



SVQ Business and Administration

Contingencies

Levels 1–4

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Introduction

This guide has been produced to provide Assessors and Verifiers with an overview of all the contingencies for all Units at levels 1–4 in the Business and Administration Scottish Vocational Qualifications. The guide should be used in conjunction with the 2007 Standards incorporating the incremental changes effective from 1 August 2007.

The guide has been produced to compliment the current Supplementary Assessment Guidance for SVQ Business and Administration and we hope you find it useful.

SVQ Business and Administration level 1

Unit code	Unit title	Performance Indicator	Contingency
101	Carry out your responsibilities at work	6	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
		9	If the organisation has no codes of practice, 'what if' questions may be asked to confirm competence.
102	Work within your business environment	6	Where no contract of employment exists, contracts between the learner and training provided or fund holder may be used.
		7	If no guidance is needed during the assessment period, 'what if' questions may be asked to confirm competence.
		11	If no procedures are in place during the assessment period, 'what if' questions may be asked to confirm competence.
103	Welcome visitors	4	If the workplace does not expect colleagues to be informed of a visitor's arrival, 'what if' questions should be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
104	Handle Mail	3	If no suspicious or damaged items are received during the assessment period, 'what if' questions may be asked to confirm competence.
		7	If no items for urgent or special delivery are despatched during the assessment period, 'what if' questions may be asked to confirm competence.
		8	Performance evidence of franking or stamping mail should be gathered; supporting evidence that the candidate knows how to do the alternative is required.
105	Store and retrieve information	3	The candidate may use manual or electronic systems. Where either is not in use, 'what if' questions may be asked to confirm competence.
		8	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
106	Use IT to exchange information 1		There are no contingencies for this Unit.
107	Word processing software 1		There are no contingencies for this Unit
108	Make and receive telephone calls	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.

Unit code	Unit title	Performance Indicator	Contingency
109	Use office equipment	5	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
110	Ensure your own actions reduce risks to health and safety	10	If there are no risks for the candidate to put right, 'what if' questions may be asked to confirm competence.
		11	If there are no risks, the candidate can make suggestions for reducing risks in answer to 'what if' questions to confirm competence.
		14	If there are no differences between workplace policies and suppliers' or manufacturers' instructions, 'what if' questions may be asked to confirm competence.

SVQ Business and Administration level 2

Unit code	Unit title	Performance Indicator	Contingency
201	Carry out your responsibilities at work	10	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
		13	If no mistakes arise during the assessment period, professional discussion should be used to explain how mistakes have been rectified previously.
		14	If the organisation has no codes of practice, 'what if' questions may be asked to confirm competence.
202	Work within your business environment	3 and 5	If the organisation has no stated values, the assessor must ask detailed questions to ensure the candidate understands the underlying values that drive the organisation.
		7	If there is no contract of employment then an agreement between the two parties should be in place to enable the candidates to demonstrate knowledge of current employment practice.
		9	If no guidance is needed during the assessment period, 'what if' questions may be asked to confirm competence.
		15	If no procedures are in place during the assessment period, 'what if' questions may be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
		18	If no concerns arise during the assessment period, 'what if' questions may be asked to confirm competence.
203	Maintain customer relations	6	If no complaints occur within the assessment period, records of previous complaints dealt with by the candidates should be looked for before considering 'what if' questions to confirm competence.
204	Manage diary systems	5	If no problems arise during the assessment period, 'what if' questions may be used to confirm competence.
205	Organise business travel and accommodation	3	If no meetings are required during the trips arranged within the assessment period, 'what if' questions may be asked to confirm competence.
		8	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
206	Deal with visitors	5	If the workplace does not expect colleagues to be informed of a visitor's arrival 'what if' questions may be asked to confirm competence.
207	Process customers financial information	4	If no discrepancies occur during the assessment period, 'what if' questions may be asked to confirm competence.
		5	If there are no balances outstanding during the assessment period, 'what if' questions may be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
208	Operate credit control procedures	5	If no discrepancies occur during the assessment period, 'what if' questions may be asked to confirm competence.
		8	If no continued non-payment occurs during the assessment period, 'what if' questions may be asked to confirm competence.
209	Store, retrieve and archive information	8	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
210	Research and report information	7	If no feedback is required within the assessment period, 'what if' questions may be asked to confirm competence.
211	Organise and support meetings	11	If no information or support is required during the assessment period, 'what if' questions may be asked to confirm competence.
		13	If no amendments are necessary during the assessment period, 'what if' questions may be asked to confirm competence.
212	Use IT systems 2		There are no contingencies for this Unit.
213	Use IT to exchange information		There are no contingencies for this Unit.
214	Word processing software 2		There are no contingencies for this Unit.

Unit code	Unit title	Performance Indicator	Contingency
215	Use spreadsheet software 2		There are no contingencies for this Unit.
216	Database software 2		There are no contingencies for this Unit.
217	Presentation software 2		There are no contingencies for this Unit.
218	Specialist or bespoke software 2		There are no contingencies for this Unit.
219	Use a telephone system	11	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.
220	Operate office equipment	5	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
221	Prepare text from notes	4	If no corrections are necessary during the assessment period, 'what if' questions may be asked to confirm competence.
		5	If no clarification is necessary during the assessment period, 'what if' questions may be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
222	Prepare text from shorthand	3	If no clarification is necessary during the assessment period, 'what' if questions may be asked to confirm competence.
		6	If no corrections are necessary during the assessment 'what if' questions may be asked to confirm competence.
223	Prepare text from recorded audio instructions	4	If no corrections are necessary during the assessment period, what if questions may be asked to confirm competency.
		5	If no clarification is necessary during the assessment period, 'what if' questions may be asked to confirm competence.
224	Produce documents	7	If no corrections are necessary during the assessment 'what 'if' questions may be asked to confirm competence.
		8	If no clarification is necessary during the assessment period, 'what if' questions may be asked to confirm competence.
225	Work effectively with other people	7	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
226	Calculate critical dates for sentences	3	If the candidate is not in doubt about how to interpret information during the assessment period, 'what if' questions may be asked to confirm competence.
		7	If the candidate is not in doubt about critical dates during the assessment period, 'what if' questions may be asked to confirm competence.
		10	If the candidate is not required to explain their calculations during the assessment period, a professional discussion may be used to confirm competence.
227	Make administrative arrangements for appearance of individuals at Court	5	If there are no changes to courts' requirements during the assessment period, what if questions may be asked to confirm competence.
		6	If no arrangements with other custodial establishments are required during the assessment period, what if questions may be asked to confirm competence.
228	Make administrative arrangements for the movement of individuals outside the custodial establishment	3 and 4	If no changes are required to courts' requirements or the requirements for moving individuals during the assessment period, 'what if' questions may be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
229	Administer documents for the appeals process	3	If no appellants need no further information or advice during the assessment period, 'what if' questions may be asked to confirm competence.
		6	If no situation arises where the candidate is not sure about their role in assisting individuals with appeals during the assessment period, professional discussion may be used to confirm competence.
230	Administer personal money for individuals in custody	3	If the candidate is not required to enter or update the limits individuals are allowed to spend during the assessment period, 'what if' questions may be asked to confirm competence.
231	Prepare documentation to help authorities decide the conditions on which to release individuals from custody	7 and 8	If required documentation is not available during the period of assessment, what if questions may be asked to confirm competence.
232	Make administrative arrangements for the release of individuals from custody		There are no contingencies for this Unit.
233	Contribute to maintaining security and protecting individuals' rights in the custodial environment	5 and 9	If the candidate is not put under any pressure during the assessment period, a professional discussion should be held to confirm competence.
		8	If individual's rights are not infringed during the assessment period, a professional discussion should be held to confirm competence.

SVQ Business and Administration level 3

Unit code	Unit title	Performance Indicator	Contingency
301	Carry out your responsibilities at work	11	If no problems arise during the assessment period, professional discussions or dedicated tasks may be used to confirm competence.
		13	If there is no need to re-negotiate targets during the assessment period, professional discussions may be used to confirm competence.
		14	If no mistakes arise during the assessment period, professional discussions may be used to discuss how mistakes were rectified in the past.
		15	If the organisation has no codes of practice, professional discussion or dedicated tasks may be used to confirm competence.
302	Work within your business environment	1	If the organisation has no stated mission, a professional discussion maybe used to ensure the candidate understands the organisation’s purpose and aims.
		3 and 5	If the organisation has no stated values, a professional discussion may be used to ensure the candidate understands the organisation’s purpose and aims.
		10	If no guidance is needed during the assessment period, professional discussion or a dedicated task may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
		18	If no procedures are in place during the assessment period, professional discussion or a dedicated task may be used to confirm competence.
		21	If no security concerns arise during the assessment period, professional discussion or a dedicated task may be used to confirm competence.
		26	If no new risks arise during the assessment period, professional discussion may be used to ascertain how these have been dealt with in the past.
303	Supervise an office facility	7	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
304	Procure products and services	4	If the organisation has no set procedure for procuring products or services, professional discussion or dedicated tasks may be used to confirm competence.
		6	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
305	Manage and evaluate customer relations	6	If no problems or complaints arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
306	Manage payroll function		There are no contingencies for this Unit.

Unit code	Unit title	Performance Indicator	Contingency
307	Complete year-end procedure		There are no contingencies for this Unit.
308	Monitor information systems	7	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
309	Plan and run projects	7	If no unexpected events arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
310	Research, analyse and report information	8	If no feedback is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
311	Plan organise and support meetings	12	If no information, advice or support is required during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		16	If no amendments are necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
312	Make a presentation	5 and 15	If no feedback is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
313	Organise and co-ordinate events	7	If no contract is required professional discussion or dedicated tasks may be used to confirm competence.
		13	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		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.
314	Word processing software 3		There are no contingencies for this Unit.
315	Spreadsheet software 3		There are no contingencies for this Unit.
316	Website software 2		There are no contingencies for this Unit.
317	Artwork and imaging software 2		There are no contingencies for this Unit.
318	Design and produce documents	7	If no corrections are necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
319	Plan and implement innovation and change	9	If no problems occur during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
320	Develop productive working relationships with colleagues	5	If no difficulties arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
321	Provide leadership for your team	6	If no difficulties or challenges arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		8	If no need for advice and support arises during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
323	Prepare text from shorthand	3	If no clarification is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		6	If no corrections are necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
324	Prepare text from recorded audio instructions	4	If no corrections are necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		5	If no clarification is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
325	Calculate and verify critical dates for sentences	3	If the candidate is not in doubt about how to interpret information during the assessment period, 'what if' questions may be asked to confirm competence.
		7 and 14	If the candidate is not in doubt about critical dates during the assessment period, 'what if' questions may be asked to confirm competence.
		10	If the candidate is not required to explain their calculations during the assessment period, a professional discussion may be used to confirm competence.
		13	If the candidate identifies no errors during the assessment period, 'what if' questions may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
326	Verify the release process	3	If there are no doubts about individual's eligibility for release during the assessment period, a professional discussion may be used to confirm competence.
		6	If there are no errors identified during the assessment period, 'what if' questions may be asked to confirm competence.
327	Maintain agricultural records and prepare claims for subsidies	14	If there are no queries about the submission of data during the assessment period, 'what if' questions may be asked to confirm competence.
328	Administer legal files	16	If it is not necessary for candidates to deal with reimbursements during the assessment period, 'what if' questions may be asked to confirm competence.
		19	If it is not appropriate for the candidate to prepare the final bill during the assessment period, a professional discussion may be used to confirm competence.
		27	If it is not necessary for the candidate to retrieve files from archives during the assessment period, 'what if' questions may be asked to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
329	Administer representations	12	If it is not necessary to suspend the enforcement process during the assessment period, a professional discussion may be used to confirm competence.
		15	If it is not necessary to obtain additional evidence during the assessment period, a professional discussion may be used to confirm competence.
		17	If no matters beyond the limits of the candidate's responsibility occur during the assessment period, 'what if' questions may be asked to confirm competence.
330	Administer the appeals process	2	If it is not necessary to suspend the enforcement process during the assessment period, a professional discussion may be used to confirm competence.
		9	If it is not necessary to consult other people to obtain further information during the assessment period, a professional discussion may be used to confirm competence. The candidate should indicate that they would consult with at least two of: <ul style="list-style-type: none"> ◆ Enforcement contractor ◆ Parking attendant ◆ Other contractors eg maintenance and other highway staff ◆ Other internal staff

Unit code	Unit title	Performance Indicator	Contingency
		10	If no matters beyond the limits of the candidate's responsibility occur during the assessment period, 'what if' questions may be asked to confirm competence.
		18	If the candidate does not attend a hearing during the assessment period, a professional discussion may be used to confirm competence.
331	Administer case files	11	If it is not required for the candidate to attend an appeal hearing during the assessment period, a professional discussion may be used to confirm competence.
333	Investigate cases		There are no contingencies for this Unit.
334	Provide Administrative Support in Schools	13	If no issues arise during the assessment period of a professional discussion may be used to confirm competence.

SVQ Business and Administration level 4

Unit code	Unit title	Performance Indicator	Contingency
401	Carry out your responsibilities at work	9	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		12	If no codes of practice are in place professional discussion or dedicated tasks may be used to confirm competence.
402	Work within your business environment	1	If the organisation has no stated mission, a professional discussion may be used to ensure the candidate understands the organisation's purpose and aims.
		3 and 5	If the organisation has no stated values, a professional discussion may be used to ensure the candidate understands the organisation's purpose and aims.
		9	If no guidance is needed during the assessment period, professional discussion or a dedicated task may be used to confirm competence.
		20	If no procedures are in place during the assessment period, professional discussion or a dedicated task may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
		23	If no concerns arise during the assessment period, professional discussion or a dedicated task may be used to confirm competence.
403	Manage an office facility	8	If no problems occur during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
404	Manage contracts	9	If no examples of non-compliance occur during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		10	If no breaches of contract occur during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
405	Negotiate and agree budgets	6	If no corrective action is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
406	Monitor and review the implementation of corporate objectives, strategies and policies		There are no contingencies for this Unit.
407	Inform and facilitate corporate decision making		There are no contingencies for this Unit.
408	Evaluate internal and external factors and promote partnership working	5	If no specialist advice is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
409	Manage risk		There are no contingencies for this Unit.
410	Create and manage information systems	6	If no problems arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
411	Manage projects	7	If no unexpected events arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
412	Chair meetings	11	If no formal voting and approval procedures are in place professional discussion or dedicated tasks may be used to confirm competence.
413	Promote innovation and change	10	If no problems occur during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
414	Develop productive working relationships with colleagues and stakeholders	7	If no difficulties arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
415	Allocate and monitor the progress and quality of work in your area of responsibility	1	If no clarification is necessary during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
		7	If no problems or unforeseen events occur during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		8	If no additional support or resources are required during the assessment, professional discussion may be used to confirm competence.
		10	If no unacceptable or poor performance is identified during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		12	If the organisation has no formal appraisal procedures professional discussion or dedicated tasks may be used to confirm competence.
		13	If no updates are required during the assessment, professional discussion or dedicated tasks may be used to confirm competence.
416	Recruit, select and keep colleagues	1	If no colleagues are leaving the area of responsibility during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		2	If no staff turnover problems occur during the assessment, professional discussion or dedicated tasks may be used to confirm competence.

Unit code	Unit title	Performance Indicator	Contingency
417	Provide learning opportunities for colleagues	3	If no gaps are identified during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
418	Provide leadership in your area of responsibility	3	If no difficulties or challenges arise during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.
		7	If no need for support and advice arises during the assessment period, professional discussion or dedicated tasks may be used to confirm competence.