Arrangements for:

National Certificate in Business

at SCQF level 4

Group Award Code: G973 44

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Acknowledgement

History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date
10	**Revision of Unit:** Gaelic (Learners) for Work Purposes F3CD 10 has been replaced by Gaelic for Work Purposes J631 44	25/02/2022
09	**Revision of Unit:** J614 44 Enterprise Skills has replaced D36N 10 Enterprise Activity. D36N 10 Enterprise Activity will finish on 31/07/2024.	01/02/2022
08	**Revision of Unit:** F5G1 10 Financial and Cost Accounting: An Introduction (finish date 31/07/2021) has been replaced by J1JV 44 Financial and Cost Accounting: An Introduction (start date 01/08/2019). DF4T 10 Managing Accounting (finish date 31/07/2021) has been replaced by J1K1 44 Management Accounting: An Introduction (start date 01/08/2018).	21/11/2018
07	**Revision of Unit**: F5G2 10 Marketing: An Introduction *has been revised by* HJ2Y 44 Marketing: An Introduction *and will finish on* 31/07/2019.	27/02/2017
06	**Revision of Unit**: D36H 10 Work Experience *has been revised by* HF88 44 Work Placement *and will finish on* 31/07/2017. **Revision of Unit**: D36H 11 Work Experience *has been revised by* HF88 45 Work Placement *and will finish on* 31/07/2017.	21/07/2016
05	**Revision of framework:** Business Enterprise (DV4G 10) finishes on 31/07/2016 and is replaced in the mandatory section of the framework by Business Assignment (H282 74). ESOL for Everyday Life (H24H 74) is replaced in the mandatory section of the framework by ESOL in Context (H24L 74). Influences on Business (H281 74) and Business in Action (H280 74) added to the options section.	01/05/2016
04	H225 74 Numeracy has been added as an alternative to F3GF 10 Numeracy.	15/02/2016
03	**Revision of Unit**: DV34 10 English for Speakers of Other Languages: Study-related Contexts *has been revised by* H24H 74 ESOL for Everyday Life *and will finish on* 31/07/2016.	26/03/2015
02	**Revision of Unit**: DM3P 10 Administration Services *has been revised by* H1YV 74 Administrative Practices *and will*	12/05/2014

Version number	Description	Date
	finish on 31/07/2016. DM3R 10 Information Technology for Administrators *has been revised by* H1YW 74 IT Solutions for Administrators *and will finish on* 31/07/2016. DM3T 10 Administration: Presenting and Communicating Information *has been revised by* H1YY 74 Communication in Administration *and will finish on* 31/07/2016 H201 74 Administration and IT Assignment *has been added as an alternative to* X214 10 Administration. DV4H 10 Business Decision Areas *has been revised by* H280 74 Business in Action *and will finish on* 31/07/2016. DV4G 10 Business Enterprise *has been revised by* H281 74 Influences on Business *and will finish on* 31/07/2016. H282 74 Business Assignment *has been added as an alternative* to X234 10 Business Management. H23W 74 Literacy *has been added as an alternative to* F3GB 10 Communication	
01	Original document	

Contents

1   Introduction

This is the Arrangements Document for the National Certificate (NC) 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 NC is designed to meet the needs of candidates who wish to develop a foundation for progression to further study and for those who wish to enter employment in business by providing appropriate skills and knowledge.

The mandatory Units ensure that on completion of the Course, candidates will have 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, they will also have good employability skills and be able to work independently and as part of a team.

The NC 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 in Business at SCQF level 4 reflected gaps in SQA provision in this area, with one-year programmes of study varying from centre to centre. This provided the starting point for the work of the QDT which was influenced by a number of factors including:

♦   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 Business and business related areas
♦   The parallel development of an NC Business at SCQF level 5
♦   The potential development of a parallel development for an NC Award in Administration.

A Qualification Development Team (QDT) was established in June 2008 to consider the extent and type of provision in Business and related areas. It established a requirement for a national award in Business at SCQF level 4 which:

♦   would be recognised by employers and educational institutions
♦   enabled candidates to point to a significant measure of achievement
♦   retained the flexibility of existing arrangements, including options
♦   was compatible with successful local programmes
♦   provided multiple exit routes for candidates
♦   provided a progression route from Access Courses
♦   enabled candidates to develop appropriate Core Skills and skills relevant to business and administration
♦   matched the capabilities, expectations and interests of candidates.

3 Aims of the Group Award

The main aim of the NC is to provide a practical, flexible programme which enables candidates to acquire and develop skills and knowledge needed to access a higher SCQF level of study; or to move into the employment market in a business environment. Having multiple exit routes provides candidates with achievable choices, putting them in a stronger position to successfully move to the next stage of their study or career development.

3.1 Principal aims of the Group Award

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

1 Give candidates a background in business which enables 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 to further qualifications such as NCs 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 NC meets these principal aims through a robust, business-focused mandatory section which ensures that all candidates acquire and develop key knowledge, understanding and skills relevant to further study and employment in a business environment.

The table below references the aims to the mandatory Units.

Unit title	Reference to the aims of the award
PC Passport: Introduction to Internet and On-line Communications	1–6
Financial and Cost Accounting: An Introduction	1–6
Marketing: An Introduction	1–6
Economics: Basic Principles	1–6
Developing Skills for Employment	1–6
Skills for Customer Care	1–6
Enterprise Activity	1–6
Business Assignment	1–6
Communication **OR** Literacy **OR** ESOL in Context	3, 5, 6

3.2 General aims of the Group Award

The general aim of the NC in Business at SQCF 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 with the needs and demands of candidates, employers, centres and other key stakeholders. 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.
♦ utilising Assessment Support Packs to enable 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

The NC aims to meet the needs of three main client groups — young people who have left school recently, 'adult returners' who have decided to re-enter education and candidates whose first language is not English.

The award is designed to provide a valid and reliable framework with sufficient flexibility to satisfy the requirements of these 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 can help learners develop and maintain an interest in the award.

The optional Units provide candidates with opportunities to undertake study in business and administration which should benefit those wishing to progress to SCQF level 5 and beyond. Candidates may 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 ESOL facilitates the option of developing skills in English alongside the knowledge, understanding and skills relevant to business, providing a more accessible award.

Target client groups

The NC in Business at SCQF level 4 is aimed at meeting the demand from three main client groups. They are:

♦ Young people who have left school recently
♦ 'Adult returners' who have decided to re-enter the educational system
♦ Migrants and candidates whose first language is not English.

These client groups have quite different characteristics. School leavers seeking to study at this level may have limited formal attainment and this may reflect a negative experience of the educational system. Adult returners may also possess few formal qualifications. They may have valuable work and life experience, but lack confidence in their ability to learn and adapt to a learning environment.

Where demand exists from candidates 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 before embarking upon the NC. The SQA portfolio of ESOL Courses would provide an appropriate entry point for such candidates, though others may already possess sufficient English language skills, particularly in terms of English speaking.

3.4 Employment opportunities

The NC is designed to enable candidates to acquire and develop knowledge, understanding and skills relevant to contemporary business contexts. As such, it is a stepping stone to both further study and employment. The NC's practical nature is intended to promote candidate confidence and attainment and enhance their employability prospects. Specific Units such as *Enterprise Activity, Skills for Customer Care, Developing Skills for Employment* and *Financial and Cost Accounting: An Introduction;* as well as the IT and Administrative content; are deliberately intended to enhance 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. Entry is at the discretion of the centre and each individual Unit specifies any recommended prior achievement.

Candidates would normally be expected to be at a developmental stage in acquiring and improving knowledge, understanding and skills. For candidates who have recently left school, centres might require relevant SCQF level 4, 5 or equivalent qualifications as a condition of entry.

No formal entry requirements may be more appropriate for adult returners and candidates whose first language is not English. Evidence of prior attainment is not normally expected for the Units delivered within the mandatory section.

Reference to school attainment or appropriate life or work experience may provide sufficient evidence that candidates can successfully embark on an award at SCQF level 4. Candidates for whom English is not their first language may 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 in Business at SCQF level 4 is awarded to candidates who achieve 72 SCQF points at level 4 or above.

This is made up as follows:

♦ 54 SCQF points at SCQF level 4 (9 SQA credits) from the mandatory Units
♦ 18 SCQF points at SCQF level 4 or level 5 (3 SQA credits) from the optional Units.

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
Financial and Cost Accounting: An Introduction	J1JV 44*	6	4	1
Marketing: An Introduction	HJ2Y 44*	6	4	1
Economics: Basic Principles	F5G3 10	6	4	1
Developing Skills for Employment	F5G4 10	6	4	1
Skills for Customer Care	F38W 10	6	4	1
Enterprise Skills	J614 44*	6	4	1
Business Assignment*	H282 74	6	4	1
Communication **OR**	F3GB 10	6	4	1
Literacy **OR**	H23W 74	6	4	1
ESOL in Context*	H24H 74	9	4	1.5

The **optional** Units are:

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Business in Action* **OR**	H280 74	6	4	1.5
Business in Action with a Scottish Context	H6N6 74	6	4	1.5
Influences on Business*	H281 74	9	4	1.5
Business Information and ICT	DV4J 10	6	4	1
Selling Skills	D0SF 10	6	4	1
Financial Accounting for Sole Traders	J1JW 44	9	4	1
Management Accounting: An Introduction	J1K1 44*	9	4	1
PC Passport: Internet and On-line Communication	F1FD 11	6	5	1
PC Passport: IT Software —	F1FB 11	6	5	1

Spreadsheet and Database				

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
PC Passport: IT Software — Word Processing and Presenting Information	F1FC 11	6	5	1
PC Passport: IT Systems	F1FA 11	3	5	0.5
Communication in Administration*	H1YY 74	6	4	1
IT Solutions for Administrators*	H1YW 74	6	4	1
Administrative Practices*	H1YV 74	6	4	1
Administration and IT Assignment	H201 74	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 Placement **OR** Work Placement	HF88 44* HF88 45*	6 6	4 5	1 1
Numeracy OR Numeracy	F3GF 10 H225 74	6 6	4 4	1 1
Cantonese For Work Purposes	F3CF 10	6	4	1
French For Work Purposes	F3CG 10	6	4	1
Gaelic For Work Purposes *	J631 44*	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	F3C8 10	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
Problem Solving	F3GD 10	6	4	1
Working with Others	F3GE 10	6	4	1

*Refer to history of changes for revision details.

5.1.1 National 4 Courses

The National 4 Courses in Business and Administration are nested within the framework of the National Certificate in Business. It is not necessary to achieve a National 4 Course before achieving the NC, but it may be beneficial and provides a certificated Course for candidates who complete it; irrespective of whether they complete the full 12 credits of the NC.

Note: centres must enter candidates for the relevant Course code.

5.1.2 National 4 Business (C708 74)

The National 4 Course in Business consists of three mandatory Units: *Business in Action* (H280 74) **OR** *Business in Action with a Scottish Context* (H6N6 74); *Influences on Business* (H281 74) and the Added Value Unit, *Business Assignment* (H282 74).

For the Added Value Unit *Business Assignment,* candidates research and communicate findings on a business-related topic drawn from the Course and use the findings to make a simple business proposal.

Centres can access a Unit Assessment for Business Assignment through their SQA Co-ordinator.

As with all SQA Unit assessments, Added Value Unit assessments **must** be internally verified by centres.

For more details please see the National 4 Course Specification on the Business subject page of SQA's website at http://www.sqa.org.uk/.

5.1.3 National 4 Administration and IT (C701 74)

The National 4 Course in Administration and IT consists of four mandatory Units: *Administrative Practices* (H1YV 74); *IT Solutions for Administrators* (H1YW 74); *Communication in Administration* (H1YY 74); and the Added Value Unit *Administration and IT Assignment* (H201 74).

For the Added Value Unit *Administration and IT* Assignment, candidates undertake a practical administration and IT-based task drawing on the knowledge, understanding and skills developed across the Course. It requires learners to extend administration-related knowledge, understanding and skills, and apply these in the context of organising and supporting a small-scale event.

As with all SQA Unit assessments, Added Value Unit assessments **must** be internally verified by centres.

For more details please see the National 4 Course Specification on the Administration and IT subject page of SQA's website at http://www.sqa.org.uk/.

5.2 PC Passport National Progression Awards (NPA)

National Progression Awards in PC Passport are designed to develop or enhance IT skills. Two PC Passport NPAs are nested within the framework of the National Certificate in Business. It is not necessary to achieve an NPA to achieve the NC, but it may be beneficial and provides a certificated Course for candidates who complete it; irrespective of whether they complete the full 12 credits of the NC.

Note: centres must enter candidates for the relevant Group Award code.

5.2.1 PC Passport: Beginner (G8H7 44)

The NPA in PC Passport: Beginner at SCQF Level 4 consists of three mandatory Units:

- *PC Passport: Introduction to Internet and On-line Communications (F1F9 10)*
- *PC Passport: Introduction to IT Software and Presenting Information (F1F8 10)*
- *PC Passport: Introduction to IT Systems (F1GP 10).*

5.2.2 PC Passport: Intermediate (G8H9 45)

The NPA in PC Passport: Intermediate at SCQF Level 5 consists of four mandatory Units:

- *PC Passport: Internet and On-line Communication (F1FD 11)*
- *PC Passport IT Software Spreadsheet and Database (F1FB 11)*
- *PC Passport: IT Software Word Processing and Presenting Information (F1FC 11)*
- *PC Passport: IT Systems (F1FA 11).*

5.3 Mapping information

The structure of the NC in Business:

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

Flexibility is an important feature, with the structure taking into account that many centres may offer the NC as the central part of programmes of 17– 20 Units. The NC is compatible with these arrangements.

The content of the framework's mandatory section samples fundamental principles and functions within a business environment to reflect the needs and demands of learners, employers and centres. The Unit Influences on Business provides the learner with a foundation for the study of business. The Unit contextualises knowledge and skills for the learner and provides the opportunity to study the constituent Units of the National 4 (SCQF level 4) Business Course. This suite of Units (see Section 5.1.2) enables candidates to gain an appreciation of how the various aspects of a business and its environment fit together. They also potentially enable candidates to gain an additional Course and validation of their achievement within specialist business subjects.

The mandatory section includes study of marketing and finance, two of the primary functional areas of any business. Alongside the inclusion of economics, the NC emphasises recognised business subjects which provide learners with knowledge, understanding and skills within a business context, but crucially, provides a foundation for future study or employment within a functional area of a modern business. In addition, practical Units such as Enterprise Activity, Skills for Customer Care and *Developing Skills for Employment* are designed to facilitate the acquisition of entrepreneurial and customer facing skills which characterise the likely employment opportunities for successful candidates. 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* in the mandatory section. Some of the common characteristics of the potential client groups can manifest themselves in development needs in Core Skills and an absence of formal attainment in these areas. The value of Communication in a modern business environment cannot be understated and the framework allows for learners' development of communication skills, delivered and assessed within a business context.

ESOL is offered as an alternative to Communication or Literacy, facilitating access for learners whose first language is not English and opportunities to develop their competence in English alongside business skills.

The IT content from PC Passport enables candidates to acquire business related IT skills and importantly, presents the opportunity to gain added value through a recognised and marketable award to validate their achievement in this key skill area (see Section 5.2).

The mandatory section places a high degree of emphasis upon employability and transferable skills. The practical focus of the NC is designed to promote learner development and confidence and enhance the positive contribution that successful candidates can offer to society as a whole. Values such as citizenship, confidence and positive contribution are developed through learning about:

♦ Positive attitudes 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
♦ Having confidence to seek feedback
♦ Having confidence to give feedback
♦ Self-reviewing and evaluating
♦ Customer care skills.

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

Accounting Units are available to provide candidates with the opportunity to specialise within the accounting sphere of business, providing opportunities for further study and enhancing 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 NC and specifically, provide those seeking progression into the employment market with 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 potential employment opportunities.

6 Core Skills

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

The NC develops Core Skills in several ways. *Communication* must be undertaken from options of the discrete Core Skill *Communication* Unit, Literacy, or ESOL. An Assessment Support Pack for *Communication* (F3GB 10) is available contextualised to a business environment.

If selected, successful completion of *Literacy* (H23W 74) provides certification of the Core Skill of *Communication* at SCQF level 4.

The PC Passport Units on the NC enable candidates to develop the *Information Technology* Core Skill at SCQF level 4.

Successful completion of the optional Unit *PC Passport: Introduction to IT Software* and *Presenting Information* (F1F8 10) provides certification of the Core Skill of *Information and Communication Technology* at SCQF level 4.

The options section provides the opportunity for extension of IT knowledge, understanding and skill with the provision of all Units which make up the NPA in PC Passport: Intermediate at SCQF level 5 (see Section 5.2).

Other Units afford opportunities to work towards aspects of the remaining three Core Skills. Enterprise Activity provides opportunities to work towards *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.

Financial and Cost Accounting: An Introduction provides opportunities to work towards the Core Skill of *Numeracy* at SCQF level 4 and this can be consolidated if further accounting Units are selected. The calculation of a job costing focusses upon basic arithmetical skills as well as addressing percentages and the use of numbers, while the use of numbers is of fundamental importance for Units where accounting statements are produced and amended.

Centres have the opportunity to choose the discrete Core Skill *Numeracy* Unit (F3GF 10) as an optional Unit, or the Curriculum for Excellence (CfE) *Numeracy* Unit (H225 74). If selected, successful completion of *Numeracy* (H225 74) provides certification of the Core Skill of *Numeracy* at SCQF level 4.

The mandatory section of the NC provides multiple opportunities to develop the 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.

The optional section provides candidates and centres with a clear opportunity to formalise the remaining Core Skills with the inclusion of discrete Units in *Problem Solving, Numeracy* and *Working with Others*.

Other optional Units provide opportunities to work toward 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 5.

Overall, the 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.

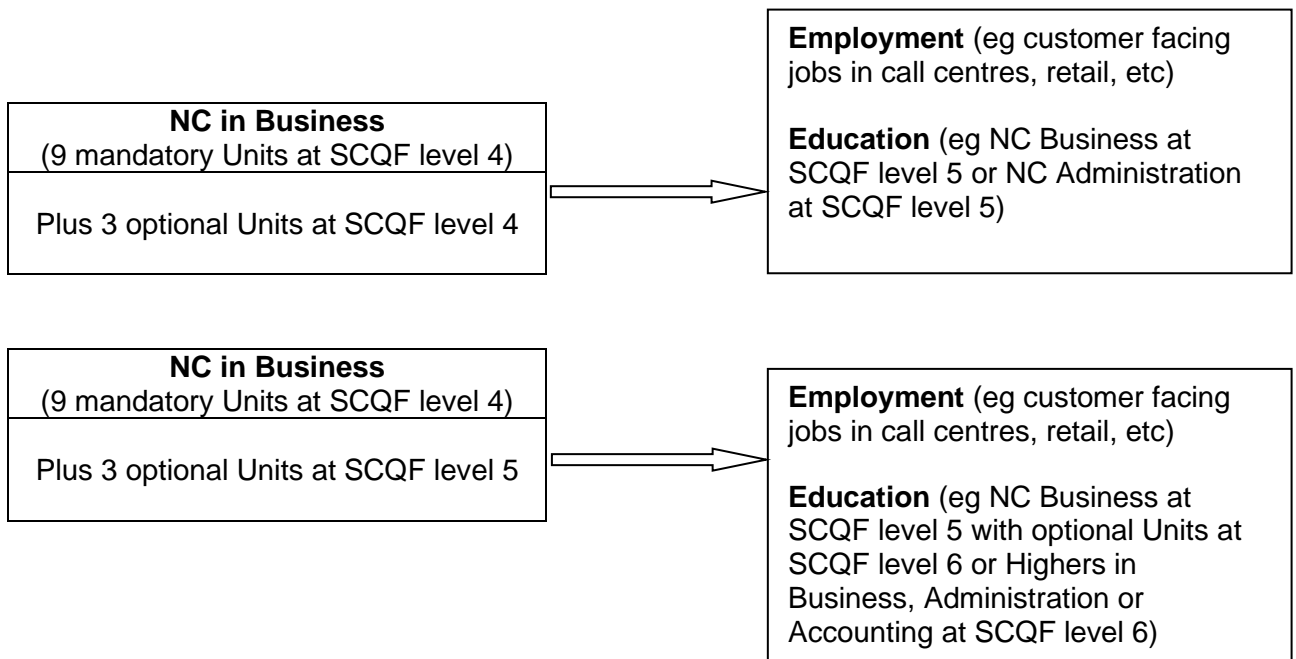# 7   Articulation, professional recognition and credit transfer

Articulation

Although there is no direct articulation, candidates who have completed the NC in Business at SCQF level 4 will be well prepared to undertake NCs in Business, Administration or an associated area at SCQF level 5.

Progression routes

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

Progression routes are illustrated below.

NC in Business (9 mandatory Units at SCQF level 4) Plus 3 optional Units at SCQF level 4	⟹	**Employment** (eg customer facing jobs in call centres, retail, etc) **Education** (eg NC Business at SCQF level 5 or NC Administration at SCQF level 5)

NC in Business (9 mandatory Units at SCQF level 4) Plus 3 optional Units at SCQF level 5	⟹	**Employment** (eg customer facing jobs in call centres, retail, etc) **Education** (eg NC Business at SCQF level 5 with optional Units at SCQF level 6 or Highers in Business, Administration or Accounting at SCQF level 6)

Note that candidates aiming to progress to SCQF level 5 are encouraged to choose Units at this level in order to help them bridge the gap between SCQF levels 4 and 5.

The choice of Units is likely to depend upon the preferred NC at SCQF level 5. Candidates aiming to enter employment may find it beneficial to undertake optional Units at SCQF level 4, though the availability of some specialist Units at SCQF level 5 may influence choices.

It is likely that many candidates will complete more than the 12 credits required, though all decisions will depend on availability within centres.

8   Approaches to delivery and assessment

Delivery of the NC is at the discretion of the centre.

The flexibility of the NC means that centres can deliver Unit programmes to suit their own particular circumstances. Commonly, centres may offer full-time provision over the full academic year of between 17 and 20 Units and the NC is compatible with these arrangements.

Centres could, for example, provide additional Units from the framework over and above the 12 credits required for the NC which assist candidates aiming to progress to particular NC programmes at SCQF level 5.

The Units for the NC lend themselves to practical methods of delivery and assessment. Specific learning and teaching methods will vary between and within Units, but they can and should be presented in a way which will engage the interests of learners.

While centres may offer the NC as a full-time Course over the full academic year, some may offer it as an 'Access to NC' course commencing in January, only covering the required 12 credits. Alternatively, centres may offer 12 credits on 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. For example, some learners may lack confidence in their IT skills and may require a little more time to orient themselves to the demands of PC Passport Units. Conversely, others may have high levels of IT usage and require extension material or assessment.

The practical focus of the award is illustrated by the 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 subjects are developed through the application of underpinning knowledge and skills in the core functions of a business. The Units in Work Experience, Selling Skills and Basic Reception Skills are all founded in practical activities and experiential learning.

The NC 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 exit between marketing and economics as well as between business management and finance should be emphasised. Enterprise Activity, in particular, provides opportunities to integrate content from subjects including marketing, economics, business, Skills for Customer Care and Developing Skills for Employment. It also provides opportunities for Core Skills development.

It is expected that the NC will be offered on a full or part-time basis. Given the SCQF level and typical profile of the likely client groups, it is not anticipated that centres will deliver 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 in Business at SCQF level 4 is designed to enable you to acquire and develop knowledge, understanding and skills in 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 aims, the NC can give you a platform which enables you to progress through further education or to pursue employment opportunities.

The NC requires twelve credits. Depending on availability in your centre, you may choose Units in the optional section to make up the 12 credits which focus on subjects such as accounting, administration, economics and IT. Developing additional skills in these areas can increase your confidence and employability and help prepare you for business-related occupation. You may be able to combine options for different purposes.

There are no specific entry requirements. However, for some Units, you may be able to bring some basic ideas 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 content of this NC is designed to

♦ Give you a background in business which enables you to reflect on your present situation within a contemporary business
♦ Allow you to consider the various options that are open and make informed career choices about your future
♦ Prepare you for entry to further study, such as National Certificates in Business and Administration at SCQF level 5
♦ Prepare you for entry to 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 core business functions
♦ Research and presentation skill
♦ Skills and knowledge enabling 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 Units undertaken will be a mixture of open and closed-book. 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: Core Skills outline
Appendix 2: Core Skills development opportunity in the mandatory section
Appendix 3: Suggested delivery options
Appendix 4: Replaced Units

Appendix 1: 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		
Financial and Cost Accounting: An Introduction	D			D	
Marketing: An Introduction	D	D			D
Economics: Basic Principles	D	D			D
Developing Skills for Employment	D	D			D
Skills for Customer Care	D	D			D
Enterprise Activity	A	D		D	A
Business Assignment	D	D	D		D
Communication **OR** Literacy **OR** ESOL in Context		A / A / D			D

A — Achieved through
D — Developed through

The **optional** Units are:

Unit title	Problem Solving	Comms	IT	Numeracy	WWO
Business in Action / Business in Action with a Scottish Context	D	D	D		
Business information and ICT	D	D	D		D
Influences on Business	D	D	D		
Business Management	D	D			D
Selling Skills	D	D			D
Administrative Practices	D		D		
IT Solutions for Administrators	D		D		
Communication in Administration	D	D	D		D
Administration and IT Assignment	D		D		
Basic Reception Skills	D	D	D		
PC Passport: Introduction to IT Systems	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 for Sole Traders	D			D	
Management Accounting: An Introduction	D			D	
Microeconomics	D				D
The UK Economy	D				D
The International Economy	D				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				
Cantonese for Work Purposes		D			

Unit title	Problem Solving	Comms	IT	Numeracy	WWO
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			
Plus additions post-CfE					

A — Achieved through
D — Developed through

Appendix 2:   Core Skills development opportunity in the mandatory section

There will be significant opportunities for the development of Core Skills within the NC in 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	Communication		Numeracy		Information and Communication Technology	Working with Others	Problem Solving		
	Oral	Written	Using Graphical Information	Using Number			Critical Thinking	Planning and Organising	Reviewing and Evaluating
PC Passport: Introduction to Internet and On-Line Communications					✔	✔	✔		
Financial and Cost Accounting: An Introduction	✔	✔		✔	✔	✔	✔	✔	✔
Marketing: An Introduction	✔	✔	✔		✔	✔	✔	✔	✔
Economics: Basic Principles	✔	✔	✔	✔	✔	✔	✔	✔	✔
Developing Skills for Employment	✔	✔			✔	✔	✔	✔	✔
Skills for Customer Care	✔	✔			✔	✔	✔	✔	✔
Enterprise Activity	✔	✔	✔	✔	✔	✔	✔	✔	✔
Business Assignment	✔	✔			✔		✔	✔	
Communication / Literacy / ESOL in Context	✔	✔			✔	✔	✔	✔	✔

Delivery opportunities for the development of Core Skills					
Unit	**Communication**	**Numeracy**	**IT**	**WWO**	**Problem Solving**
PC Passport: Introduction to Internet and On-Line Communications	Written evidence of internet validity. Discussion of business internet use 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.
Financial and Cost Accounting: An Introduction	Discussion of budgets/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.
Economics: Basic Principles	Presentation of written evidence. Discussion of common economic issues impacting on 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.
Developing Skills for Employment	Production of a CV. Role play interview		Production of CV. Research of employment opportunities and requirements.	Group activities and discussions on employability skills.	Identification of employability skills, plan of CV and interview, and review of performance.
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.
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 /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.
Business Assignment	Production of written evidence. Presenting a business proposal.		Internet research for business proposal.		Commenting on likely outcome of proposal.
Communication / Literacy / ESOL in Context	Written and oral evidence.		Internet research for business articles.	Group discussions on business articles and scenarios.	Identifying, planning and reviewing a presentation.

Appendix 3:   Suggested delivery options

Below is a suggested Course structure for candidates intending to pursue a career within a business organisation, covering two semesters, covering 19 credits (which is at the discretion of delivering centres). The mandatory Units are spread across two semesters, with the options emphasising business and administrative content, to facilitate progression to NCs in Business and Administration at SCQF level 5.

Business NC at SCQF level 4 progressing to Business NC at SCQF level 5

Semester 1 (September–mid January)

H282 74	Business Assignment	Level 4
J1JV 44	Financial and Cost Accounting: An Introduction	Level 4
F5G2 10	Marketing: An Introduction	Level 4
HJ2Y 44	Economics: Basic Principles	Level 4
F5G4 10	Developing Skills for Employment	Level 4
H23W 74	Literacy	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
J1JW 44	Financial Accounting for Sole Traders	Level 4

Semester 2 (mid-January to June)

J614 44	Enterprise Skills	Level 4
F38W 10	Skills for Customer Care	Level 4
H280 74	Business In Action	Level 4
DM4X 10	The UK Economy	Level 4
F1GP 10	PC Passport: Introduction to IT Systems	Level 4
DF4T 10	Management Accounting (1.5 credits) OR	Level 4
J1K1 44	Management Accounting: An introduction	Level 4
HF8844	Work Placement	Level 4
DV4J 10	Business Information and ICT	Level 4
DM4W 10	Microeconomics	Level 4

Business NC at SCQF level 4 progressing to Administration NC at SCQF level 5

Semester 1 (September–mid January)

H282 74	Business Assignment	Level 4
J1JV 44	Financial and Cost Accounting: An Introduction	Level 4
HJ2Y 44	Marketing: An Introduction	Level 4
F5G3 10	Economics: Basic Principles	Level 4
F5G4 10	Developing Skills for Employment	Level 4
F3GB 10	Communication	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
H1YW 74	IT Solutions for Administrators	Level 4

Semester 2 (mid-January to June)

J614 44	Enterprise Skills	Level 4
F38W 10	Skills for Customer Care	Level 4
H280 74	Business In Action (1.5 credits)	Level 4
F1GP 10	PC Passport: Introduction to IT Systems	Level 4
DF47 10	Financial Accounting for Sole Traders	Level 4
HF88 44	Work Placement	Level 4
DV4J 10	Business Information and ICT	Level 4
H1YY 74	Communication in Administration	Level 4
H1YV 74	Administrative Practices	Level 4

An alternative programme could have 12 credits delivered in a January–June fast-track programme. This could provide specific access opportunities to Business and Administration NCs at SCQF level 5 depending on the options chosen. Candidates are provided with added value by the nested PC Passport Award (SCQF level 4).

H282 74	Business Assignment	Level 4
J1JV 44	Financial and Cost Accounting: An Introduction	Level 4
HJ2Y 44	Marketing: An Introduction	Level 4
F5G4 10	Developing Skills for Employment	Level 4
F3GB 10	Communication	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
DV4J 10	Business Information and ICT	Level 4
J614 44	Enterprise Skills	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

Appendix 4: Replaced Units

Title (Replacement Unit)	Code	Title (Finished Unit)	Code
Administrative Practices	H1YV 74	Administrative Services	DM3P 10
IT Solutions for Administrators	H1YW 74	Information Technology for Administrators	DM3R 10
Communication in Administration	H1YY 74	Administration: Presenting and Communicating Information	DM3T 10
Influences on Business	H281 74	Business Enterprise	DV4G 10
Business in Action (1.5 credits)	H280 74	Business Decision Areas (1 credit)	DV4H 10
Business Assignment	H282 74	Business Management (Intermediate 1)	X234 10
Administration and IT Assignment	H201 74	Administration (Intermediate 1)	X214 10
Not replaced		Economics (Intermediate 1)	X038 10
Not replaced		Accounting (Intermediate 1)	X209 10
Marketing: An Introduction	HJ2Y 44	Marketing: An Introduction	F5G2 10
Financial and Cost Accounting: An Introduction	J1JV 44	Financial and Cost Accounting: An Introduction	F5G1 10
ESOL in Context	H24L 74	English for Speakers of Other Languages: Everyday Communication	DV34 10
Financial Accounting for Sole Traders	J1JW 44	Financial Accounting	DF47 10
Work Placement	HF88 44	Work Experience	D36H 10
Work Placement	HF88 45	Work Experience	D36H 11
Management Accounting: An Introduction	J1K1 44	Management Accounting	DF4T 10
Enterprise Skills	J614 44	Enterprise Activity	D36N 10

The table above illustrates where Units on the framework have lapsed/finished and been replaced by newer Units. Candidates who have achieved the finished Unit can be credit transferred to the replacement Unit; with the exception of codes beginning with X, eg (X234 10). These are Course assessments for National 5 and Higher Courses which are externally marked annually by SQA.