



Assessment Guidance for the SVQ in Business and Administration at level 1

Publication date: October 2009
Publication code: DB5152

Published by the Scottish Qualifications Authority
The Optima Building, 58 Robertson Street, Glasgow G2 8DQ,
and Ironmills Road, Dalkeith, Midlothian EH22 1LE

The information in this publication may be reproduced in support of SQA qualifications. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, then written permission must be obtained from the Support Materials Development Officer at SQA. It must not be reproduced for trade or commercial purposes.

Contents

Introduction	1
Links to Core Units	1
Key Terminology and Guide to Best Practice	3
Level 1 Units	5
Unit 101: Carry Out Your responsibilities at work 1	6
General Overview	6
Contingencies	6
Performance Indicators	7
Knowledge and Understanding	8
Cross Referencing	8
Unit 102: Work Within Your Business Environment	9
General Overview	9
Contingencies	9
Performance Indicators	10
Knowledge and Understanding	11
Cross Referencing	11
Unit 103: Welcoming Visitors	12
General Overview	12
Contingencies	12
Performance Indicators	12
Knowledge and Understanding	13
Cross Referencing	13
Unit 104: Handle Mail	16
General Overview	16
Contingencies	16
Performance Indicators	17
Knowledge and Understanding	17
Cross Referencing	17
Unit 105: Store and Retrieve Information	20
General Overview	20
Contingencies	20
Performance Indicators	21
Knowledge and Understanding	21
Cross Referencing	21
Unit 106 : Use IT to Exchange Information 1	24
General Overview	24
Contingencies	24
Performance Indicators	25
Knowledge and Understanding	25
Cross Referencing	26
Unit 107: Word Processing Software 1	29
General Overview	29
Contingencies	29
Performance Indicators	30
Knowledge and Understanding	30
Cross Referencing	30
Unit 108: Make and Receive Telephone Calls	33
General Overview	33

Contingencies	33
Performance Indicators	34
Knowledge and Understanding	34
Cross Referencing	34
Unit 109: Use Office Equipment	37
General Overview	37
Contingencies	37
Performance Indicators	37
Knowledge and Understanding	38
Cross Referencing	38
Unit 110: Ensure Your Own Actions Reduce Risks to Health and Safety — level 1	41
General overview	41
Contingencies	41
Performance Indicators	42
Knowledge and Understanding	42
Cross Referencing	42

Introduction

This document has been provided to assist Assessors and Verifiers with the delivery of SVQs in Business and Administration at level 1.

The guidance contained in this document is intended to be used in conjunction with existing assessment guidance for the SVQs that were accredited in 2005. It should be noted that this document will be updated throughout periodically in line with incremental change.

Whilst the guidance contained in this document is not mandatory, it illustrates the standard and range of evidence the external verifier expects to see.

Level 1 Units

Unit 101	Carry Out Your Responsibilities at Work 1	DP79 04
Unit 102	Work Within Your Business Environment 1	DR36 04
Unit 103	Welcome Visitors	DP77 04
Unit 104	Handle Mail	DP7P 04
Unit 105	Store and Retrieve Information	DP72 04
Unit 106	Use IT to Exchange Information 1	DJ59 04
Unit 107	Word Processing Software 1	DJ5D 04
Unit 108	Make and Receive Telephone Calls	DP7V 04
Unit 109	Use Office Equipment	DP76 04
Unit 110	Ensure Your Own Actions Reduce Risks to Health and Safety	DD56 04

These Units have been chosen to exemplify the standards at this level.

Each Unit contains guidance relating to the following aspects of each Unit:

- ◆ A general overview of each Unit
- ◆ Information on whether simulation is permitted or not
- ◆ Information on contingencies
- ◆ Guidance on types of evidence
- ◆ Possible sources of evidence
- ◆ Possible cross referencing opportunities to other Units

Links to Core Units

The document aims to support and exemplify the good practice of using the Optional Units to generate evidence for the Core Units.

The guidance given in the document is not intended to be prescriptive — there may very well be other evidence appropriate to the job role of the candidate. This evidence may provide links to other Units.

Key Terminology and Guide to Best Practice

Performance evidence

This is first hand evidence of how a candidate works in relation to the standards. It includes the output of performance (work products) and observation of performance. The use of performance evidence is the principal method of demonstrating valid and reliable competence.

Assessor observation

Observation of the candidate in the workplace — carried out by a qualified and occupationally competent assessor. This evidence is both valuable and reliable. At the right or left hand side of each observation record, assessors should reference the task being observed to the performance indicators. This indication is a crucial part of the assessment process and is an essential aid to the internal verification process.

Work Products

Work products are also valuable and reliable items of performance evidence. Work products should be annotated to place the evidence in context. This annotation could be recorded on a storyboard, written on the evidence or within the professional discussion.

Supporting evidence

This evidence supports the key performance evidence. Supporting evidence includes: questioning, professional discussion and witness testimony. Supporting evidence plays an important role in the triangulation of evidence.

Questioning

Questioning is normally used to fill knowledge gaps. This includes both written and oral questioning. Responses to oral questions should be recorded. Much of the knowledge will be covered by performance evidence and additional written or oral questioning may not be required. If questions are required they may be asked in the form of written or oral questions. Oral questions could be asked by assessors during an observation, during a professional discussion or as work product is being considered by the assessor. The assessor should use his/her judgement to decide the most appropriate opportunity to collect this type of evidence.

Professional discussion

Professional Discussions are structured, well planned, in depth discussions recorded in writing by the assessor or captured on audio or digital video.

Witness Testimony

This is a written confirmation by a colleague or line manager. This may be a separate document or a short statement written on a piece of work product or as part of an observation. Witness testimony can be used to support the validity, authenticity, currency and reliability of the evidence.

Contingencies

These are performance indicators which candidates may find difficult to evidence through performance evidence. If this is the case, responses to 'what if' scenarios, personal statements, responses through a storyboard or through oral or written questions can be used to generate evidence. Contingencies have been identified within the standards and previous assessment guidance.

Triangulation

Combining different sorts of evidence — performance evidence and supporting evidence — to ensure authenticity, validity, sufficiency, currency and reliability. Triangulation will also help ensure consistent performance over time.

Clusters

Clusters are groups of related performance indicators (PIs). Each cluster of PIs relates to a specific area of the overall competence, eg in Unit 311 *Plan, Organise and Support Meetings*, PI cluster 1-9 relates to activities preparing for meetings and PI cluster 10-12 relates to activities at the meeting.

Assessors and candidates should look at the cluster rather than the PIs individually when approaching evidence. It is important for assessors, candidates and internal verifiers to be aware of which PIs have been identified as contingencies.

Level 1 Units

Unit 101: Carry Out Your responsibilities at work 1

SQA Code DP79 04

General Overview

This Mandatory Unit 101 is about communicating effectively, accepting responsibility for your own work and its delivery, improving your own performance and behaving in a way that encourages effective working.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony, and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not permitted for this Unit.

Contingencies

- PI 6 If no problems arise during the assessment period, 'what if' questions should be asked to confirm competence.
- PI 9 If the organisation has no codes of practice, 'what if' questions should be asked to confirm competence.

Performance Indicators

The types of evidence that may be used could include assessor observation.

Communicating Information

The candidate is required to provide evidence that they can:

- ◆ Focus on information that other people are communicating – questioning any points you are unsure of
- ◆ Provide accurate and clear information to others in a way that meets their needs
- ◆ Make contributions to discussions

Be accountable for your work

The candidate is required to provide evidence of:

- ◆ Accept instructions given to you
- ◆ Agree how you will make best use of your time and the working methods you will use
- ◆ Report problems when they arise
- ◆ Take responsibility for your own work and accept responsibility for any mistakes
- ◆ Follow agreed guidelines, procedures and codes of practice

Improve your own performance

The candidate is required to provide evidence of:

- ◆ Accept feedback
- ◆ Use feedback to improve your own work
- ◆ Follow through a learning plan
- ◆ Review progress with your learning plan

Behave in a way that supports effective working

The candidate is required to provide evidence of:

- ◆ Setting themselves achievable standards
- ◆ Understand their own needs and rights
- ◆ Willing to take on new challenges
- ◆ Adapt readily to change
- ◆ Treat other people with honesty, respect and consideration

Evidence generated from the Optional Units:

- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

2	5	6	7	8	21
---	---	---	---	---	----

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1	3	4	9	10	11	12	13	14	15	16	17	18	19	20
---	---	---	---	----	----	----	----	----	----	----	----	----	----	----

Cross Referencing

While gathering evidence for this Unit evidence may be generated from all Optional Units.

Unit 102: Work Within Your Business Environment 1

SQA Code DR36 04

General Overview

This Core Unit 102 is about working effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, supporting sustainability, respecting diversity and protecting security and confidentiality.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not allowed for this Unit.

Contingencies

- PI 6 If no contract of employment exists, contracts between the learner and training provider or fund holder may be used.
- PI 7 If no guidance is needed during the assessment period, 'what if' questions should be asked to confirm competence.
- PI 11 If no procedures are in place during the assessment period, 'what if' questions should be asked to confirm competence.

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation

Work to achieve your organisation's purpose and values

The candidate is required to provide evidence of:

- ◆ Working in a way that supports your team's objective
- ◆ Following your organisation's systems and procedures
- ◆ Presenting a good image of your organisation
- ◆ Seeking guidance when you are unsure about your work
- ◆

Apply your responsibilities and rights

The candidate is required to provide evidence of:

- ◆ Demonstrating your responsibilities and rights
- ◆ Working within your contract
- ◆ Seeking guidance when you are unsure about your responsibilities and rights

Support sustainability

The candidate is required to provide evidence of:

- ◆ Minimising waste and following procedures for recycling and disposal of hazardous materials

Support diversity

The candidate is required to provide evidence of:

- ◆ Treating people in a way that respects their background, abilities, values, customs and beliefs
- ◆ Learning from other people and use this to improve the way you work
- ◆ Following your organisation's procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

The candidate is required to provide evidence of:

- ◆ Ensuring the security of property
- ◆ Ensuring the security and confidentiality of information
- ◆ Evidence generated from the Optional Units
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

11	13
----	----

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1	2	3	4	5	6	7	8	9	10	12	14	15	16
---	---	---	---	---	---	---	---	---	----	----	----	----	----

Cross Referencing

While gathering evidence for this Unit evidence may be generated from all Optional Units

Unit 103: Welcoming Visitors

SQA Code DP77 04

General Overview

This Optional Unit 103 is about welcoming visitors and making sure that their needs are being met.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not allowed for this Unit.

Contingencies

PI 4 If the organisation does not expect colleagues to be informed of a visitor's arrival, 'what if' questions should be asked to confirm competence.

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Copies of Visitors Signing in book/Reception Register

- ◆ Personal statement
- ◆ Witness testimony – from line manager and/or visitors
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

2	3	4
---	---	---

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 109, 110

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 104: Handle Mail

SQA Code DP7P 04

General Overview

This Optional Unit 104 is about receiving, sorting, distributing and dispatching mail.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not allowed for this Unit.

Contingencies

- PI 3 If no suspicious or damaged items are received, 'what if' questions should be asked to confirm competence.
- PI 7 If no items for urgent or special delivery are dispatched, 'what if' questions should be asked to confirm competence.
- PI 8 Performance Evidence of franking or stamping mail should be gathered. If franking or stamping is not used in the organisation, 'what if' questions should be asked to confirm competence.

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Organisation chart
- ◆ Incoming mail records
- ◆ Outgoing mail records
- ◆ Franking machine records log of special deliveries
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

2

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1	3	4
---	---	---

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 109, 110

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 105: Store and Retrieve Information

SQA Code DP72 04

General Overview

This Optional Unit 105 is about using a manual or electronic information system to store and retrieve information.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not allowed for this Unit.

Contingencies

- PI 3 Candidate may use manual or electronic systems. Whichever one is not chosen, 'what if' questions may be asked to confirm competence.
- PI 8 If no problems arise, 'what if' questions may be asked to confirm competence.

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Copies of procedures and legislation relating to security and confidentiality of information
- ◆ Screenprints of electronic filing system
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

5	6
---	---

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1	2	3	4	7
---	---	---	---	---

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 109, 110

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 106: Use IT to Exchange Information 1

SQA Code DJ59 04

General Overview

This Optional Unit 106 is about sending and receiving e-mails and searching for information on the Internet or an Intranet.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is allowed for this Unit. Simulation refers to the simulation of work tasks and activities, not to the use of IT. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

Contingencies

No contingencies

Performance Indicators

Sending and receiving e-mails

Evidence should include sending, receiving and deleting e-mails (including attachments). Evidence should show the use of the following – sending carbon copies, forward, reply, reply to all and reply with history.

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Copies of e-mails – sent and received
- ◆ Screenprints of inbox/sent box
- ◆ Copy of organisation’s policy statement re e-mail etiquette
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Searching for information on the internet or intranet

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Screenprint of using a search engine
- ◆ Screenprint of list of Favourites
- ◆ Printout of email sending web pages or containing hyperlinks to web pages
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

1	2	3	4
---	---	---	---

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

5	6	7	8	9	10	11	12
---	---	---	---	---	----	----	----

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 109, 110

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 107: Word Processing Software 1

SQA Code DJ5D 04

General Overview

This Optional Unit 107 is about using word processing software to produce simple documents.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is allowed for this Unit. Simulation refers to the simulation of work tasks and activities, not to the use of IT. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.

Contingencies

No contingencies

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Copies of simple word processed documents covering the basic editing and formatting techniques listed in the Performance Indicators
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

2

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 109, 110,

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 106, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 108: Make and Receive Telephone Calls

SQA Code DP7V 04

General Overview

This Optional Unit 108 is about using a telephone system to make, receive and transfer internal and external calls.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not allowed for this Unit.

Contingencies

PI 10 Whether the transfer is from one extension to another or by handing the phone to a colleague, the candidate must demonstrate that they pass the information gathered from the caller to the recipient

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Copies of any messages received
- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence

2	4	5	8	9
---	---	---	---	---

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

1	3	6	7
---	---	---	---

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 103, 109, 110

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 108, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 108, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 109: Use Office Equipment

SQA Code DP76 04

General Overview

This Optional Unit 109 is about using a range of office equipment to carry out administrative tasks.

A key piece of evidence could be Observation and Work Product supported by a storyboard and supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product, witness testimony and supplementary evidence.

Simulation

Simulation is not allowed for this Unit.

Contingencies

PI 5 If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence

Performance Indicators

The types of evidence that may be used could include

- ◆ Assessor observation
- ◆ Copies of work produced using a range of equipment

- ◆ Personal statement
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence.

1	3	4
---	---	---

The following items may have to be evidenced through questioning or other supplementary evidence (storyboard/personal statement)

2	5	6	7
---	---	---	---

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units – 101, 102, 110.108, 107, 106, 105, 104, 103

Core Unit 101 (DP79 04) Carry out your responsibilities at work

Performance Indicators	Reason for Link
1-3	<p>While evidence is being gathered for Unit 109, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Provide accurate and clear information to other people in a way that meets their needs ◆ Make contributions to discussions
4-8	<ul style="list-style-type: none"> ◆ Accept instructions given to you and follow these instructions ◆ Agree how to make best use of time and the working methods used ◆ Report problems when they arise and use the support of other people when necessary ◆ Keep other people informed of your progress ◆ Take responsibility for your own work and accept responsibility for any mistakes made
14 and 16 – 18	<ul style="list-style-type: none"> ◆ Set achievable standards for your work ◆ Show a commitment in achieving these standards ◆ Show a willingness to take on new challenges ◆ Adapt readily to change ◆ Treat other people with honesty, respect and consideration
9, 10-13 and 15	<p>Any involvement in Performance Appraisal could provide evidence for these PIs rather than trying to link these specifically to this Unit</p>

Core Unit (DR36 04) Work within your business environment

Performance Indicators	Reason for Link
3	<p>While evidence is being gathered for Unit 109, it may also be possible for the candidate to provide appropriate evidence for the Core Unit, if s/he can:</p> <ul style="list-style-type: none"> ◆ Work with people in a way that presents a good image of the organisation ◆ Seek guidance from others when they are unsure
8	<ul style="list-style-type: none"> ◆ Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
9 and 10	<ul style="list-style-type: none"> ◆ Treat other people in a way that respects their background, abilities, values, customs and beliefs ◆ Learn from other people and use this to improve the way they work
12 and 13	<ul style="list-style-type: none"> ◆ Keep property secure in a way that is consistent with their organisation's procedures and legal requirements ◆ Keep information secure and confidential in a way that is consistent with their organisation's procedures and legal requirements
1 and 2, 4 – 7 and 11	<p>If the candidate is working within their contract of employment and her/his job description it could be inferred that s/he is working to support the team, is following the organisation's systems and procedures and are applying their employment responsibilities and rights. This would have to be exemplified during a professional discussion and/or evidenced through performance appraisal and/or exemplified by witness testimony.</p>

Unit 110: Ensure Your Own Actions Reduce Risks to Health and Safety — level 1

SQA Code DD56 04

General overview

This optional Unit is an imported Unit from the ENTO suite of standards and is about identifying and dealing with health and safety hazards and reducing risks to health and safety at work.

A key piece of evidence will be performance evidence (observation and work product) supported by a comprehensive storyboard, by supplementary evidence (professional discussion, witness testimony and questioning). Good practice would be to include those items of knowledge not evident from performance into the storyboard.

If a storyboard is not used to place the evidence in context then the work product mentioned above would have to be well annotated and personal statements used. Items of knowledge not evident from performance could be addressed in the personal statements or through the use of appropriate questions.

While gathering evidence against this Unit, please refer to the Core Units and try to gather evidence to cover these. Further details are given below.

Remember all evidence must be triangulated — observation, work product and supplementary evidence (professional discussion, witness testimony and questioning).

Simulation

Simulation is not permitted for this Unit.

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 in answer 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 Indicators

The types of evidence that may be used could include:

Identifying hazards and evaluating risks (PI Cluster 1–7)

Reducing risks to health and safety (PI Cluster 8–15)

- ◆ Assessor observation (walk me, talk me, show me)
- ◆ Health and Safety project to incorporate appropriate knowledge questions
- ◆ Health and Safety risk assessment of organisation/workplace
- ◆ Identification of relevant workplace policies
- ◆ Evaluation and reporting procedures for high risks
- ◆ Memo, e-mail dealing with low risks
- ◆ Copy of accident book entries
- ◆ Copy of exit route plan
- ◆ Copy of organisation's Health and Safety manual (front page + index only)
- ◆ Copy of certificate or evidence of attendance at Health and Safety training
- ◆ Witness testimony
- ◆ Professional discussion/oral questioning/written questioning

Knowledge and Understanding

Depending on the type of evidence generated, some of the knowledge and understanding may be covered by performance evidence — 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17. The following may have to be evidenced through questioning or incorporation into storyboard — 1, 2, 8.

Cross Referencing

While gathering evidence for this Unit evidence may be generated for parts of the following Units — all at level 2 and level 3.