



**Arrangements for:
National Certificate in Business
at SCQF level 4**

Group Award Code: G973 44

Validation date: 4 March 2009

Date of original publication: February 2009

Version: 01

Acknowledgement

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

Contents

1	Introduction	1
2	Rationale for the development of the Group Award	1
3.1	Principal aims of the Group Award	7
3.2	General aims of the Group Award	8
3.3	Target groups	8
3.4	Employment opportunities	9
4	Access to the Group Award.....	9
5	Group Award structure	10
5.1	Framework	10
6	Core Skills	14
7	Articulation, professional recognition and credit transfer	15
8	Approaches to delivery and assessment	15
9	General information for centres.....	17
10	General information for candidates	17
11	Glossary of terms.....	19
12	Appendices	19
	Appendix 1: QDT membership.....	20
	Appendix 2: Summary of college consultation.....	21
	Appendix 3: New Unit development.....	23
	Appendix 4: Core Skills outline.....	24
	Appendix 5: Core Skills development opportunity in the mandatory section	27
	Appendix 6: Suggested delivery options.....	30

1 Introduction

This is the Arrangements Document for the new Group Award in Business at SCQF level 4. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

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

Candidates completing the National Certificate in Business at SCQF level 4 will have gained 12 credits, 9 mandatory and 3 optional. The 9 mandatory credits are all at SCQF level 4, but the remaining 3 may be at levels 4 or 5, depending on the individual centre's choice.

The 9 mandatory Units ensure that candidates on completion of the Course will have all the necessary hard and soft skills required in businesses today. For example, not only will they have gained skills in finance, marketing and business management, etc, but they will also have good employability skills and be able to work, not only independently, but as part of a team.

The National Certificate (NC) in Business at SCQF level 4 has been developed as part of a portfolio of NC Qualifications in Business and Administration. The NC Business at SCQF level 4 is designed to provide candidates with opportunities for progression to further study or employment in a business environment.

2 Rationale for the development of the Group Award

The rationale for the NC Business at SCQF level 4 is based upon two main factors, both of which reflect gaps in current SQA provision in this area, at this level. Firstly, the current proposal for the Group Award is founded in the absence of a suitable, generally acceptable Group Award within the SQA portfolio of NC Business Courses at this level. Secondly, the current proposal reflects the limited availability of relevant, up-to-date Units suitable for the needs of those studying at this level. Both these factors disadvantage potential candidates in terms of their opportunities for further study and progression to employment. Additionally, both factors constrain the ability of colleges to provide valid and reliable Course programmes that will prepare candidates adequately for further study and/or progression to employment. This situation is consistent with the findings of the consultation on National Qualification Group Awards carried out by SQA during 2004 and 2005.

Nature and purpose of the award

The NC Business at SCQF level 4 is a 12 credit award which is designed to provide a practical, accessible business education programme which will provide candidates with primary business skills, knowledge and understanding and facilitate the development of successful and confident learners with appropriate transferable skills. It recognises that NC qualifications must offer the learner opportunity and flexibility that is invaluable to the challenges they will be faced by at this stage of their learning. Consequently, the Group Award supports learners' decision making in respect of future opportunities and options. Multiple exit routes

are available to candidates depending upon their aspirations and preferences. Successful candidates would be in a strong position to embark upon further study in the same or a complementary vocational area, or to exit toward the employment market. The range of business skills and understanding provided to candidates within the Course programme will be major contributory factors to the successful progression of candidates.

Establishing the need for the qualification

At present, provision at the NQ level 4 in Business consists of a one-year programme of study which varies from centre to centre. This provided the starting point for the work of the QDT which was influenced by a number of factors:

- ◆ The nature of existing provision at SCQF level 4 and related provision at SCQF levels 3, 5 and 6
- ◆ The destination of candidates who completed NQ Units in Business and business related areas
- ◆ The characteristics of candidates attracted to a NQ in Business and business related areas
- ◆ The existence of a development for an NC Business at SCQF level 5
- ◆ The potential development of a parallel development for an NC Award in Administration
- ◆ The requirement to produce an award for validation early in 2009

In February 2008, the NC Business at SCQF level 5 was successfully validated to provide a SQA Group Award for candidates. Prior to this, provision at this level in Business has consisted of Course programmes of durations of up to one year which provided successful candidates with a combination of SQA Units. The Units delivered and assessed varied from centre to centre, and typically, candidates would follow a programme comprising 17–20 Units which may have combined SQA provision and Units from other awarding bodies or examining centres. Centres would typically choose from a menu of Units and structure these into a Course programme designed to maximise candidate attainment and progression. These programmes were generally successful and enabled centres to adopt a flexible, pragmatic approach to the diverse and changing needs and capabilities of learners and match these to the requirements of range of associated stakeholders. The scoping exercise that was undertaken to inform this development was subsequently rolled over into the research activity for the development of the NC Business at SCQF level 4.

A Qualification Development Team (QDT) was established in June 2008 with the remit to consider the extent and type of provision in Business and related areas at SCQF level 4. It was able to draw on the experiences and consultation processes carried out by the QDT for Business at SCQF level 5 to provide an appropriate and robust award. Initially, the QDT gathered information on existing provision at levels 4–6 in order to clarify the nature of this provision. Scottish Group Awards (SGA) in Business at Intermediate 2 (SCQF level 5) and Higher (SCQF level 6) are available but very few centres make use of them. A significant reason is that they are perceived as inappropriate for the needs of the learners who typically come into colleges for Courses at these levels.

Additional research was carried out with a small number of colleges to confirm the data collected in the initial SQA scoping activity and the findings reinforced those of the initial SQA research. Centres identified the following issues with the current approach to the delivery of Business Units at SCQF level 4:

- ◆ The absence of a Group Award
- ◆ The lack of appropriate Business Units for typical SCQF level 4 candidates

It also identified support in the following key areas:

- ◆ Positive delivery opportunities that a Group Award would provide for centres
- ◆ Increased status of a SQA Group Award
- ◆ Increased marketability of Business at SCQF level 4
- ◆ Increase in candidate confidence, retention and attainment

As was the case for Business at SCQF at level 5, most centres offering Units in this discipline created their own programmes of study in Business at SCQF level 4 to promote flexibility and access. Despite these benefits, the situation was not regarded as entirely satisfactory. In particular, there is no recognised national award for candidates who successfully complete a programme of study in Business at SCQF level 4. This presents issues for successful learners who, while they may be recognised as having achieved an award, do not gain a credible, national award and the benefits this brings in terms of progression to further study and opportunities in the employment market. Given the successful validation of the NC Business at SCQF level 5, the development of the NC Business at level 4 provides continuity and credibility of Business Education at NC level. Additionally, it provides the basis for study of a variety of Administration based subjects at SCQF level 4 whilst still attaining a Group Award in Business.

Additionally, the current Unit provision in Business is not entirely suited to the specific needs of learners at NC level. Many Units have not been revised for a substantial period of time; and the majority are theory based and insufficiently practical to engage the interests and aspirations of the candidate cohort and to prepare them for further study or employment opportunities. The need to facilitate practical, experiential learning to promote successful and confident learners is fundamental to the development of the NC Business at SCQF level 4.

The QDT gathered additional anecdotal evidence from colleges regarding the destination of candidates who completed NC programmes in Business. The menu-driven approach of current college provision means that many NC level Courses provide wider access and act as feeder Courses to a number of possible progression routes. Levels of candidate demand and operational requirements of colleges often result in programmes that combine vocational areas to promote access to further study. Evidence that the most common single destination for successful candidates in existing provision at NC level was progression to another Course reinforced the findings of the QDT for NC Business level 5 and QDT for Administration level 5.

The menu based approach to programme design and the surrounding limitations often promoted Courses that straddled Intermediate 1 and 2 (SCQF levels 4 and 5). For candidates achieving a good range of Units, progression was offered to an HN programme, normally at the same institution. Traditionally this would be HNC/HND Business though more specialist awards such as HNC/HND Accounting or HNC/HND Financial Services provide alternative programmes. For many colleges, NC programmes are a key source of recruitment for HN provision.

The combination of Intermediate 1 and 2 (SCQF levels 4 and 5) Units however does not necessarily prepare candidates for the HN Units at SCQF level 7 or 8. The NC Business at SCQF level 5 attempted to redress this situation by providing the mandatory section at SCQF level 5, with a flexible optional section that provided colleges and candidates with the opportunity to study SCQF Units at level 5 and 6 which would be beneficial in terms of candidates progressing to HN level Courses. This movement toward a NC Business at SCQF level 5 with options at SCQF level 6 has created a gap in NC Business provision at SCQF level 4 with options to progress to study at SCQF level 5.

Candidates also move into other forms of education and training, including Highers provision and associated vocational areas such as administration. Many learners embark on current provision with limited prior experience and a key purpose of existing programmes is to ensure that basic skills and capabilities are appropriately developed.

Successful candidates also progress into employment. The general nature of Courses in Business at all levels, and at NC level in particular, meant that there was no clear pattern of movement into particular types of jobs. The evidence that is available suggests that candidates often entered customer facing jobs in areas such as retail or customer service. The lack of a recognised award at NC Business at SCQF level 4 may influence the status of candidate progression into employment and could confuse potential employers and compromise their ability to make an appropriate recruitment decision based upon the value of candidate achievement given the existence of an award at SCQF level 5. Candidates can display a list of Units but the absence of a Group Award may be interpreted by an employer as a failure by the candidate to attain all the constituent elements of a qualification.

Overall, the QDT felt that there was a requirement for a national award in Business at SCQF level 4 which:

- ◆ leads to awards which would be recognised by employers and by educational institutions
- ◆ enable candidates to point to a significant measure of achievement
- ◆ retains the flexibility of existing arrangements including choice of options
- ◆ is compatible with successful local programmes
- ◆ provides multiple exit routes for candidates
- ◆ provides a progression route from Access Courses
- ◆ enables candidates to develop appropriate Core Skills and skills relevant to business and administration
- ◆ matches the capabilities, expectations and interests of candidates enrolling for the awards

Establishing the level of the award

Current arrangements operated by centres are designed to meet the needs of learners at all three SCQF levels 4–6. The validation of the NC Business at SCQF level 5 provided an opportunity for learners who wish to do so to choose Units at SCQF level 6. The NC Business award at SCQF level 5 was chosen as in the first instance, it would suit the majority of learners presently undertaking a Business programme at NC level in colleges. As part of the longer term development of NC provision, the NC Business at SCQF level 4 will promote confident and successful learners and enhance the progression opportunities available for them at NC level and when exiting into the employment market. This approach is consistent with the

needs of learners and meets the requirements of employers. There are several reasons for this:

- ◆ Current experience in centres suggests that 12 credits was an acceptable target which most learners could achieve.
- ◆ A focus on level 4 would make it possible for learners to acquire skills and capabilities which would be meaningful and valuable to employers.
- ◆ An appropriate core and options structure would enable candidates to accumulate sufficient Units at level 4 to demonstrate their suitability for an NC Business at SCQF level 5 programme. Alternatively, a structure combining sufficient Units at level 4 and 5 could prepare candidates for a programme of level 6 Units.
- ◆ An award at this level fitted more closely with available information on current provision which would make transition to the new award easier and, therefore, encourage take-up among centres.

Overall, the mandatory section of the award is commensurate with the SCQF specifications at level 4. It covers basic knowledge in key business areas such as Finance, Marketing, Business Management, IT and Economics. Out of the nine mandatory Units, four have been written specifically for the new award. All of the mandatory Units have Assessment Support Packs written specifically with the exception of ESOL. *IT* and *Communication* Units have been included in the mandatory section to allow Core Skills to be achieved in *Communications* and the opportunity to develop the Core Skill *IT* which employers consider extremely valuable for candidates exiting college which will enable them to develop the type of generic skills required in contemporary business.

In this way the new award would provide progression both into employment or further study depending on the wishes of the candidate.

Target client groups

Earlier scoping undertaken by SQA, indicates that there are three main client groups for current provision at this level and this has been reinforced by additional research carried out with a small number of colleges. The NC Business at SCQF level 4 is aimed at meeting the demand from these same client groups. They are:

- ◆ Young people who have left school in the relatively recent past
- ◆ Mature 'adult returners' who have decided to re-enter the educational system
- ◆ Migrants to the United Kingdom and candidates whose first language is not English

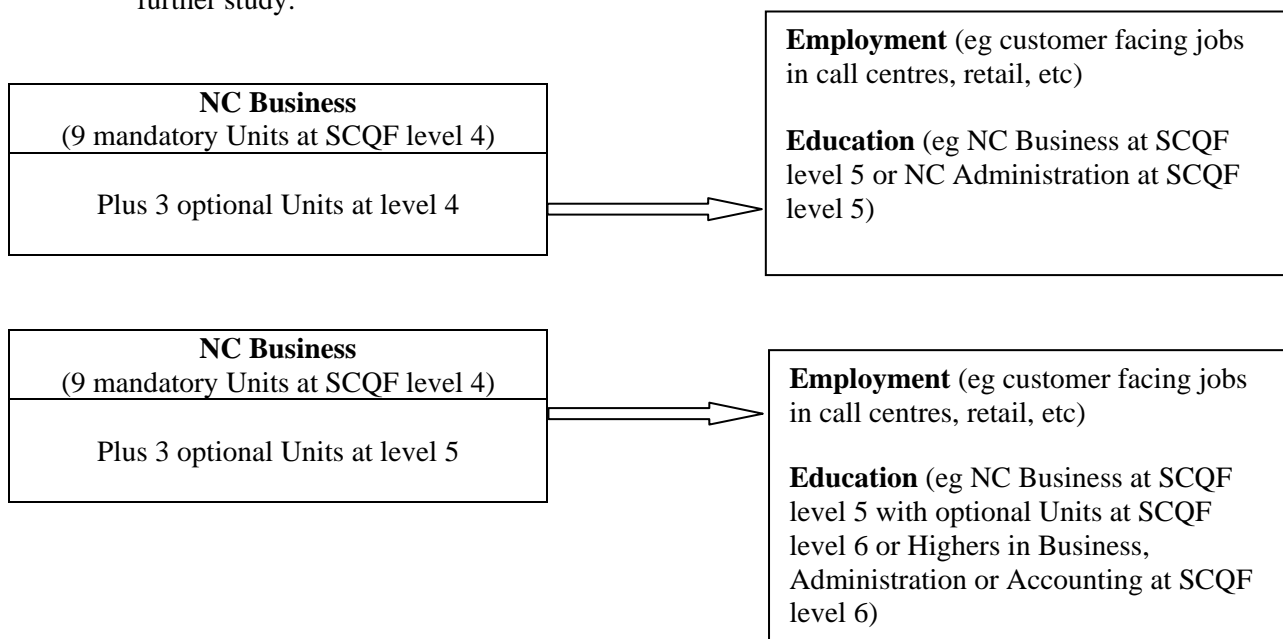
These client groups have quite different characteristics and as such, present a range of challenges. Many recent school leavers seeking to study at this level have limited formal school attainment. In many cases, the absence of formal attainment for that candidate is accompanied by a perceived negative experience of the educational system and its value and applicability to the individual. Adult returners may also possess few formal qualifications. In some cases they have valuable work and life experience, but often lack confidence in their ability to learn and adapt to a learning environment and may be classed as fragile learners. Where demand exists from candidate whose first language is not English, there may be a need to develop English language skills needed to become effective learners. In some cases, these candidates may benefit from prior study in English prior to embarking upon an NC Business at SCQF level 4. The SQA portfolio of ESOL Courses would provide an

appropriate entry point for such candidates though others may possess sufficient English language skills, particularly in terms of English speaking, to embark directly on an NC Business at SCQF level 4.

Progression routes

The NC in Business at SCQF level 4 provides multiple exit routes and offers candidates progression both into the employment market or further study depending upon the wishes of the candidate.

The diagram illustrates how the award can lead to progression into employment or further study.



It should be noted that candidates wishing to progress to study at SCQF level 5 are likely to choose Units at SCQF level 5 in order to help them bridge the gap between SCQF level 4 and SCQF level 5. Their choice of optional Units is likely to depend upon their preferred NC programme at SCQF level 5. Candidates wishing to enter employment may find it beneficial to complete the Group Award with optional Units at SCQF level 4 though the availability of some specialist Units at SCQF level 5 within the optional section may influence the choice candidates make. It is likely also that all candidates will complete more Units than the 12 required to attain the Group Award. The additional number of Units traditionally made available by colleges and how colleges choose to utilise those Units may also influence possible progression routes.

Links to Occupational Standards

There are no occupational standards specifically related to Business. The level of this award does not lend itself toward to the nearest set of relevant standards, the National Occupational Standards for Management.

3 Aims of the Group Award

The main aim of the Group Award is to provide a practical, flexible programme which will enable candidates to acquire and develop the skills and knowledge needed to access a higher SCQF level of study of Business or Administration or to move into the employment market in a business environment. The provision of multiple exit routes provides candidates with achievable choices and will put them in a stronger position to move to the next stage of their study or career development and should increase their chances of doing this successfully.

3.1 Principal aims of the Group Award

The principal aims of the NC Business at SCQF level 4 are:

- 1 Give candidates a background in business which will enable them to reflect on their present situation in a business context.
- 2 Enable candidates to consider the various options open to them and to make informed career choices for their future.
- 3 Prepare candidates for entry into further qualifications such as NC Awards in Business or Administration at SCQF level 5.
- 4 Prepare and provide candidates with the specific business knowledge and understanding of the contemporary business context.
- 5 Provide candidates with specific business related skills and transferable skills demanded by employers.
- 6 Provide candidates with relevant Core Skills and/or the opportunity to develop relevant Core Skills for business related occupations and for further study in business.

The award will meet these principal aims through a robust, business focused mandatory core which will ensure that all candidates will acquire and develop key knowledge, understanding and skills relevant to further study and to employment in a business environment.

The table below references the above aims into the individual nine mandatory Units.

Unit title	Reference to the aims of the award
PC Passport: Introduction to Internet and On-line Communications	1–6
Communication OR English for Speakers of other Languages: Everyday Communication	3, 5, 6
Financial and Cost Accounting: An Introduction	1–6
Marketing: An Introduction	1–6
Business Enterprise	1–6
Enterprise Activity	1–6
Developing Skills for Employability	1–6
Skills for Customer Care	1–6
Economics: Basic Principles	1–6

3.2 General aims of the Group Award

The general aim of the NC Business at SCQF level 4 is to provide candidates with a practically focused award, which delivers robust development of knowledge, understanding and skills relevant to a business context, with a high degree of emphasis upon transferable skills, employability and personal development. The practical focus and nature of the Units is consistent the needs and demands of candidates, employers and centres as well as other key stakeholders such as HMIE and the Scottish Executive. This is achieved by:

- ◆ ensuring that candidates acquire and develop appropriate knowledge, understanding and skills for the contemporary business environment.
- ◆ providing the opportunity for candidates to take optional Units at SCQF level 4 and SCQF level 5.
- ◆ producing specialist Assessment Support Packs for all Units in the mandatory section with the exception of the ESOL element to enable generic Units to be delivered in a business context and to ensure that assessment instruments are valid and reliable to reflect the current, dynamic business environment.
- ◆ providing an award which will be sufficiently flexible to allow for a number of different modes of delivery.
- ◆ provide the candidate with a recognised, relevant and up-to-date Group Award in Business.

3.3 Target groups

One of the key drivers in the rationale of the new award was to meet the needs and demands of three main client groups — young people who have left school in the relatively recent past, ‘adult returners’ who have decided to re-enter the educational system and candidates whose first language is not English.

Each client group presents its own unique set of challenges, opportunities, demands and needs. The award has therefore been designed to provide a valid and reliable framework which provides centres with sufficient flexibility to satisfy the requirements of the main client groups. The Units which comprise the mandatory section and the appropriate Assessment Support Packs take a practical approach to both delivery and assessment. The nature of the client groups is such that this practical-based approach will help all learners develop and maintain an interest in the award. Previous experiences of educational institutions and levels of academic attainment of many of the client group make it essential to ensure the award is as practical as is possible. The optional Units provide candidates with opportunities to undertake study in the fields of both business and administration which should benefit those wishing to progress to a national programme at SCQF level 5 and beyond. Adult returners and candidates whose first language is not English often harbour longer term ambitions and the framework is designed to maximise access to the qualification and provide robust exit routes to higher level qualifications. The inclusion of an ESOL Unit is intended to facilitate those for whom English is not their first language to develop their communication skills in English alongside the knowledge, understanding and skills relevant to business and provide a more accessible award.

3.4 Employment opportunities

The award is designed to enable candidates to acquire and develop knowledge, understanding and skills relevant to contemporary business contexts. As such, the award is a stepping stone to both further study and employment. The practical nature of the award is designed to promote candidate confidence and attainment and enhance their employability prospects. Specific Units such as *Enterprise Activity*, *Skills for Customer Care*, *Developing Skills for Employability* and *Finance: An Introduction* as well as the IT and Administrative content are deliberately intended to help candidates enhance their employability and employment prospects. The knowledge, understanding and skills gained through studying these Units are consistent with the employment opportunities a successful candidate may encounter in a customer facing role or office-based position.

4 Access to the Group Award

There are no specific recommended entry requirements for the NC Business at SCQF level 4. Entry will be at the discretion of the centre and each individual Unit will specify if it is recommended that the candidate has achieved some prior qualification. Candidates would normally be expected to be at a developmental stage in acquiring and improving the knowledge, understanding and skills. For candidates who have recently left school, it may be possible for centres to ask for relevant Standard Grades at General level as a condition of entry though no formal entry requirements may be more appropriate for adult returners and candidates for whom English is not a first language. It is not normally expected for the Units delivered within the mandatory section that candidates need to demonstrate some evidence of prior attainment.

Centres should check whether potential candidates are likely to cope with the award and reference to school attainment or appropriate life or work experience may provide sufficient evidence that a candidate would be able to successfully embark on an award at SCQF level 4. Candidates for whom English is not their first language may however have some previous attainment from another country which can illustrate their ability to cope with the requirements of the award.

5 Group Award structure

The NC Business at SCQF level 4 will be awarded to candidates who achieve 72 SCQF points at level 4 or above.

This will be made up as follows:

- ◆ 54 SCQF points at level 4 from the mandatory Units in the award
- ◆ 18 SCQF points at level 4 or level 5 from the optional Units in the award

5.1 Framework

The **mandatory** Units are:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
PC Passport: Introduction to Internet and On-line Communications	F1F9 10	6	4	1
Communication OR English for Speakers of other Languages: Everyday Communication	F3GB 10 DV34 10	6	4	1
Financial and Cost Accounting: An Introduction	F5G1 10	6	4	1
Marketing: An Introduction	F5G2 10	6	4	1
Business Enterprise	DV4G 10	6	4	1
Enterprise Activity	D36N 10	6	4	1
Developing Skills for Employment	F5G4 10	6	4	1
Skills for Customer Care	F38W 10	6	4	1
Economics: Basic Principles	F5G3 10	6	4	1

The **optional** Units are:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Business Decision Areas	DV4H 10	6	4	1
Business Information and ICT	DV4J 10	6	4	1
Business Management	X234 10	6	4	1
Selling Skills	D0SF 10	6	4	1
Financial Accounting	DF47 10	6	4	1.5
Management Accounting	DF4T 10	6	4	1.5
Accounting	X209 10	6	4	1
Economics	X038 10	6	4	1
PC Passport: Internet and On-line Communication	F1FD 11	6	5	1
PC Passport: IT Software - Spreadsheet and Database	F1FB 11	6	5	1
PC Passport: IT Software - Word Processing and Presenting Information	F1FC 11	6	5	1
PC Passport: IT Systems	F1FA 11	3	5	0.5
Information Technology for Administrators	DM3R 10	6	4	1
Administration: Presenting and Communicating Information	DM3T 10	6	4	1
Administrative Services	DM3P 10	6	4	1
Administration	X214 10	6	4	1
PC Passport: Introduction to IT Software and Presenting Information	F1F8 10	6	4	1
PC Passport: Introduction to IT Systems	F1GP 10	6	4	1
Contract Law: An Introduction	F392 11	6	5	1
Work Experience or Work Experience	D36H 10 D36H 11	6 6	4 5	1 1
Numeracy	F3GF 10	6	4	1
Cantonese For Work Purposes	F3CF 10	6	4	1
French For Work Purposes	F3CG 10	6	4	1
Gaelic (Learners) For Work Purposes	F3CD 10	6	4	1
German For Work Purposes	F3CC 10	6	4	1
Italian For Work Purposes	F3CB 10	6	4	1
Mandarin For Work Purposes	F3CA 10	6	4	1
Polish For Work Purposes	F3C9 10	6	4	1
Russian For Work Purposes	F3C810	6	4	1
Spanish For Work Purposes	F3C7 10	6	4	1
Urdu For Work Purposes	F3CE 10	6	4	1
Basic Reception Skills	EB5R 11	6	5	1
The UK Economy	DM4X 10	6	4	1
The International Economy	DM4Y 10	6	4	1
Microeconomics	DM4W 10	6	4	1

Appendix 2 gives the Unit Specifications which have been developed specifically for this award.

Mapping information

The structure of the NC Business meets the aims and requirements of the award in a number of ways which can be summarised as follows:

- ◆ It provides skills, knowledge and capabilities needed for employment
- ◆ It provides multiple progression routes
- ◆ It retains the benefits of existing provision at this level but provides the credibility of a nationally accredited named award
- ◆ It consists of Units which are practical and will engage the interest of learners
- ◆ It is compatible with the existing arrangements currently adopted by centres
- ◆ It provides the flexibility which learners and centres value
- ◆ It provides an opportunity for learners to develop Core Skills
- ◆ It provides opportunities for learners to gain other awards while completing an NC in Business at SCQF level 4

The flexibility of the structure is a particularly important aspect of the award. This flexibility has several dimensions and contributes significantly to the way in which the structure meets the requirements for a new award. The flexibility of the award is further enhanced as the structure takes into account that centres are likely to offer the NC in Business as the central part of programmes of 17–20 modules. The new award is, therefore, compatible with existing arrangements, especially since the choice of Units, particularly in the optional section, was influenced by those currently provided by centres.

The content of both the mandatory and optional sections within the framework for the NC Business at SCQF level 4 is a mixture of existing, revised and new Units, well-established Units that have the merit of being tried and tested and are known to be suitable for learners at this level. Where new Units have been produced or existing Units revised, the main aim was to ensure that a valid, up-to-date practical Units could be delivered and assessed that would enable learners to acquire and develop business knowledge, understanding and skills.

The content of the mandatory section of the award has been chosen to sample fundamental principles and functions within a business environment which will enable the award to reflect the needs and demands of learners, employers and centres. The *Business Enterprise* Unit provides the learner with a foundation for the study of business. The Unit will contextualise knowledge and skills for the learner and, significantly, will provide the opportunity to study the constituent Units of the Intermediate 1 (SCQF level 4) Business Management Course. This suite of Units will enable candidates to gain an appreciation of how the various aspects of a business and its environment fit together. This will also enable successful candidates to gain additionality and validation of their achievement within specialist business subjects.

The mandatory section of the framework also includes study of two of the primary functional areas of any business, Marketing and Finance. Alongside the inclusion of Economics, the award emphasises recognised business subjects which provide the learners with knowledge, understanding and skills within a business context, but crucially, it provides a foundation for future study or employment within a functional area of a modern business. In addition, practical subjects such as Enterprise Activity, Skills for Customer Care and Developing Employability Skills are designed to facilitate the acquisition of entrepreneurial and customer facing skills which characterise the employment opportunities likely to be accessible to candidates who successfully complete the award. These Units will contextualise business activity and highlight the significant role that individuals and teams play in the attainment of business goals.

The importance of Core Skills is reflected in the inclusion of *Communication* and *IT* within the mandatory section. Some of the common characteristics of the potential client groups will manifest themselves in development needs in Core Skills and an absence of formal attainment in these areas. The value of Communication within a modern business environment cannot be understated and will provide learners with specific skills, delivered and assessed within a business context. An ESOL Unit has been offered as an alternative to the *Communication* Unit to promote access to the Group Award for learners whose first language is not English and to offer opportunities to develop their competence in English. The IT content from PC Passport enables candidates to acquire business related IT skills but, importantly, presents the candidate with the opportunity to gain added value through a recognised and marketable award to validate their achievement in this key skill area.

The mandatory section places a high degree of emphasis upon employability and transferable skills. The practical focus of the award is designed to promote learner development and confidence and enhance the positive contribution that candidates who complete the Course can offer to society as a whole. This promotes values such as citizenship, confidence and positive contribution through the following:

- ◆ Positive attitude to workplace and learning
- ◆ The importance of time-keeping and attendance
- ◆ The importance of good verbal communication
- ◆ The importance of good listening skills
- ◆ How to work co-operatively with others as a member of a team
- ◆ Self-respect and showing respect and consideration for others
- ◆ Adaptability and flexibility
- ◆ Application of appropriate legislation, eg health and safety
- ◆ Planning and Preparing
- ◆ Confidence to seek feedback
- ◆ Confidence to give feedback
- ◆ Self-review and evaluation
- ◆ Customer care skills

The structure is flexible for learners who wish to pursue a range of routes depending upon their interests, objectives and their development as learners. Centres that deliver the award have opportunities to provide a flexible programme which they can use to accommodate the needs of a range of different learners. For example, collections of Units in Administration would allow a centre to offer additional administration-based content which may assist with resource planning and allocation within centres. It will also provide learners with the opportunity to gain knowledge, understanding and skills that would enable them to progress to the NC Administration at SCQF level 5 with a strong grounding of prior knowledge.

The inclusion of constituent Units for Economics provides the opportunity to study at Intermediate 1 (SCQF level 4); a suite of Accounting Units is available to provide candidates with the opportunity to specialise within the accounting sphere of business which will provide opportunity for further study and will enhance employment opportunities for successful learners who wish to pursue a career in finance or accounting.

The option of other Units such as *Selling Skills and Work Experience* is designed to reinforce the practical nature of the Course and specifically, provide those seeking progression into the employment market the opportunity to gain tangible skills. The Work Experience Unit can be an opportunity for a learner to take the first steps toward the employment market and can act as a catalyst or lever to access an organisation and the employment opportunities that can provide.

6 Core Skills

The NC Business at SCQF level 4 provides opportunities for candidates to obtain some Core Skills and opportunities to work toward other Core Skills. These are based upon the principle that Core Skills development is more meaningful for learners and provides more benefit to employers if it is undertaken in the context of business.

The award develops Core Skills in several ways. *Communication* is at SCQF level 4 and is achieved through the inclusion of a discrete Unit in the mandatory section of the award. An accompanying Assessment Support Pack has been produced to ensure the Core Skill is contextualised to a business environment. *Information Technology* is at SCQF level 4 and the PC Passport element of the award for which assessment material is available enables candidates to develop their Core Skill *IT*. The optional section also provides the opportunity for extension of IT knowledge, understanding and skill with the provision of PC Passport Award at SCQF level 5.

Other Units within the mandatory section afford the learner the opportunity to work towards aspects of the remaining three Core Skills. *Enterprise Activity*, for example, provides opportunities to work towards aspects of *Problem Solving* and *Working with Others* at SCQF level 4 through the identification, research and implementation of an Enterprise Activity as well as providing candidates with the opportunity to use graphical information. *The Finance: An Introduction* Unit provides an opportunity to work towards aspects of the Core Skill of *Numeracy* at SCQF level 4 and this can be consolidated if further Accounting Units are chosen within the optional section of the award. The calculation of a job costing will focus upon basic arithmetical skills as well as addressing percentages and the use of numbers, while the use of numbers will be of fundamental importance during Financial and Management Accounting Units where accounting statements are produced and amended. Centres have the opportunity to choose the *Numeracy* Core

Skill as an optional Unit within the Framework.

The mandatory section of the award provides multiple opportunities to development Core Skills of *Communication*, *Working with Others* and *Problems Solving*. Units in Marketing, Economics, Finance, Employment Skills and Customer Care provide opportunities to develop Critical Thinking, Planning and Organising and Reviewing and Evaluating through research scenarios, role plays and feedback sessions. This affords candidates the opportunity to work independently and within groups and promote both oral and written communication mediums.

The optional section provides candidates and centres with a clear opportunity to formalise the remaining Core Skills with the inclusion of the discrete Units in *Problem Solving*, *Numeracy* and *Working with Others*. Many other optional Units provide opportunity to work toward aspects of other Core Skills including *Contract Law* which involves *Problem Solving* at SCQF level 5 and *Work Experience* which works towards aspects of *Problem Solving* at either SCQF level 4 or SCQF level 5.

Overall, the optional Units provide opportunities for learners to gather evidence for all Core Skills at SCQF level 4 and some at SCQF level 5 depending upon the options chosen. Full details of Core Skills development are provided in Appendix 3.

7 Articulation, professional recognition and credit transfer

Articulation

Although there is no direct articulation from the NC Business at SCQF level 4 to NC Courses at SCQF level 5, candidates who have completed an appropriate programme, will be well prepared to embark upon the NC Business or NC Administration or in an associated area.

Credit transfer

Candidates who have suitable prior qualifications or experience may be eligible for credit transfer for Units in the NC Business at SCQF level 4. Centres should follow appropriate procedures in cases where this arises.

8 Approaches to delivery and assessment

The delivery of the award is at the discretion of individual centres. As already noted, most centres currently offer a full-time programme of 17–20 Units to learners at NC level over an academic session. The NC Business at SCQF level 4 has been designed to be compatible with these arrangements. It would be expected, therefore, that centres would continue to offer a programme of Units, but that this will include the **nine** mandatory Units and at least **three** optional Units from the framework of the NC Business.

The flexibility of the award means that centres can design the Unit programmes that they offer to suit their own particular circumstances. Commonly, centres may offer provide full-time provision over the full academic year with between 17 and 20 Units being offered. Centres could, for example, provide additional Units over and above the 12 credits required for the NC Business (SCQF level 4) which would assist candidates who wish to progress to particular NC programmes. Centres may choose to provide learners with the opportunity to gain further certification in qualifications at SCQF level 5.

The Units chosen for NC Business are ones which lend themselves to practical methods of delivery and of assessment. Specific learning and teaching methods will vary between and within Units, but there is a common thread of presenting them in a way which will engage the interest of learners.

It is envisaged that most centres will be offering the NC Business will do so as a full-time Course, over the full academic year, incorporating a total of 17–20 Units. Some may decide to offer the Course as an ‘Access to NC’ commencing in January, and only covering the required 12 credits. Alternatively, some centres may decide to offer the 12 credit Course on either a part-time or distance learning basis, or as a mixture of both.

In some cases delivery may be influenced by the background or prior learning and experience of learners. In the IT Units for example, some learners, particularly some adult returners, may lack confidence and may require a little more time to orient themselves to the demands of the Units. Conversely, some younger learners may have high levels of familiarity with IT usage and may require extension material or assessment.

The practical focus of the award is illustrated by the mandatory and optional Units that populate the framework. Finance, Marketing and Economics Units are developed through practical activities such as job costing and the production of accounting statements, market research and product research; Developing Skills for Employment and Skills for Customer Care are developed through role play activities and the production of CVs and application forms; IT Units are developed through hands-on activities and evidence generation; Administration based Units are developed through practical activities and experiential learning; and Enterprise Activity and the Business Management subjects are developed through the application of underpinning knowledge and skills in the core functions of a business. In the optional section, the Units in *Work Experience*, *Selling Skills* and *Reception Skills* are all founded in practical activities and experiential learning.

The award is designed to provide centres with a number of opportunities to enhance candidate learning and development through the integration of Units and topic areas. The fundamental commonalities that exist between Marketing and Economics as well as between Business Management and Finance should be emphasised. It is anticipated that Enterprise Activity in particular will provide centres the opportunity to integrate content from subjects including Marketing, Economics, Business Management, Skills for Customer Care and Developing Skills for Employment. Crucially, it will also provide opportunities for the development of the Core Skills of *Numeracy*, *Communication*, *Problem Solving*, *IT* and *Working with Others*.

It is expected that this award will be offered on either a full or part-time basis. Given the SCQF level of the award and the typical profile of the likely client groups, it is not anticipated that centres would choose to deliver this award on a distance, open, blended or e-learning basis. The main focus of delivery is upon practical activities, interaction, experiential learning and application of skills and it is felt that these aspects are best promoted through direct, face-to-face candidate/tutor interaction.

Timetabling examples are contained within Appendix 6.

9 General information for centres

Candidates with disabilities and/or additional support needs

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

Internal and external verification

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

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

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

10 General information for candidates

The NC Business at SCQF level 4 is designed to enable you to acquire and develop knowledge, understanding and skills that will help you in the world of business. It will enable you to focus upon key business drivers such as finance, marketing and customer care as well as helping you to enhance underlying skills that are relevant to business such as communication and IT.

Depending upon your preferences, the NC Business at SCQF level 4 will give you a platform which will enable you to progress through further education or pursue employment opportunities. You can choose Units in the optional section that will help you focus upon subjects such as accounting, administration, economics and IT, and this will allow you to acquire and develop additional skills that will increase your confidence and employability in a business related occupation. You may be able to combine options for different purposes.

The NC Business at SCQF level 4 contains nine mandatory Units. In addition, you must choose three more Units from a list of options. Together, the mandatory and optional sections make up the twelve Units you need to successfully complete the NC Business at SCQF level 4.

There are no specific entry requirements for the NC Business at SCQF level 4. However, for some Units, you may be able to bring some basic ideas about the subject if you have previously studied that subject in school or worked in a business environment.

You can discuss your particular situation with college staff, who will be pleased to offer you guidance, support and advice on how the Course can be of help to you.

The mandatory Units are designed in order that you may gain experience and skills in the following areas:

- ◆ A background in business which will enable you to reflect on your present situation within a contemporary business
- ◆ The ability to consider the various options that are open to you and to make informed career choices about your future
- ◆ Prepare you for entry into further study such as National Certificate Awards in Business and Administration at SCQF level 5
- ◆ Prepare you for entry into employment in a business context
- ◆ Provide you with specific business related skills demanded by employers
- ◆ Provide you with relevant Core Skills for business related occupations and for further study in business or administration

The mandatory Units will equip you with skills such as:

- ◆ Practical ICT skills.
- ◆ Knowledge of the core business functions.
- ◆ Research and presentation skills.
- ◆ Skills and knowledge that will enable you to undertake duties in a contemporary business.
- ◆ Written and oral communication skills.
- ◆ Employability skills:
 - positive attitude to workplace and learning
 - good time-keeping and attendance
 - how to work co-operatively
 - self-respect and respect and consideration for others
 - adaptability and flexibility
 - confidence to seek and give feedback
 - self-review and evaluation
 - customer care skills

Assessments for all the Units undertaken will be a mixture of open and closed-book and all mandatory Units with the exception of the ESOL element will have Assessment Support Packs. The *Communications* Unit will have a contextualized assessment. Re-assessment will be offered if required.

11 Glossary of terms

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

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

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

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

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

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

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

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

12 Appendices

Appendix 1: QDT membership

Appendix 2: Summary of college consultation

Appendix 3: New Unit development

Appendix 4: Core Skills outline

Appendix 5: Core Skills development opportunity in the mandatory section

Appendix 6: Suggested delivery options

Appendix 1: QDT membership

Name of QDT Member	Centre
David Marshall	Development Officer
Alistair Wylie	SQA Qualifications Manager
Shazia Anwar	SQA Qualifications Officer
Darroch Campbell	Reid Kerr College
Jill Elder	Perth College
Anne Granger	Kilmarnock College
Gwyneth Hunt	Dundee College
Alan Lee	Langside College
Caroline McCall	Central College
Malcolm Moncrieff	Forth Valley College
Jackie Simpson	Cardonald College

Appendix 2: Summary of college consultation

NC Business at SCQF level 4

Summary of college consultation evidence*

Please answer each of the questions below.

Delete as appropriate and please add supporting comments.

Name: _____

Centre: _____

- 1 Which of the following levels do you currently offer in your centre?

NC Business at SCQF level 5	Five centres
NQ Business (Please indicate at which level)	Six centres (SCQF level 5)
NQ Administration (Please indicate at which level)	Six centres (SCQF level 5)

- 2 Do you think there is a need for a NC Business at SCQF level 4?

Six centres answered 'Yes'

Summary of reasons.

Current lack of a cohesive award
Promote student transition and progression
Improve student confidence
Matches student opportunity and ability
Lack of up to date Units
Lack of suitably practical Units
Diversity of SCQF level 4 learners

- 3 Is there a demand for a NC Business at SCQF level 4?

Six centres answered 'Yes'

Summary of reasons

To improve retention and attainment
To develop a 2 year programme to support learners
Improve employability options
Increase recognised exit routes
To target candidate skill and knowledge development
Increase partnership opportunities for colleges
Mature returners, MC/MC, Migrant/ESOL candidates

*Responses were received from:

Central College
Dundee College
Forth Valley College
Langside College
Perth College
Reid Kerr College

Appendix 3: New Unit development

Unit Specifications

This appendix contains the titles of the new Unit Specifications for the Units developed as part of the NC Business at SCQF level 4:

Mandatory Units

Unit title	SCQF level
Financial and Cost Accounting: An Introduction	4
Marketing: An introduction	4
Developing Skills for Employability	4
Economics: Basic Principles	4

Assessment Support Packs have been produced for each of the Units that comprise the mandatory section with the exception of *English for Speakers of other Languages: Everyday Communication*.

Appendix 4: Core Skills outline

Core Skills

The **mandatory** Units are:

Unit title	Problem Solving	Comms	IT	Numeracy	WWO
PC Passport: Introduction to Internet and On-line Communications	D	D	D		
Communication OR English for Speakers of other Languages: Everyday Communications		A			D
Financial and Cost Accounting: An Introduction	D			D	
Marketing: A practical approach	D	D			D
Business Enterprise	D	D	D		D
Enterprise Activity	A	D		D	A
Developing Skills for Employability	D	D			D
Skills for Customer Care	D	D			D
Economics: Basic Principles	D	D			D

A — Achieved through

D — Developed through

The **optional** Units are:

Unit title	Problem Solving	Comms	IT	Numeracy	WWO
Business Decision Areas	D				D
Business information and ICT	D	D	D		D
Business Management	D	D			D
Selling Skills	D	D			D
Administrative Services	D		D		
Information Technology for Administrators	D		D		
Administration: Presenting and Communicating Information	D	D	D		D
Administration	D		D		
Basic Reception Skills	D	D	D		
PC Passport: Introduction to IT Systems	D	D	D		
PC Passport: Internet and On-line Communication	D	D	D		D
PC Passport: IT Software - Spreadsheet and Database	D	D	A		
PC Passport: IT Software - Word Processing and Presenting Information	D	D	A		
PC Passport: IT Systems	D	D	D		
Financial Accounting	D			D	
Management Accounting	D			D	
Accounting	D			D	
Microeconomics	D				D
The UK Economy	D				D
The International Economy	D				D
Economics	D				
Work Experience	A	D			A
Work Experience	A	D			A
Contract Law: An Introduction	D				
Numeracy				A	
Working with others					A
Problem Solving	A				

Unit title	Problem Solving	Comms	IT	Numeracy	WWO
Cantonese for Work Purposes		D			
French for Work Purposes		D			
Gaelic (Learners) for Work Purposes		D			
German for Work Purposes		D			
Italian for Work Purposes		D			
Mandarin for Work Purposes		D			
Polish for Work Purposes		D			
Russian for Work Purposes		D			
Spanish for Work Purposes		D			
Urdu for Work Purposes		D			

A — Achieved through
D — Developed through

Appendix 5: Core Skills development opportunity in the mandatory section

There will be significant opportunities for the development of Core Skills within the NC Business. While Appendix 4 illustrates the general opportunities to achieve and develop Core Skills, the table below illustrate specific opportunities for the development of Core Skills within the mandatory Units.

Unit	Communications		Numeracy		Information and Communication Technology	Working with Others	Problem Solving		
	Oral	Written	Using Graphical Information	Using Number			Critical Thinking	Planning & Organising	Review & Evaluating
Financial and Cost Accounting: An Introduction	✓	✓		✓	✓	✓	✓	✓	✓
Marketing: An Introduction	✓	✓	✓		✓	✓	✓	✓	✓
Communication/ESOL	✓	✓			✓	✓	✓	✓	✓
Developing Skills for Employment	✓	✓			✓	✓	✓	✓	✓
PC Passport: Introduction to Internet and On-Line Communications					✓	✓	✓		
Business Enterprise	✓	✓			✓	✓	✓		
Skills for Customer Care	✓	✓			✓	✓	✓	✓	✓
Economics: Basic Principles	✓	✓	✓	✓	✓	✓	✓	✓	✓
Enterprise Activity	✓	✓	✓	✓	✓	✓	✓	✓	✓

Delivery opportunities for the development of Core Skills could include:

Unit	Communication	Numeracy	IT	WVO	Problem Solving
Financial and Cost Accounting: An Introduction	Discussion of budgets and costs. Preparation of written job costing.	Job costing exercises providing arithmetical development.	Spreadsheet exercises such as producing a balance sheet.	Group activities for job costing	Job costing exercises
Marketing: An Introduction	Group discussions on Marketing Mix. Written exercises on marketing concepts and marketing mix.	Graphical representations of market research	Internet research of markets and products	Group research activities on product characteristics.	Identify customer needs, determine the marketing mix and review in relation to marketing concepts.
Communication/ESOL	Written and oral evidence.		Internet research for business articles.	Group discussions on business articles and scenarios.	Identifying, planning and reviewing a presentation.
Developing Skills for Employment	Production of a CV. Role play interview.		Production of CV. Internet research of employment opportunities and requirements.	Group activities and discussions on employability skills.	Identification of employability skills, planning of a CV and interview and review of performance.
PC Passport: Introduction to Internet and On-Line Communications	Written evidence of internet validity. Discussion of business use of the internet and on-line communication.		Internet use.	Group discussion on the potential business uses of the internet and on-line communication.	Identification of ICT solutions. Planning and review of ICT provision and services in business.
Business Enterprise	Production of written evidence. Discussions of entrepreneurial skills or business objectives.		Internet research of entrepreneurs and businesses.	Group activities business types.	Critical examination of individual businesses and their objectives.
Skills for Customer Care	Role play exercises. Production of written evidence.		Internet research of customer care policies.	Scenario based group work.	Identification and review of customer care policies and solutions.

Unit	Communication	Numeracy	IT	WVO	Problem Solving
Economics: Basic Principles	Presentation of written evidence. Discussion of common economic issues impacting upon specific goods and products.	Production of supply and demand diagrams. Calculation of price changes due to common factors.	Internet research of the basic economic problem.	Group research and discussions of economic issues.	Identifying common solutions to the economic problem
Enterprise Activity	Production of planning and promotional material. Discussion regarding the objectives of the enterprise.	Budget and mark-up calculations. Production of graphical and tabular evidence to support market research and forecasts.	Market research on the internet, production of core plans and promotional documents.	Group enterprise activity.	Identification of desired activity, production of plan and review of activity.

Appendix 6: Suggested delivery options

Illustrated below is a suggested Course structure for candidates wishing to pursue a career within a business organisation, covering two semesters. As can be seen below this covers 18 Units. Again, this would be at the discretion of each individual centre. The nine mandatory Units are spread between the two semesters, and options chosen emphasise the business and administrative content of the Course framework and promote progression to NC programmes in Business and Administration at SCQF level 5.

NC Business at SCQF level 4 with progression NC Business at SCQF level 5

Semester 1 (September–mid January)

DV4G 10	Business Enterprise	Level 4
F5G1 10	Financial and Cost Accounting: An Introduction	Level 4
F5G2 10	Marketing: An Introduction	Level 4
F5G4 10	Developing Skills for Employment	Level 4
F3GB 10/ F1AE 10	Communication/ESOL	Level 4
F1F9 10	PC Passport: Introduction to Internet and Online Communications	Level 4
F1F8 10	PC Passport: Introduction to IT Software and Presenting Information	Level 4
F5G3 10	Economics: Basic Principles	Level 4
DF47 10	Financial Accounting	Level 4

Semester 2 (mid January to June)

D36N 10	Enterprise Activity	Level 4
F38W 10	Skills for Customer Care	Level 4
DV4H 10	Business Decision Areas	Level 4
DM4X 10	The UK Economy	Level 4
F1GP 10	PC Passport: Introduction to IT Systems	Level 4
DF4T 10	Management Accounting	Level 4
D36H 10	Work Experience	Level 4
DV4J 10	Business Information and ICT	Level 4
DM4W 10	Microeconomics	Level 4

NC Business at SCQF level 4 with progression NC Administration at SCQF level 5

Semester 1 (September–mid January)

DV4G 10	Business Enterprise	Level 4
F5G1 10	Financial and Cost Accounting: An Introduction	Level 4
F5G2 10	Marketing: An Introduction	Level 4
F5G4 10	Developing Skills for Employment	Level 4
F3GB 10/ F1AE 10	Communication/ESOL	Level 4
F1F9 10	PC Passport: Introduction to Internet and Online Communications	Level 4
F1F8 10	PC Passport: Introduction to IT Software and Presenting Information	Level 4
F5G3 10	Economics: Basic Principles	Level 4
DM3R 10	Information Technology for Administrators	Level 4

Semester 2 (mid January to June)

D36N 10	Enterprise Activity	Level 4
F38W 10	Skills for Customer Care	Level 4
DV4H 10	Business Decision Areas	Level 4
F1GP 10	PC Passport: Introduction to IT Systems	Level 4
DF47 10	Financial Accounting	Level 4
D36H 10	Work Experience	Level 4
DV4J 10	Business Information and ICT	Level 4
DM3T 10	Administration: Presenting and Communicating Information	Level 4
DM3P 10	Administrative Services	Level 4

An alternative programme of study could see 12 Units delivered in a January–June fast-track programme. This could provide specific access opportunities to NC Business and NC Administration at SCQF level 5 depending upon the optional subjects chosen in the individual Course programme. Candidates are provided added value by the PC Passport Award (SCQF level 4).

DV4G 10	Business Enterprise	Level 4
F5G1 10	Financial and Cost Accounting: An Introduction	Level 4
F5G2 10	Marketing: An Introduction	Level 4
F5G4 10	Developing Skills for Employment	Level 4
F3GB 10/ F1AE 10	Communication/ESOL	Level 4
F1F9 10	PC Passport: Introduction to Internet and Online Communications	Level 4
F1F8 10	PC Passport: Introduction to IT Software and Presenting Information	Level 4
DV4H 10	Business Decision Areas	Level 4
D36N 10	Enterprise Activity	Level 4
F5G3 10	Economics: Basic Principles	Level 4
F38W 10	Skills for Customer Care	Level 4
F1GP 10	PC Passport: Introduction to IT Systems	Level 4

Assessment Support Packs are available for all mandatory Units with the exception of the ESOL element to reinforce the practical aspect of the Unit specification as well as reinforcing a common standard across centres. They play a critical role in ensuring the delivery of Units is linked to and contextualised within business environments. This will help to ensure that a business focus is always maintained as much as possible in the delivery and assessment of the Units.