

Business and Administration NVQs/SVQs 2005

Assessment Guidance

Level 3

SQA September 2005



**2005 Business & Administration
STANDARDS**

City & Guilds

edexcel

Business & Administration NVQ/SVQs

Goal

Assessment Guide



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August 2005

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About this guide

Levels 1 to 4 are available as separate documents. Each level is supported by this Assessment Guidance.

The Assessment Guide should be used in conjunction with your awarding body's scheme documentation.

This Assessment Guide has been jointly developed by the Council for Administration (CfA) and City & Guilds, Edexcel, IMI, LCCIEB, OCR and SQA. All partners have joint copyright¹.

Centres are strongly advised to consult the CfA website for updates.

¹ The national Training Organisation for Administration is the Council for Administration. The National Occupational Standards which form the basis of this award were developed by the Council for Administration — CfA.

Assessment Guide for NVQs/SVQs in Business and Administration

1. Purpose

This guidance is written for assessors and verifiers, and gives information about acceptable forms of assessment and types of evidence for each Unit. The guide also defines:

- ◆ the occupational competence needed to assess and verify
- ◆ which aspects of the standards must always be assessed through performance at work and
- ◆ guidance on assessing contingencies where these could occur

This guide cannot provide exhaustive guidance on every Unit and set of performance indicators but should allow assessors to gain confidence in assessing candidates producing evidence for the revised Units.

2. Who can assess?

Anyone assessing or verifying these NVQ/SVQs must be a qualified assessor or verifier. The assessment team is central to ensuring the consistent and effective assessment of standards. To perform this role successfully, it is essential that assessors and internal verifiers are themselves competent in the occupational area they assess or verify; we are also giving you definitions of what we mean by 'occupational competence'.

All assessors and verifiers must be occupationally competent and appropriately qualified to assess or verify the Business and Administration NVQs/SVQs. In publicly funded provision, teachers and trainers must also be occupationally competent and appropriately qualified to teach or train learners. Business and Administration teachers, trainers, assessors and verifiers are key to effective and consistent delivery. External verifiers are charged with specific responsibilities to ensure occupational competence requirements for assessors and verifiers are met at all times.

3. Proving Occupational Competence

The following information specifies the minimum requirements of occupational competence that assessors or verifiers must demonstrate.

3.a. Assessor and Verifier Qualifications

In line with the document, *The Code of Practice for NVQ Awarding Bodies (QCA)*, the following outlines the requirement for assessor and verifier qualifications. Please note assessors and verifiers in Scotland should refer to the document, *Implementing SVQs: A Guide for Awarding Bodies (SQA)*.

- ◆ external verifiers must have the V2 or D35 Unit. Unqualified external verifiers have twelve months to achieve the V2 qualification, during which time they should be supported by their awarding body throughout their training period
- ◆ internal verifiers must have the V1 or D34 Unit. Unqualified internal verifiers have eighteen months to achieve the V1 qualification, during which time they must be supported by a qualified internal verifier throughout their training period

- ◆ assessors must hold the A1 Unit or D32 and D33 Units. Unqualified assessors have eighteen months to achieve the A1 qualification, during which time they must be supported by a qualified assessor and internal verifier throughout their training period.

All assessors and verifiers must receive appropriate induction to the NVQ/SVQ standards. They must also have access to ongoing training and updating on current Business and Administration issues and maintain their occupational competence to NVQ/SVQ level 3 Business and Administration standards for levels 1-3 and level 4 Business and Administration standards for level 4 NVQs/SVQs.

3.b. Business Administration occupational competence for assessors and verifiers

External verifiers must demonstrate administration occupational competence in all the mandatory Units and a significant proportion of the optional Units, together with an industry awareness of, and familiarity with, the remaining optional Units. Awarding bodies must maintain a record of occupational competence across their external verifier team and provide expert support from within the team when required by other external verifiers.

Assessors and internal verifiers must possess the appropriate occupational competence to assess and verify the NVQs/SVQs in Business and Administration². Assessment centres are required to maintain continuous professional development records for all assessors and verifiers, showing how Business and Administration competence was originally acquired and is maintained and upgraded over time.

Assessors and internal verifiers must demonstrate occupational competence to assess or verify individual Units in line with the requirements set out below:

3.b.1 To assess or verify the level 1-3 Business and Administration NVQs/SVQs assessors and verifiers must:

- ◆ possess a level 3 NVQ/SVQ in Business and Administration
- or
- ◆ possess a vocational qualification closely related to the Business and Administration competences, at a minimum of level 3
- or
- ◆ for those Units they wish to assess or verify have at least one year's experience as a level 3 administrator in the last three years
- and
- ◆ a record of continuous professional development that is planned and reviewed on at least an annual basis.

² These should be viewed as minimum requirements.

3.b.2 Health and safety Units – levels 1–3

In line with guidance from the Employment National Training Organisation, where there is assessment and verification of the health and safety Units, assessors and verifiers must hold the relevant Unit themselves or demonstrate:

- ◆ a good understanding of health and safety issues and have attended a recognised health and safety training course
- and**
- ◆ experience of contributing to health and safety within the workplace within the last five years.

3.b.3 To assess or verify the level 4 Business and Administration NVQ/SVQ assessors and verifiers must:

- ◆ possess a level 4 Business and Administration NVQ/SVQ
- or**
- ◆ possess a vocational qualification closely related to the Business and Administration competences, at a minimum of level 4
- or**
- ◆ for those Units they wish to assess and verify have at least two years' experience as a level 4 administrator in the past five years
- and**
- ◆ a record of continuous professional development that is planned and reviewed on at least an annual basis.

3.c. Verifying the Occupational Competence of Assessors and Internal Verifiers

Before centres are approved to offer the NVQs/SVQs in Business and Administration, they must provide their awarding body with evidence of appropriate occupational competence for each member of the Business and Administration team in accordance with awarding body procedures.³

The Business and Administration NVQs/SVQs cover a broad range of occupational activities, and it is very unlikely that any one member of the team will be occupationally competent in every Unit.

After initial 'subject approval', external verification visits will investigate the maintenance and upgrading of the team's occupational competence in Business and Administration. Assessment centres must provide external verifiers with detailed records of continuous professional development for every member of the Business and Administration team.

³ Centres should engage in some form of discussion regarding the occupational competence of their assessors and verifiers to ascertain which aspects of the revised qualification they are now competent to assess or verify.

3.d. Competence and qualifications at a glance

Delivering Business and Administration assessment and verification	A1 or D32/33	V1 or D34	V2 or D35	H/S	BA N/SVQ 3 or BA N/SVQ 3 = or O/C	BA N/SVQ 4 or BA N/SVQ 4 = or O/C	CPD
Assessing level 1-3	E			E	E		E
Assessing level 4	E					E	E
Internally verifying level 1-3	D	E		E	E		E
Internally verifying level 4	D	E				E	E
Externally verifying level 1-3	D	D	E	E	E		E
Externally verifying level 4	D	D	E			E	E

E = essential
D = desirable.

4. Structure of the Business and Administration National Occupational Standards

Levels 1 to 4 now have the following structure:

Level	Number of Core Units	Number of Optional Units required	Number of Optional Units from which to choose
1	2	2	8
2	2	3	24
3	2	4	30
4	2	4	18

5. Flexibility supports workplace assessment

A further and important benefit of this new structure is that every candidate should now be able to choose a combination of Units to make up their NVQ/SVQ that accurately matches their job role and can therefore be assessed at work.

6. Role of the Core Units

Though the content of core Units is largely the same they should be assessed at the appropriate level. The core Units have been designed to be assessed with evidence from the optional Units. Core Units should not be assessed separately and assessors should plan well to ensure that all the core Units' performance and knowledge indicators are covered by evidence produced from the optional Units. Therefore, CfA stress that the choice of optional Units is critical and the wrong choice of Units might result in candidates not having enough evidence to meet the demands of the core Units. In addition, given that evidence for the core Units need to be obtained from candidates' choice of optional Units it is envisaged that completion of the core Units will probably extend to the length of candidates' programmes. The other role of the core Units is to assess candidates' behaviours and attitudes in their workplace. During the consultation process it was clear from stakeholders that they wanted to see their employees show wider competence than is contained in the optional Units and assessors will need to be aware of this approach when assessing the core Units.

7. Assessing clusters of Performance Indicators

In order to reduce the assessment burden on the assessor the Units in the 2005 NVQ/SVQs have been designed to assess a larger amount of evidence than in the last NVQ/SVQ Units. The reasoning behind this is to dissuade assessors from assessing individual performance indicators or a few performance indicators at a time. In some Units, the cluster of performance indicators cover the whole Unit and you will effectively be assessing the whole Unit at one time. When you are planning for assessment opportunities, you will need to bear in mind that you are assessing a larger cluster of performance indicators or possibly a whole Unit at one time.

8. Removal of scope

The last National Occupational Standards contained scope that defines the different contexts within which a candidate must demonstrate competence. The revised National Occupational Standards no longer contain scope. Assessors must ensure candidates can demonstrate competence at work and transfer that competence to a different work environment. This will involve the use of 'what-if' questions and/or a range of alternative questioning techniques.

However Units imported from AOSG (Units 306 and 307) do contain 'range' which is similar to scope and assessment guidance has been written for the Units in question.

9. Contingencies

Though scope has been removed there are a number of areas in the revised standards that require some flexibility in the assessment of evidence. These largely occur in the core Units and Units assessing 'soft skills' such as working as part of a team. For example in Unit 302 Work within your business environment Performance Indicator number 5 asks candidates to seek guidance on 'objectives, policies, systems, procedures and values'. This is not much of an issue if the candidate works in a medium or large organisation where all of the above would be in place, but could well be an issue if the candidate works for a SME or micro organisation where not all of the above will be available. The assessor will need to ask the candidate a series of 'what-if' questions that cover the same Performance Indicators for Levels 1 and 2 or through professional discussion and an assignment or case study at Levels 3 and 4 to ensure that the candidate is competent.

10. Types of evidence

There are two major categories of evidence used in NVQ/SVQ assessment. These are:

- ◆ **Performance Evidence** – this includes the outcomes of performance (**work products**) and **observation** of performance
- ◆ **Supporting Evidence** – the answers that candidates give to **questions** (either written or spoken) and the **witness testimony** of other people with whom they work

For work-based qualifications, candidates should be aiming to provide **performance evidence** for Performance Indicator clusters.

Witness testimony is a particularly useful form of evidence in peripatetic assessment centres. It can also be used to support performance evidence but cannot be a substitute for performance evidence for clusters of Performance Indicators.

10.a. How we expect you to use each method

In line with good practice as determined by the Lifelong Learning Sector Skills Council (the standards setting body for Training and Development) we expect:

10.a.1 Performance Evidence: Observation

Observation of all performance evidence at work will be carried out by a qualified and occupationally competent assessor, in a way that makes it clear how the performance relates to the national standards (for example by producing a written record describing the observed performance). Assessors should also provide some detail about the context of assessment.

10.a.2 Performance Evidence: Work Products

Work products, such as copies of work produced by the candidate (reports, letters, memos, printouts, etc) are also valuable items of performance evidence. However, candidates and assessors may also want to present a claim of competence through evidence recorded in what is generally referred to as a “paperless” portfolio. This method, although not in fact entirely paperless, does reduce the amount of product evidence collected in a portfolio. The assessor examines the evidence on site and records where it can be found within the candidate’s workplace. Assessors and verifiers who propose to present evidence in this way should discuss this first with their awarding body.

10.a.3. Supporting Evidence: Questioning

Questioning includes all forms of written and oral questions. Observation of the candidate in the workplace and examination of products by the assessor will generate productive conversations between the assessor and candidate where questions are asked. It is very likely that these activities will cover all, or much, of the knowledge and understanding for each Unit so specific questions need only be asked to fill the gaps. This style of assessment still requires the assessor to confirm how knowledge and understanding has been addressed but avoids over assessment of the candidate. Questioning also includes “personal statements” produced by the candidate, if these are in effect answering questions about why a candidate did what they did in the way that they did it.

10.a.4. Supporting Evidence: Professional Discussion

Professional discussions are:

A series of structured, planned and in-depth discussions recorded in writing by the assessor, or on audio or video tape. Evidence from these discussions can drive the overall assessment process and corroborate observation reports, examination of work products, witness testimony, other questioning techniques (as well as filling any gaps there may be in assessment records).

This approach ensures that candidates' can:

- ◆ show the assessor the range of their experience
- ◆ confidently present evidence of competence
- ◆ locate sources of evidence at work
- ◆ demonstrate knowledge and understanding to the national standard

10.a.5. Supporting Evidence: Witness Testimony

Witness testimony can provide valuable evidence for a candidate. In line with established principles it must be authentic, for example:

- ◆ consist of a clear statement indicating how the candidate carries out their job
- ◆ evidence must be dated and signed and include information about the job title of the witness

11. Using other related qualifications as evidence

Other qualifications can be used as supporting evidence in a candidate portfolio, providing the qualification is current and benchmarks to the national standards of work, or knowledge and understanding, for one or more Units. However, it will only be supporting evidence, as assessors must make judgements about how the candidate demonstrates competence at work.

12. Holistic Assessment

Holistic assessment is simply assessing as many different parts of your candidate's NVQ/SVQ at one time through identifying 'evidence-rich' opportunities.

By focusing on the candidate's job and the tasks he or she carries out, opportunities for assessment of larger quantities of the NVQ/SVQ become easier to identify. Matching assessment opportunities to the content of national standards should provide a 'map', against which assessment can be planned and achievement measured. We must stress that assessment using this approach is not an easy option but rather one that can be offered as a streamlined and efficient alternative to other assessment models.

13. Proxy qualifications

The CfA has begun to approve qualifications as proxy qualifications, of which a full list will be available in due course on the CfA website at www.cfa.uk.com. You may use the qualification as evidence of competence in one or more CfA Units. No separate assessment of competence at work is required. Where candidates have achieved one or more of the qualifications, assessors are required to verify original certificates and keep a certified copy of the certificate(s) in the candidate's portfolio.

14. Quality in Assessment

You will notice that this new version of the Administration standards does not generally specify a minimum number of times that a candidate should have evidence of performing a task before they can be deemed competent. Experience has shown that merely asking for multiple items of the same evidence does not actually guarantee competence. We are looking to you, as the assessor, to make professional judgements about the quantity and quality of evidence needed, bearing in mind the golden rules about evidence for NVQ/SVQs. In every case you must ensure that the evidence you assess is:

- ◆ authentic
- ◆ valid
- ◆ sufficient
- ◆ current
- ◆ reliable

15. Ensuring sufficiency of evidence

In our view, it is better for the candidate and assessor to present a number of different but related items of evidence, rather than essentially the same item in duplicate or triplicate. For example, if you were assessing how well a candidate communicated with colleagues, it would be best to present a variety of evidence, for example:

- ◆ observation of the candidate interacting with colleagues, giving instructions and feedback
- ◆ work products – memos, emails, notes
- ◆ questions – keep a record of the questions asked
- ◆ testimony – get a line manager to confirm candidate communication skills

Combining different sorts of evidence in this way is referred to as “triangulation”, and is essentially what qualified assessment is all about – making judgments based on diverse evidence. For each Unit or cluster of Performance Indicators, assessors assess evidence from a variety of sources. True competence means consistent performance over time. As an assessor, you must be sure that the evidence you assess confirms consistent competence. Both the assessment centre and external verifier need to have a high level of confidence in the quality of assessment undertaken, and the consistent performance of the candidates to the standards. The administration standards do not specify minimum timescales, preferring to rely on the professional judgement of assessors and verifiers and your ability to work within the quality requirements outlined above. Some of the imported Units, however, do specify timescales and you must ensure that these requirements are met.

16. Separating training from assessment

Materials used for training, or evidence of the outcomes of training, are not evidence of competence and **must be** separated from the summative assessment process. Only assessed evidence of competence should be presented for the NVQ/SVQ. The roles of assessor and trainer must also be separate. QCA and SQA prefer the candidate’s trainer or lecturer to be a different person from their assessor but the CfA is aware that this practice is not always possible. Where the same person delivers training and assessment the centre must ensure that the roles are clearly delineated. Both assessor and candidate must understand the importance of separating these roles. The centre must also implement sufficient risk management strategies to ensure risks to the integrity of the assessment practice are minimised.

17. Where you can assess

17.a Real work is best

If your candidates are to demonstrate that they can perform their job to the national standards, the best way they can do this is by being assessed performing **real work**, in their workplace. By **real work** we mean:

'where the candidate is engaged in activities that contribute to the aims of the organization by whom they are employed', e.g. administrators in paid employment, administrators working in a voluntary capacity or on extensive work experience programmes.

17.b. Realistic working environments

A realistic working environment (RWE) is: 'where the candidate is subjected to a work environment and is producing performance evidence subject to all of the following conditions:

- ◆ time pressures
- ◆ work problems
- ◆ accountabilities
- ◆ office environment
- ◆ tools to do the job'

eg learners in a model or virtual office

External verifiers will need to approve RWEs on an individual basis before any assessment can begin. Authenticity is essential and approval needs to be endorsed on an annual basis by the external verifier.

18. The use of simulation

The use of simulation is not permitted in the revised Business and Administration NVQs/SVQs **unless** it is allowed in an imported Unit and whether or not that sector allows any form of simulated assessment activity. This guide will indicate if a Unit has been imported from another occupational sector. Units imported from the E-skills UK standards all allow simulation.

19. Specific guidance for Assessors

The assessment requirements for these NVQs/SVQs do bring with them some change of practice and emphasis for assessors. The major changes are:

- ◆ **Establishing occupational competence.** Assessors must be able to demonstrate their occupational competence for the Units they wish to assess. Because the revised Business and Administration NVQ/SVQs contain a broad range of optional Units, it may not be possible for one assessor to cover the full range of Units within each qualification.
- ◆ **The importance of CPD.** Assessors can identify any areas where their occupational competence is not adequate or sufficiently current, by benchmarking their current skills and knowledge to the national standards. They must ensure that they maintain their occupational competence in a way that can be demonstrated through a CPD record. If they are no longer working in a job covered by the standards, they may do this through a period of industrial placement, time spent on real work or in a realistic working environment, or by achieving appropriate NVQ/SVQ Units themselves.
- ◆ **The use of simulation.** There are no opportunities for candidates to produce evidence through simulation. This means assessors must work closely with candidates to identify an appropriate selection of optional Units which properly reflect the candidate's job role, so that the NVQ/SVQ is achieved in the workplace.
- ◆ The assessment strategy, and this assessment guidance, makes it clear that assessors must use their professional judgement in coming to decisions about candidate evidence. Assessors must be able to justify their claim that candidate evidence not only meets the standards, but also meets all the criteria for quality evidence.

20. Specific guidance for Internal Verifiers

The assessment requirements for these new standards do also bring with them some change of practice and emphasis for internal verifiers. The major changes are listed below.

Internal verifiers are responsible for monitoring the occupational competence of new and existing assessors. They can do this by:

- ◆ keeping copies of assessor/IV CVs and written statements
- ◆ maintaining records of personal interviews, e.g. appraisal or development interviews, and observations of administrative competence at work
- ◆ benchmarking current skills/practice to Business Administration NVQ/SVQ standards
- ◆ implementing CPD to maintain assessor/IV currency of occupational competence
- ◆ maintaining quality records of relevant assessor work experience
- ◆ seeing and recording original evidence of relevant qualifications

Internal verifiers must also maintain the currency of their own occupational competence to verify.

This guidance gives clear criteria for the definition of realistic working environments. It is the responsibility of internal verifiers to ensure that any assessment that takes place outside real work is in a context that meets these criteria. Again, external verifiers will monitor this closely.

Considerable emphasis has been placed within this guidance on the professional judgements of assessors. This is key to ensuring quality in the determination and presentation of evidence. Research indicates that assessors do this best when they receive regular observations, ongoing support, constructive feedback and, when necessary, coaching from their internal verifier. Assessment centres should ensure that individual and collective confidence is built in judging evidence and making assessment decisions. This is most easily achieved through the systematic provision of opportunities for assessors and IVs to meet with each other - to share experiences and good practice, learn new skills, identify areas for individual and team development, and plan to use new techniques or increase understanding. These could be standardisation meetings, risk management workshops and regular updates on good practice elsewhere as highlighted in OfSTED and ALI inspection reports or from reports from awarding bodies or in CoVEs appointed in the Business and Administration area.

21. How the Assessment Guide works

The assessment guidance provided for each Unit has been designed to give you all the key information that you need. The first section tells you “at a glance”:

- ◆ whether the Unit is core or option
- ◆ the minimum performance evidence requirements for each cluster of Performance Indicators
- ◆ the Performance Indicators that are deemed to be contingencies; and
- ◆ the methods of assessment that can be used

The methods of assessment are represented by a set of icons. These are:

Icon	Translation	When to use	Evidence type
	Observation	To confirm that the candidate can provide evidence through performance	Observing candidate performing a task or series of tasks
	Work products	Recorded evidence	Paper-based documentation or computer or audio-visual evidence
	Questioning	To confirm competence through questioning the candidate	When the assessor wants to check understanding of skills and knowledge
	Witness testimony	Speaking to line managers and supervisors, colleagues or customers	When assessor wishes to check validity of third-party evidence

22. Using the At a Glance table:

Each Unit contains a table that allows you to determine quickly if the Unit is a core or optional Unit, whether the Unit contains possible contingencies and what occupational area competence the assessor needs. It will also state if simulation is acceptable or not for the Unit.

Core	✓	Optional	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 1	If the organisation has no stated mission the candidate should ask their employer for guidance.		
P I 4	If the organisation has no stated values the candidate should ask their employer for guidance.		
P I 7	If no guidance is needed during the assessment period 'what if' questions may be asked to confirm competence.		
P I 10	If no procedures are in place during the assessment period 'what if' questions may be asked to confirm competence.		

23. Assessment overview

Each Unit contains a statement (example below) that provides an overview of what needs to be assessed in that Unit. The overview covers all of the Performance Indicators in that Unit; these have been condensed into a smaller number than the total Performance Indicators for convenience. Realistic Working Environment RWE only applies to Levels 1 and 2.

You have to assess your candidate doing **four** things at work or in an approved Realistic Working Environment:

- ◆ plan and prioritise work
- ◆ seek ways to improve their own performance
- ◆ behave in a professional manner
- ◆ take part in discussions with individuals and groups

Level 3 Units

SQA codes	Unit
DP7E 04	301 Carry out your responsibilities at work 3
DP7C 04	302 Work within your business environment 3
DD56 04	110 Ensure your own actions reduce risks to health and safety
DP81 04	204 Manage diary systems
DP6F 04	205 Organise business travel and accommodation
DJ5N 04	212 Use IT Systems
DJ5W 04	213 Use IT to exchange information 2
DJ62 04	216 Database software 2
DJ65 04	217 Presentation software 2
DJ66 04	218 Specialist or bespoke software 2
DP74 04	303 Supervise an office facility
DP6N 04	304 Procure products and services
DP7X 04	305 Manage and evaluate customer relations
DP84 04	306 Managing the payroll function
D34F 04	307 Completing year-end procedures
DP86 04	308 Monitor information systems
DP71 04	309 Run projects
DP70 04	310 Research, analyse and report information
DP6J 041	311 Plan, organise and support meetings
DP7T 04	312 Make a presentation
DP89 04	313 Organise and coordinate events
DJ6J 04	314 Word processing software 3

DJ6K 04	315	Spreadsheet software 3
DJ63 04	316	Website software 2
DJ64 04	317	Artwork and imaging software 2
DP7L 04	318	Design and produce documents
DP6G 04	319	Plan and implement innovation and change
DP7M 04	320	Develop productive working relationships with colleagues and stakeholders
DP6T 04	321	Provide leadership for your team
DP6K 04	322	Prepare text from notes
DP6M 04	323	Prepare text from shorthand
DP6L 04	324	Prepare text from recorded audio instructions

Unit 301 Carry out your responsibilities at work 3

About this Unit:

This is a **core** Unit. The Unit is about the way the candidate communicates, plans their work, uses feedback on their performance and behaves appropriately in the workplace.

At a Glance:

Core	✓	Optional	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 11	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 15	If the organisation has no codes of practice professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work products	 Questions	 Witness testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **seven** things at work.

- ◆ plan and prioritise work
- ◆ seek ways to improve their own performance
- ◆ behave in a professional manner
- ◆ take part in discussions with individuals and groups
- ◆ read written information, extract relevant points and disseminate them
- ◆ encourage others to contribute ideas
- ◆ overcome problems and handle stress

Examples of evidence:



Observation

Observe the candidate's behaviour towards others while collecting evidence for optional Units; observing the candidate seeking ideas and opinions; also observing that the candidate takes part in conversations with colleagues and others to the standards required by the organisation.



Work Product



Appraisals and reviews both by the candidate and of the candidate, minutes of meetings, to-do lists, memos, personal development plan, reports, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence particularly for knowledge and contingencies, together with a professional discussion which should include checking the candidate understands the importance of planning and accepting responsibility for their own work.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance.

Evidence **will** be generated for this Unit while gathering evidence for optional Units at Level 3. Assessment should be planned alongside the appropriate optional Units.

Unit 302 Working within your business environment 3

About this Unit:

This is a **core** Unit. The Unit is about the way the candidate works within the organisation to promote its aims while being aware of their own rights and responsibilities, the need to actively support diversity and to protect information in the workplace.

At A Glance

Core	✓	Optional	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 1	If the organisation has no stated mission the candidate should ask their employer for guidance.		
P I 3 & 5	If the organisation has no stated values the candidate should ask their employer for guidance.		
P I 10	If no guidance is needed during the assessment period professional discussion or a dedicated task may be used to confirm competence.		
P I 13	If no procedures are in place during the assessment period professional discussion or a dedicated task may be used to confirm competence.		
P I 16	If no concerns arise during the assessment period professional discussion or a dedicated task may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ work towards the organisation's objectives
- ◆ act within their responsibilities and rights
- ◆ interact with others sensitively, respecting their diversity
- ◆ preserve the security of property and confidentiality of information

Examples of evidence:



Observation

Observe the candidate's behaviour towards others while collecting evidence for optional Units; also observing that the candidate works in a way that promotes the organisation's aims and maintains security and confidentiality to the standards required by the organisation.



Work Product

Work completed to meet targets, notes from meetings, reports, information about rights and responsibilities, contract of employment, memos re. security or confidentiality, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, together with a professional discussion which should include checking the candidate understands; issues surrounding diversity if their workplace does not readily provide performance evidence; how to learn from other people; and legislation relevant to the workplace.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance.

Evidence **will** be generated for this Unit while gathering evidence for optional Units at Level 3. Assessment should be planned alongside the appropriate optional Units.

Unit 110 Ensure your own actions to reduce risks to health and safety

About this Unit:

This **optional** Unit is imported from ENTO. It is about identifying and dealing with health and safety hazards and reducing risks to health and safety at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	X	Occupational Competence	Health and Safety
Contingencies			
PI 10	If there are no risks for the candidate to put right, 'what if' questions may be asked to confirm competence.		
PI 11	If there are no risks, the candidate can make suggestions for reducing risks to 'what if' questions to confirm competence.		
PI 14	If there are no differences between workplace policies and suppliers' or manufacturers' instructions 'what if' questions may be asked to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work or in an approved Realistic Working Environment:

- ◆ identify hazards
- ◆ evaluate risks
- ◆ take action to reduce risks

Examples of evidence:



Observation

Observe the candidate working in a manner that shows they consider and respond to possible risks to themselves and others. Also that they deal with any hazards that arise to the standard required by their organisation.



Work Product

Entry in the accident book, health and safety risk assessment, memo reporting hazards and/or suggesting improvements.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include checking the candidate's understanding of relevant legislation and their own responsibilities in regard to health and safety.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 101 and 102, 201 and 202 or 301 and 302.

Unit 204 Manage diary systems

About this Unit:

This optional Unit is about the candidate organising their own and others' commitments using an electronic or paper-based diary system.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	X	Occupational Competence	Administration
Contingencies			
PI 4	If no problems arise during the assessment period then 'what if' questions may be asked to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **two** things:

- ◆ maintain a diary
- ◆ deal with changes to previous entries

Examples of evidence:



Observation

Observe the candidate using a manual or electronic diary to organise activities and change arrangements. The candidate must keep everyone informed to the standard required by their own organisation.



Work
Product



Diary entries, memos, letters, e-mails or similar records to and from colleagues and external contacts affected by entries or changes.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include checking the candidate understands alternative diary systems.



Witness
Testimony

Witness testimonies from the candidate's line-manager, colleagues or external contacts to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202, 205, 209, 211, 212, 213, 216, 219, 224 and 225 or 301, 302, 303, 308, 311, 313 and 320.

Unit 205 Organise business travel and accommodation

About this Unit:

This is an **optional** Unit. The Unit is about the way the candidate arranges their colleagues' business travel and accommodation in the workplace or Realistic Working Environment

At a Glance:

Core	X	Optional	✓
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 3	If no meetings are required during any trips arranged during the assessment period 'what if' questions may be asked to confirm competence.		
P I 8	If no problems arise during the assessment period then 'what if' questions may be asked to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work products	 Questions	 Witness testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work or in an approved Realistic Working Environment:

- ◆ find out what the traveller needs
- ◆ make the necessary arrangements
- ◆ inform the traveller of the arrangements
- ◆ evaluate suppliers' performance

Examples of evidence:



Observation

Observe the candidate communicating with colleagues to establish their needs; making arrangements by telephone, fax, e-mail or letter; informing their colleagues of the arrangements made.



Work Product



Records of communications with colleagues and suppliers; records of evaluations carried out; copies of itineraries; copies of travel documentation; payment records.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should particularly check how candidates would deal with problems that may arise.



Witness Testimony

Witness testimonies from the candidate's line-manager, colleagues or suppliers to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202, 204, 209, 210, 211, 212, 213, 214, 215, 216, 219, 224 and 225.

Unit 212 Use IT systems

About this Unit:

This is an **optional** Unit imported from the E-Skills UK IT User Standards about setting up and using hardware and protecting hardware, software and data in the workplace or Realistic Working Environment.

At a Glance:

Core	X	Optional	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work or in an approved Realistic Working Environment:

- ◆ set up computer hardware
- ◆ access computer software
- ◆ protect hardware, software and data

Examples of evidence:



Observation

Observing the candidate using basic hardware, changing settings and linking to other hardware; also observing them accessing files and networks; using passwords and anti-virus software and backing-up data to the standards required by the organisation.



Work Product

Record of back-up procedures.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate understands the organisation's policies on avoiding viruses etc.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202, 213, 214, 215, 216, 217, 218 and 225

Unit 213 Use IT to exchange information 2

About this Unit:

This is an **optional** Unit imported from the E-Skills UK IT User Standards that may contribute to the NVQ in Business and Administration at Levels 2 and 3. The Unit is about sending and receiving messages, accessing and receiving information using browser software from the Internet, intranets and the world-wide web in the workplace or Realistic Working Environment.

At a Glance:

Core	X	Optional	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work or in an approved Realistic Working Environment:

- ◆ send e-mails
- ◆ receive e-mails
- ◆ search for information on the internet

Examples of evidence:



Observation

Observing the candidate receiving, sending and replying to e-mails and using a search engine to the standards required by the organisation.



Work Product



Saved copies of sent and received e-mails, results of searches, bookmarks or favourites, attachments etc. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include checking the candidate understands the organisation's policies on avoiding viruses etc.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time with particular reference to the use of search engines, book-marking websites and using tools such as favourites.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202, 210, 212 and 225 or 301, 302 and 310.

Unit 216 Database software 2

About this Unit:

This is an **optional** Unit imported from the E-skills UK IT User Standards about organising and collating related information in a database in the workplace or Realistic Working Environment.

At a Glance:

Core	X	Optional	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **six** things at work or in an approved Realistic Working Environment:

- ◆ enter data
- ◆ modify databases
- ◆ format data
- ◆ check data
- ◆ produce reports
- ◆ improve efficiency

Examples of evidence:



Observation

Observing the candidate using databases to the standards required by the organisation; also observing the candidate using a range of techniques.



Work Product

Copies of databases produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202, 208, 209, 210, 212, 213 and 225.

Unit 217 Presentation software 2

About this Unit:

This is an **optional** Unit imported from the E-skills IT User Standards about using software to produce presentations in the workplace or Realistic Working Environment.

At a Glance:

Core	X	Optional	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **six** things at work or in an approved Realistic Working Environment:

- ◆ handle files
- ◆ enter and edit presentations
- ◆ check content
- ◆ format slides
- ◆ produce presentations
- ◆ present slides

Examples of evidence:



Observation

Observing the candidate using presentation software to the standards required by the organisation; also observing the candidate using a range of techniques.



Work Product

Copies of presentations produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202 and 225.

Unit 218 Specialist or bespoke software

About this Unit:

This is an **optional** Unit imported from the E-skills UK IT User Standards about using specialist software in the workplace or Realistic Working Environment.

At a Glance:

Core	X	Optional	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **six** things at work or in an approved Realistic Working Environment:

- ◆ handle files
- ◆ combine information
- ◆ enter information
- ◆ edit information
- ◆ process information
- ◆ check information

Examples of evidence:



Observation

Observing the candidate using specialist software to the standards required by the organisation; also observing the candidate using a range of techniques.



Work Product

Copies of documents produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 201, 202, 212, 214, 215, 216, 217 and 225.

Unit 303 Supervise an office facility

About this Unit:

This is an **optional** Unit. The Unit is about the way the candidate organises equipment and resources in an office in the workplace.

At a Glance:

Core	X	Optional	✓
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 7	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ provide and maintain office equipment
- ◆ arrange for sufficient resources
- ◆ monitor the use of office facilities

Examples of evidence:



Observation

Observe the candidate communicating with colleagues to establish their needs; communicating with suppliers by telephone, fax, e-mail or letter; informing their colleagues of procedures and systems; carrying out risk assessments.



Work Product

Records of communications with colleagues and suppliers; maintenance schedules; purchase orders; risk assessments; systems and procedures; dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies together with a professional discussion which should particularly check how candidates would deal with problems that may arise.



Witness Testimony

Witness testimonies from the candidate's line-manager, colleagues or suppliers to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 301, 302, 304, 319, 320 and 321.

Unit 304

Procure products and services

About this Unit:

This is an **optional** Unit. The Unit is about the way the candidate sources products and services in the workplace.

At a Glance:

Core	X	Optional	✓
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 4	If the organisation has no set procedure professional discussion or dedicated tasks may be used to confirm competence.		
P I 6	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work products	 Questions	 Witness testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ source products and services to specification
- ◆ obtain products and services
- ◆ achieve best value for money

Examples of evidence:



Observation

Observe the candidate communicating with colleagues to establish their needs; communicating with suppliers by telephone, fax, e-mail, letter or purchase order.



Work
Product

Records of communications with colleagues and suppliers, purchase orders, requisitions, systems and procedures, dedicated tasks, catalogues, price lists, goods received notes, invoices.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies together with a professional discussion which should particularly check how candidates would deal with problems that may arise.



Witness
Testimony

Witness testimonies from the candidate's line-manager, colleagues or suppliers to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 301, 302, 303, 310 and 320.

Unit 305 Manage and evaluate customer relations

About this Unit:

This **optional** Unit is about the way the candidate interacts with internal or external customers both within the organisation and outside to ensure their needs are met.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 6	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ find out what the customer wants
- ◆ take action to deliver what the customer wants
- ◆ act on customer feedback

Examples of evidence:



Observation

Observe the candidate's behaviour towards customers both internal and external; action taken to deliver satisfactory service and solutions to problems; also using customer feedback to improve services.



Work Product

Records of communications with customers, complaints records, memos, suggestions, minutes of meetings, customer feedback, analysis of customer feedback, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover methods of obtaining customer feedback.



Witness Testimony

Witness testimonies from the candidate's line-manager, colleagues or customers to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 216, 301, 302, 314, 315, 318, 320 and 321.

Unit 306 Managing the payroll function

About this Unit:

This **optional** Unit is imported from the AOSG Payroll Administration Standards and is about the way the candidate manages the processing of the payroll from provided data.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	✓	Occupational Competence	Accounting
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ manage the payroll function
- ◆ deal with queries
- ◆ produce management information
- ◆ deal with redundancies

Examples of evidence:



Observation

Observe the candidate controlling the payroll process, communicating with colleagues and external bodies.



Work Product

Payroll records, communications with colleagues and Inland Revenue etc, management information, reconciliations, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-manager, colleagues or customers to confirm consistent performance.

Range:

Allowances: Payments, Expenses and benefits, Permanent, Temporary.

Exceptional payments: Payments not made on the due day such as late payments to new starters, Special one-off bonus not paid with normal pay.

Attachments to earnings: Council Tax orders, Scottish arrestments of earnings, Child support orders, Attachment of earnings orders.

Termination payments: Pay in lieu of notice, Ex-gratia payments, Statutory redundancy payments, Damages, Restrictive covenants.

Reporting medium: report printed from computerised payroll system, Word-processed document, E-mail.

Data: Personal, Organisational, Financial, Statutory, Non-statutory.

Format: Formal report, Letter, Memorandum.

Documentation: Redundancy notice, Statement of redundancy payment, Service record, Contract of employment, Birth certificate, Details or organisational redundancy payment scheme.

Simulation: The content of all simulations must be based on the National Occupational Standards relevant to the Award being assessed. All simulations should clearly identify those aspects of the standards that are being assessed. The success of the candidate in the simulation should be assessed against the performance indicators and knowledge requirements identified within the standards. Where applicable computerised systems used in simulations should allow the candidate to fulfil the requirements of performance as specified in the National Occupational Standards. The conditions within which the simulation is deployed should resemble the workplace as closely as is practicable and should be current and valid to the activity being assessed.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 216, 218, 301, 302, 307, 310, 315, 320 and 321.

Unit 307 Completing year-end procedures

About this Unit:

This **optional** Unit is imported from the AOSG Qualification and is about the way the candidate completes the payroll year-end procedures.

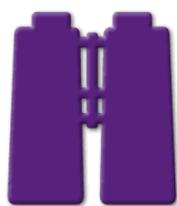
At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	✓	Occupational Competence	Accounting
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ produce the payroll year-end returns
- ◆ calculate tax and National Insurance
- ◆ produce reports

Examples of evidence:



Observation

Observe the candidate completing the payroll process, communicating with colleagues and external bodies.



Work Product

Payroll records, communications with colleagues and Inland Revenue etc, management information, reconciliations, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-manager, colleagues or customers to confirm consistent performance.

Range:

Returns: P35, P38A, P38S, P60/14, CA2700 deferment certificate, Management reports.

Media: Paper, Magnetic, E-mail, Internet, Disc.

Benefits: Assets transferred, Payment of employee's own debts, Vouchers, Credit cards, Cars, Fuel for cars, Loans, Vans, In-house benefits, Shares, Living accommodation.

Expenses: Travel and subsistence, Qualifying and non-qualifying relocation, Mobile telephones, Employee's own telephone, Hotel expenses, Staff and client entertaining.

Reporting exemptions: Statutory, Non-statutory.

Statutory returns: Form P11D, Form P11D(b), Form 9D.

Calculate the value of taxable benefits: For all employees, using a computerised system, For individual employees, where checks are required.

Non-statutory returns: Internal end of year reports

Non-reportable items: Statutory, Non-statutory.

Simulation: The content of all simulations must be based on the National Occupational Standards relevant to the Award being assessed. All simulations should clearly identify those aspects of the standards that are being assessed. The success of the candidate in the simulation should be assessed against the performance indicators and knowledge requirements identified within the standards. Where applicable computerised systems used in simulations should allow the candidate to fulfil the requirements of performance as specified in the National Occupational Standards. The conditions within which the simulation is deployed should resemble the workplace as closely as is practicable and should be current and valid to the activity being assessed.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 216, 218, 301, 302, 306, 310, 315, 320 and 321.

Unit 308 Monitor information systems

About this Unit:

This **optional** Unit is about the way the candidate manages information systems at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 6	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work products	 Questions	 Witness testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ find out what the user wants
- ◆ design and develop manual or electronic systems
- ◆ train the users
- ◆ monitor and refine the systems

Examples of evidence:



Observation

Observe the candidate's behaviour towards users; action taken to deliver satisfactory solutions to problems; using user feedback to improve systems; also delivering training on the systems.



Work Product



Records of communications with users, memos, suggestions, minutes of meetings, user feedback, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-manager, colleagues or users to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 217, 218, 301, 302, 310, 312, 314, 315, 318, 319, 320 and 321.

Unit 309 Run projects

About this Unit:

This **optional** Unit is about the way the candidate plans and runs projects at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 7	If no unexpected events arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **two** things at work:

- ◆ plan the project
- ◆ run the project

Examples of evidence:



Observation

Observe the candidate discussing the project with all those involved, including suppliers etc.



Work
Product

Records of communications, memos, minutes of meetings, feedback, reports, critical path analysis, plans, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness
Testimony

Witness testimonies from the candidate's line-manager, colleagues or users to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 217, 218, 301, 302, 304, 310, 311, 312, 314, 315, 319, 320 and 321.

Unit 310 Research, analyse and report information

About this Unit:

This **optional** Unit is about obtaining and analysing information for colleagues at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 8	If no feedback is necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ research information
- ◆ record information
- ◆ report information
- ◆ analyse information

Examples of evidence:



Observation

Observe the candidate communicating with colleagues to confirm their needs; researching information using electronic and/or paper-based resources; recording the information and reporting their findings to the standards required by the organisation.



Work Product

Design of completed questionnaires and interview specification
Downloads from websites, reports, requests from colleagues for information, notes taken during research, bibliographies, minutes of meetings, analysis of findings, candidates' own research reports including conclusions and recommendations, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 216, 217, 301, 302, 312, 314, 315, 320 and 321.

Unit 311 Plan, organise and support meetings

About this Unit:

This **optional** Unit is about being responsible for arranging and ensuring the smooth running of meetings at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 12	If no information or support is required during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 16	If no amendments are necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ prepare for meetings
- ◆ support meetings
- ◆ produce minutes of meetings
- ◆ follow up action points

Examples of evidence:



Observation

Observe the candidate communicating with colleagues to confirm their needs; confirming requirements; producing and distributing necessary papers; arranging the room; taking notes during the meeting to the standards required by the organisation; following up action points.



Work Product



Minutes of meetings, copy agendas, correspondence, meeting papers, notes taken during meetings, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 216, 301, 302, 314, 320 and 321.

Unit 312 Make a presentation

About this Unit:

This **optional** Unit is about presenting information at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 4 & 12	If no feedback is necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ prepare a presentation
- ◆ give a presentation
- ◆ evaluate a presentation

Examples of evidence:



Observation

Observe the candidate communicating with colleagues to confirm their needs; researching information using information from people electronic and/or paper-based sources; practising the presentation; producing hand-outs; giving the presentation to the standards required by the organisation.



Work
Product

Presentation notes, handouts, evaluation forms, slides, transparencies, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness
Testimony

Witness testimonies from the candidate's line-manager or appropriate colleagues to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 217, 301, 302, 310, 314, 315, 320 and 321.

Unit 313 Organise and coordinate events

About this Unit:

This **optional** Unit is about organising conferences or workshops on behalf of the organisation.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 7	If no contract is required professional discussion or dedicated tasks may be used to confirm competence.		
P I 13	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 16	If it is not necessary to prepare and circulate papers during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work products	 Questions	 Witness testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ arrange the event
- ◆ attend the event
- ◆ conclude the event

Examples of evidence:



Observation

Observe the candidate communicating with colleagues, delegates and suppliers; researching information using people, electronic and/or paper-based sources; during the event; also vacating the venue to the standards required by the organisation.



Work
Product



Invitations, agendas, directions, delegate or attendee papers, evaluation forms, accounts, invoices, purchase orders, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness
Testimony

Witness testimonies from the candidate's line-manager, colleagues or suppliers to confirm consistent performance.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 216, 301, 302, 314, 315, 320 and 321.

Unit 314 Word processing software 3

About this Unit:

This **optional** Unit imported from the E-skills UK IT User Standards and is about producing word-processed documents at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	✓	Occupational Competence	IT
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **seven** things at work.

- ◆ handle and convert files
- ◆ combine information
- ◆ enter and edit text
- ◆ format text
- ◆ lay out documents
- ◆ check text
- ◆ improve efficiency

Examples of evidence:



Observation

Observe the candidate producing professional quality documents including letters, reports, newsletters, journals, form letters, form envelopes, form address labels and tables from word processing software to the standards and house style required by the organisation; also observing the candidate setting up short-cuts and using various tools and techniques.



Work Product

Copies of documents produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 301, 302, 318, 320 and 321.

Unit 315 Spreadsheet software 3

About this Unit:

This **optional** Unit is imported from the E-skills UK IT User Standards about performing calculations with numerical data at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **nine** things at work:

- ◆ handle and convert files
- ◆ combine information
- ◆ enter and edit data
- ◆ format spreadsheets
- ◆ use functions and formulas
- ◆ check spreadsheets
- ◆ analyse and interpret spreadsheets
- ◆ present spreadsheets
- ◆ improve efficiency

Examples of evidence:



Observation

Observe the candidate producing spreadsheets for analysing and interpreting complex data to the standards and house style required by the organisation; also observing the candidate using a range of functions such as mathematical, statistical, financial and relational functions.



Work Product

Copies of spreadsheets produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they could be found on the system, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 301, 302, 320 and 321.

Unit 316 Website software 2

About this Unit:

This **optional** Unit is imported from the E-skills UK IT User Standards and is about planning and producing multi-page websites at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **seven** things at work:

- ◆ handle files
- ◆ combine information
- ◆ plan and produce websites
- ◆ edit, format and lay out
- ◆ check text
- ◆ check images
- ◆ upload

Examples of evidence:



Observation

Observe the candidate producing websites to the standards and house style required by the organisation; also observing the candidate using a range of techniques such as exporting and importing, embedding and linking objects, combining and merging information.



Work Product



Copies of websites produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 218, 301, 302, 320 and 321.

Unit 317 Artwork and imaging software 2

About this Unit:

This **optional** Unit is imported from the E-skills UK IT User Standards and is about IT software to create complex artwork and images at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	✓
Simulation	✓	Occupational Competence	I T
Contingencies			
None			
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **five** things at work:

- ◆ handle files
- ◆ create drawings, artwork and images
- ◆ insert, manipulate and edit
- ◆ check text
- ◆ check images

Examples of evidence:



Observation

Observe the candidate producing complex artwork to the standards and house style required by the organisation; also observing the candidate using a range of techniques such as converting files to another format, choosing most appropriate software tool for task, group and ungroup, filters, using templates.



Work Product



Copies of artwork produced. These need only be printed if this is required by the organisation, otherwise the assessor should record where they can be found on the system, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence. This should include checking the candidate's understanding of techniques not regularly used within the organisation.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance over a period of time.

Simulation:

Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 218, 301, 302, 320 and 321.

Unit 318 Design and produce documents

About this Unit:

This **optional** Unit is about designing and producing documents at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 7	If no corrections are necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ design documents
- ◆ produce documents
- ◆ check documents
- ◆ present documents

Examples of evidence:



Observation

Observe the candidate communicating with colleagues; designing, producing, checking and presenting documents to the standards required by the organisation.



Work Product



Samples of work produced, such as newsletters, journals, complex reports, form (mail-merge) letters, form envelopes, form address labels, work requests, draft copies, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to check the candidate understands the use of techniques including spell checking and grammar checking features.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance with particular reference to the Performance Indicators that are not evidenced by work products.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 301, 302, 314, 320, 321, 322, 323 and 324.

Unit 319 Plan and implement innovation and change

About this Unit:

This **optional** Unit is about introducing new ways of working at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 9	If no problems occur during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ plan changes
- ◆ implement changes
- ◆ evaluate changes

Examples of evidence:



Observation

Observe the candidate communicating with colleagues; planning changes; agreeing plans with decision makers; implementing changes; also evaluating changes to the standards required by the organisation.



Work Product

Correspondence, memos, plans, minutes of meetings, reports, updated systems or procedures.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to check the candidate understands the importance of involving all members of the team when introducing new ways of working.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance with particular reference to the Performance Indicators which are not evidenced by product.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 213, 217, 301, 302, 303, 312, 314, 315, 320 and 321.

Unit 320 Develop productive working relationships with colleagues

About this Unit:

This **optional** Unit is imported from the Management Standards Centre's Standards and is about the way the candidate cultivates networks at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Management
Contingencies			
P I 5	If no difficulties arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ establish working relationships
- ◆ fulfil agreements
- ◆ identify conflicts
- ◆ exchange feedback

Examples of evidence:



Observation

Observe the candidate's behaviour towards others; action taken to fulfil agreements; discussing difficulties with colleagues; also giving and receiving feedback.



Work Product

Records of communications with colleagues, memos, minutes of meetings, records of feedback, dedicated task.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-managers or colleagues to confirm consistent performance.

Assessors should ensure they are aware of the Assessment Strategy of the Awarding Body for Management Units 2005.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 301 and 302.

Unit 321 Provide leadership for your team

About this Unit:

This **optional** Unit is imported from the Management Standards Qualification and is about the way the candidate directs teams at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Management
Contingencies			
P I 6	If no difficulties or challenges arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 8	If no need for support and advice arises during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **three** things at work:

- ◆ set objectives
- ◆ support and motivate team members
- ◆ monitor progress

Examples of evidence:



Observation

Observe the candidate's behaviour towards others; action taken to agree objectives; discussing difficulties and challenges with team members; also monitoring activities and giving feedback.



Work Product

Records of communications with colleagues, memos, action plans, reviews, minutes of meetings, records of feedback, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include a professional discussion to cover any areas not covered by product.



Witness Testimony

Witness testimonies from the candidate's line-managers or team members to confirm consistent performance.

Assessors should ensure they are aware of the Awarding Body's Assessment Strategy of the Awarding Body for Management 2005 Units.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 301, 302, 303, 305, 306, 309 and 320.

Unit 322 Prepare text from notes

About this Unit:

This **optional** Unit is about producing text documents from notes at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 4	If no corrections are necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 5	If no clarification is necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ prepare text
- ◆ produce text
- ◆ check text
- ◆ present text

Examples of evidence:



Observation

Observe the candidate communicating with colleagues; producing, checking and presenting text to the standards required by the organisation.



Work Product



Work products produced by the candidate whilst performing their job e.g. original notes of attendees at meetings, original notes taken by the candidate for themselves or for others, draft copies, final versions.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include professional discussion to check the candidate understands the use of spell checking and grammar checking features.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance with particular reference to the Performance Indicators which are not evidenced by product.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 301, 302, 314, 320, 321 and 323.

Unit 323 Prepare text from shorthand

About this Unit:

This **optional** Unit is about producing text documents from shorthand notes at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 3	If no clarification is necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 6	If no corrections are necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **five** things at work:

- ◆ prepare to take diction and produce text
- ◆ take dictation
- ◆ produce text
- ◆ check text
- ◆ present text

Examples of evidence:



Observation

Observe the candidate taking dictation; communicating with colleagues; producing, checking and presenting text to the standards required by the organisation.



Work
Product

Samples of work produced, work requests, shorthand notes taken by the candidate, draft copies, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include professional discussion to check the candidate understands the use of spell checking and grammar checking features.



Witness
Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance with particular reference to the Performance Indicators that are not evidenced by product.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 301, 302, 314, 320, 321 and 322.

Unit 324 Prepare text from recorded audio instruction

About this Unit:

This **optional** Unit is about producing text documents from audio recordings at work.

At a Glance:

Core	X	Optional	✓
Real Work	✓	Approved RWE	X
Simulation	X	Occupational Competence	Administration
Contingencies			
P I 4	If no corrections are necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
P I 5	If no clarification is necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.		
Performance Evidence		Supplementary Evidence	
 Observation	 Work Product	 Questioning	 Witness Testimony
Observation	Work products	Questions	Witness testimony

You have to assess your candidate doing **four** things at work:

- ◆ prepare to produce text
- ◆ produce text
- ◆ check text
- ◆ present text

Examples of evidence:



Observation

Observe the candidate communicating with colleagues; using audio facilities, producing, checking and presenting text to the standards required by the organisation.



Work Product



Samples of work produced, work requests, audio tapes, draft copies, dedicated tasks.



Questioning

Responses to questions to confirm the candidate's competence, particularly for knowledge and contingencies. This should include professional discussion to check the candidate understands the use of spell checking and grammar checking features.



Witness Testimony

Witness testimonies from the candidate's line-manager or colleagues to confirm consistent performance with particular reference to the Performance Indicators which are not evidenced by work product.

While gathering evidence for this Unit, evidence **may** be generated for Units 110, 212, 301, 302, 314, 320 and 321.