options from Group A but can only pick a maximum one optional Unit from Group B and a maximum of one optional Unit from Group C. Together, the eight mandatory Units and the four optional Units make up the 12 Units you need to successfully complete the National Certificate in Business.

There are no specific entry requirements for the National Certificate in Business. However, for some Units, such as those involving ICT, it will be useful if you already have some basic ideas about computers and information technology.

You can discuss your situation with college staff, who will be pleased to offer you advice on how the course can be of help to you.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualifications Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers 12 levels of learning. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Core Skill Unit: This is a Unit that is written to cover one or more particular Core Skills, eg National Units in Information Technology or Communication.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the National Certificate/National Progression Award from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.

Appendix 1: Core Skills

The mandatory Units achieve the following Core Skills at level 5:

Core Skill	Achieved through
Communication	F3GB 11 Communication H23W 75 Literacy
Information and Communication Technology	F1FC 11 PC Passport: Working with IT Software Word Processing and Presenting Information
Problem Solving	D36N 11 Enterprise Activity
Working with Others	D36N 11 Enterprise Activity

The mandatory Units provide opportunities for candidates to develop aspects of the following Core Skills at level 5:

Core Skill	Developed through
Problem Solving	F1FC 11 PC Passport: Working with IT Software – Word Processing and Presentation F1FB 11 PC Passport: Working with IT Software – Spreadsheet and Database F391 11 Market Operations and the Scottish Economy F390 11 Marketing: Basic Principles F38X 11 Skills for Customer Care
Information and Communication Technology	F1FB 11 PC Passport: Working with IT Software – Spreadsheet and Database
Communication	F1FB 11 PC Passport: Working with IT Software – Spreadsheet and Database F1FC 11 PC Passport: IT Software – Word Processing and Presenting Information F391 11 Market Operations and the Scottish Economy F390 11 Marketing: Basic Principles F38X 11 Skills for Customer Care

The optional Units achieve the following Core Skills at level 5:

Core Skill	Achieved through
Numeracy	F3GF 11 Numeracy H225 75 Numeracy
Problem Solving	F3GD 11 Problem Solving D36H 11 Work Experience
Working with Others	F3GE 11 Working with Others D36H 11 Work Experience

The optional Units achieve the components of the Core Skills at SCQF level 5 as listed below:

Core Skill	Developed through
Using Number	F394 12 Financial Accounting: An Introduction F385 12 Management Accounting: An Introduction

The optional Units provide opportunities for candidates to develop aspects of the following Core Skills at level 5:

Core Skill	Developed through
Communication	F392 11 Contract Law: An Introduction F393 11 Developing Skills for employment F1FD 11 PC Passport: Internet and On-line Communication
Problem Solving	F393 11 Developing Skills for employment F392 11 Contract Law: An introduction F1FA 11 PC Passport: IT Systems
Information and Communication Technology	F1FD 11 PC Passport: Internet and On-line Communication F1FA 11 PC Passport: IT Systems

The optional Units achieve the following Core Skills at level 6:

Core Skill	Achieved through
Information and Communication Technology	F1FE 12 PC Passport: Working with IT Software – Word Processing and Presenting Information
Problem Solving	D36H 12 Work Experience
Working with Others	D36H 12 Work Experience

The optional Units achieve the components of the Core Skills at level 6 as listed below:

Core Skill	Achieved through
Critical Thinking	H234 76 Economics of the Market H20R 76 Understanding Business H20V 76 Management of Marketing and Operations H20S 76 Management of People and Finance

The optional Units provide opportunities for candidates to develop aspects of the following Core Skills at SCQF level 6:

Core Skill	Developed through
Problem Solving	F1FJ 12 PC Passport: Working with IT Software — Spreadsheet and Database F1FG 12 PC Passport: Working with Artwork and Imaging F1FH 12 PC Passport: Working with IT Security For Users F1FF 12 PC Passport: Working with Internet and On-line Communication F1FE 12 Working with IT Software — Word processing and Presenting Information F38X 11 Skills for Customer Care
Communication	F1FE 12 PC Passport: Working with IT Software — Word Processing and Presenting Information F1FJ 12 PC Passport: Working with IT Software — Spreadsheet and Database F1FH 12 PC Passport: Working with IT Security For Users F1FF 12 PC Passport: Working with Internet and On-line Communication F396 12 Financial Services: Market, Products and Regulations F38X 11 Skills for Customer Care
Information and Communication Technology	F1FG 12 PC Passport: Working with Artwork and Imaging F1FH 12 PC Passport: Working with IT Security For Users F1FJ 12 PC Passport: Working with IT Software — Spreadsheet and Database F1FE 12 PC Passport: Working with IT Software — Word Processing and Presenting Information F1FF 12 PC Passport: Working with Internet and On-line Communication
Working with Others	F396 12 Financial Services: Market, Products and Regulations

Appendix 2: Replaced Units

Title (Replacement Unit)	Code	Title (Finished Unit)	Code
Communication	F3GB 11	Communication	D01B 11
Numeracy	F3GF 11	Numeracy	D01C 11
Problem Solving	F3GD 11	Problem Solving	D01E 11
Working with Others	F3GE 11	Working with Others	D01F 11
IT Solutions for Administrators	H1YW 75	Information Technology for Administrators	DM3R 11
Communication in Administration	H1YY 75	Administration: Presenting and Communicating Information	DM3T 11
ESOL in Context	H24L 75	English for Speakers of Other Languages: Study-Related Contexts	DV36 11
ESOL in Study-related Contexts	H4X7 76	English for Speakers of Other Languages: Study-Related Contexts	DV36 12
IT Solutions for Administrators (1 credit) Communication in Administration* (1 credit)	H1YW 76 H1YY 76	Information Technology for Management (2 credits)	DM3V 12
Recording Cash Transactions	FN14 11	Recording of Cash Data	D0W0 11
Recording Credit Transactions	FN15 11	Recording of Credit Data	D0W1 11
Recording of Data in the Ledger	FN16 11	Recording of Data in Ledger	D0W2 11
Preparing Final Accounts	F6TY 11	Preparing Final Accounts	EC0M 11
Marketing Mix	F6V0 12	Marketing Mix	D0XV 12
Economics of the Market	H234 76	Microeconomics	DM4W 12
UK Economic Activity	H236 76	The UK Economy	DM4X 12
Global Economic Activity	H237 76	The International Economy	DM4Y 12
Management of Marketing and Operations	H20V 75	Business Decision Areas: Marketing and Operations	DV4K11
Management of Marketing and Operations	H20V 76	Business Decision Areas: Marketing and Operations	DV4K12
Management of People and Finance	H20S 75	Business Decision Areas: Finance and Human Resource Management	DV4L 11
Management of People and Finance	H20S 76	Business Decision Areas: Finance and Human Resource Management	DV4L 12
Understanding Business	H20R 75	Business Enterprise	DV4G11
Understanding Business	H20R 76	Business Enterprise	DV4G12
Business Management (National 5)	X710 75	Business Management (Intermediate 2)	X234 11
Business Management (Higher)	X710 76	Business Management (Higher)	X234 12
Economics (Higher)	X722 76	Economics (Higher)	X038 12

The table above illustrates where Units on the framework have lapsed/finished and been replaced by newer Units. Candidates who have achieved the finished Unit can be credit transferred to the replacement Unit; with the exception of codes beginning with X eg (X234 11). These are Course Assessments for National 5 and Higher Courses which are externally marked annually by SQA.