**Changes to SVQs in Business and Administration Levels 1, 2 and 3 (01.08.2015)**

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| **GK6W 21** | **SVQ Business and Administration Level 1 (NEW)** | **GA3W 21** | **SVQ Business and Administration Level 1 (LAPSED)** |
| **H982 04** | **Use occupational and safety guidelines when using a workstation** | FD8P 04 | Use occupational and safety guidelines when using a keyboard |
| **FD94 04** | **Handle mail** | F93L 04 | Assist in handling mail |
| **H559 04** | **Store and retrieve information using a filing system** | F93P 04 | Use a filing system |
| **FD99 04** | **Provide Archive Services** | FD8N 04 | Archive information |

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| **GK6X 22** | **SVQ Business and Administration Level 2 (NEW)** | **GA3V 22** | **SVQ Business and Administration Level 2 (LAPSED)** |
| **H982 04** | **Use occupational and safety guidelines when using a workstation** | FD8P 04 | Use occupational and safety guidelines when using a keyboard |
| **H983 04** | **Use voicemail message systems** | FD91 04 | Use electronic message systems |
| **H559 04** | **Store and retrieve information using a filing system** | F93P 04 | Use a filing system |
| **H984 04** | **Collate and organise data** | FD97 04 | Organise and report data |
| **H985 04** | **Maintain and issue stock** | FD9C 04 | Maintain and issue stationery stock items |
| **H989 04** | **Deliver, monitor and evaluate customer service to internal and/or external customers** | FE0C 04  FE0D 04 | Deliver, monitor and evaluate customer service to external customers  Deliver, monitor and evaluate customer service to internal customers |

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| **GK6Y 23** | **SVQ Business and Administration Level 3 (NEW)** | **GA41 23** | **SVQ Business and Administration Level 3 (LAPSED)** |
| **H982 04** | **Use occupational and safety guidelines when using a workstation** | FD8P 04 | Use occupational and safety guidelines when using a keyboard |
| **H983 04** | **Use voicemail message systems** | FD91 04 | Use electronic message systems |
| **H559 04** | **Store and retrieve information using a filing system** | F93P 04 | Use a filing system |
| **H984 04** | **Collate and organise data** | FD97 04 | Organise and report data |
| **H985 04** | **Maintain and issue stock** | FD9C 04 | Maintain and issue stationery stock items |
| **H989 04\*** | **Deliver, monitor and evaluate customer service to internal and/or external customers** | FE0C 04  FE0D 04 | Deliver, monitor and evaluate customer service to external customers  Deliver, monitor and evaluate customer service to internal customers |
| **H987 04** | **Allocate work to team members** | FE07 04 | Supervise a team in a business environment |
| **H988 04** | **Quality assure work in a team** |
| **H68K 04\*** | **Manage budgets** | FE0K 04 | Agree a budget |
| FE1D 04 | Manage budgets |
| **FM4W 04\*** | **Plan change** | FE1H 04 | Plan change for a team |
| **H98C 04\*** | **Design and develop an information system** | FE1L 04 | Design and develop information systems |
| **H98D 04\*** | **Explore ideas for innovation in a business environment** | FE1G 04 | Implement and evaluate innovation in a business environment |

**\*Changes apply only to Level 3. The predecessor units on the right continue with the SVQ Business & Admin Level 4 GA3Y 24.**