



National Unit specification: general information

Unit title: Business Skills and Behaviours

Unit code: FJ3J 12

Superclass: AE

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Summary

This Unit is intended for candidates who have a business idea or who are interested in starting a business. The Unit will enable candidates to identify the skills and behaviours which are necessary for success in business and will also provide a formal framework for developing these business skills and behaviours. These will include essential softer skills associated with communication, networking, negotiating and problem solving.

The Unit will benefit candidates who are interested in business, adults returning to work and those considering a change of career and may be considering self-employment. The skills in this Unit are transferable and therefore would benefit anyone operating in a business environment whether they be self-employed or an employee.

Outcomes

- 1 Review and evaluate own business skills and behaviours in relation to an agreed business idea.
- 2 Create a plan to improve own business skills and behaviours.
- 3 Explain how business skills and behaviours can be applied to an agreed business idea.

Recommended entry

While entry is at the discretion of the centre, candidates would normally be expected to have attained one of the following, or equivalent:

- ◆ The Core Skill *Communication* at (SCQF level 4)

General information (cont)

Unit title: Business Skills and Behaviours

Credit points and level

1 National Unit credit at SCQF level 6: (6 SCQF credit points at SCQF level 6*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skills components in this Unit.

National Unit specification: statement of standards

Unit title: Business Skills and Behaviours

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Outcome 1

Review and evaluate own business skills and behaviours in relation to an agreed business idea.

Performance Criteria

- (a) Identify the business skills and behaviours which are necessary to be successful in business.
- (b) Explain the importance of the identified business skills and behaviours to success in implementing a business idea.
- (c) Evaluate your current skills and behaviours against those required to be successful in business.

Outcome 2

Create a plan to improve own business skills and behaviours.

Performance Criteria

- (a) Identify own areas of development in terms of business skills and behaviours.
- (b) Identify sources of learning and support to develop your business skills and behaviours.
- (c) Create a plan to improve your business skills and behaviours in relation to an agreed business idea.
- (d) Set relevant goals for your personal development plan.
- (e) Evaluate progress in achieving the goal within your personal development plan.

Outcome 3

Explain how business skills and behaviours can be applied to an agreed business idea.

Performance Criteria

- (a) Explain how business skills and behaviours will enhance your agreed business idea.
- (b) Describe how you will implement business skills and behaviours within the context of your agreed business idea.

National Unit specification: statement of standards (cont)

Unit title: Business Skills and Behaviours

Evidence Requirements for this Unit

Written and/or recorded oral evidence and product must be produced to demonstrate that the candidate has achieved all of the Outcomes and Performance Criteria.

Candidates will use an identified business idea of their own or an idea provided for them to generate the necessary evidence.

Candidates are required to produce a folio of evidence.

A holistic approach is recommended for assessment of this Unit.

Outcome 1

Candidates should identify **four** business skills and **two** behaviours that are necessary to successfully run a business. Candidates are also required to explain why these are important to the success of an agreed business idea.

Candidates should review their current performance against the skills and behaviours identified.

Outcome 2

Candidates should identify **four** business skills and/or behaviours that they require to improve to be successful in running a business.

Candidates are required to identify sources of learning and support for improving their business skills and behaviours. Candidates should select **two** methods of learning and support.

Candidates are required to create a personal development plan outlining how they will improve their identified business skills and behaviours. The personal development plan should include the following:

- ◆ The business skills and behaviours to be developed
- ◆ What learning methods will be used
- ◆ The resources required
- ◆ The timescale for completion of each goal on the development plan
- ◆ Two reviews of progress towards each goal throughout the period of the plan, with an explanation for any deviation

Outcome 3

Candidates should explain how improving **four** business skills and/or behaviours will enhance their agreed business idea over **three** different areas of the business.

Describe appropriate methods of ensuring that these skills and behaviours are consistently applied in the context of the business idea.

National Unit specification: support notes

Unit title: Business Skills and Behaviours

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit is mandatory within the National Progression Award (NPA) in Enterprise and Business at SCQF level 6 but can also be taken as a freestanding Unit.

The Unit helps candidates enhance the skills and behaviours which are necessary to be successful in business through personal review and development of an action plan.

Outcome 1 requires candidates to identify the skills and behaviours required for success in business, and to describe the relevance of selected skills and behaviours to their agreed business idea. It also provides an opportunity for candidates to evaluate their performance level in relation to these skills and behaviours. Business skills are defined as competences such as budgeting or negotiation, while behaviours relate to attitudes and personal attributes such as assertiveness and motivation.

Outcome 2 requires candidates to develop selected skills and behaviours which will help them to succeed in their agreed business idea. Candidates are required to create a personal development plan containing action points along with target dates for completion. One example may be completing a Course on sales and marketing within four months to enhance these skills. Candidates are also required to review their plan and to monitor their progress towards achievement of the stated goals within it.

Outcome 3 requires candidates to describe how they will apply their skills and behaviours to their agreed business idea by relating them to specific areas of the business. For example, candidates can describe how communication skills are important to customer service or how enthusiasm and imagination can improve sales and marketing techniques.

Guidance on learning and teaching approaches for this Unit

This Unit is intended to allow a range of evidence to be gathered through practical activities as well as classroom delivery.

It is likely that candidates will benefit from a range of sources of information in various formats, from organisations such as Business Gateway, Scottish Enterprise, Skills Development Scotland. Candidates should also be encouraged to visit any organisations that are similar in nature to their agreed business idea, where they may observe business skills and behaviours demonstrated in a live business environment.

Theoretical aspects could be delivered via a mixture of teacher/lecturer input, group discussion, visiting speakers from appropriate organisations and the use of the Internet and relevant printed publications.

Candidates should be made aware that their personal development plan is a working document and should be used to record and monitor their progress to the achievement of the development of their business skills and behaviours.

National Unit specification: support notes (cont)

Unit title: Business Skills and Behaviours

Opportunities for developing Core Skills

Through investigation of different business skills and behaviours and identification and evaluation of information, within this Unit there are good opportunities for developing aspects of Core Skills in:

- ◆ *Communication* at SCQF level 6 — the creation of a plan to improve performance may provide evidence of written communication
- ◆ *Working With Others* at SCQF level 5 — the creation of a personal development plan and agreeing development activities may provide evidence towards this Core Skill
- ◆ *Problem Solving* at SCQF level 5 — candidates are required to review and evaluate their own skills and behaviours and to create a plan to improve them

Guidance on approaches to assessment for this Unit

Where this Unit is delivered as part of the NPA in Enterprise and Business at SCQF level 6, assessment could be integrated with other Units, ie *Business Formation: An Introduction*, *Business Formation: Commercial Aspects and the Law, Finance and E-commerce for a New Business* and *Business Formation: Developing a Business Idea*.

Where candidates do not have their own business idea, they can be given one to relate their business skills and behaviours to. Case studies and/or practical investigations may be used to gather evidence towards assessment. Practical exercises are likely to be important parts of delivery.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by *Information and Communications Technology* (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

History of changes to Unit

Version	Description of change	Date

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