

## Qualification structure:

# SVQ Level 1 Business and Administration at SCQF Level 4 (GA3W 21)

To achieve the SVQ Level 1 Business and Administration you must complete **six** units in total. At least four of the units selected must be Level 1 units and only one of the B2 Document Production units can be completed – not both.

Both Mandatory Units must be completed and at least three units from **Group A**, the remaining unit may be selected from **Group A** or from **Group B (see *restricted combinations below*)**.

Either unit S109 or S212 may be selected but not both. <sup>a</sup>

<b>Mandatory Units</b>		
<b>SQA No.</b>	<b>SSC No.</b>	<b>Unit Title</b>
FD8G 04	S102	Support work procedures in a business environment
F93M 04	S105	Understand how to communicate in a business environment
<b>Group A: 3 - 4 Units must be selected</b>		
<b>Work Responsibilities</b>		
FD8K 04	S101	Accept instructions to manage and improve own performance in a business environment
F93R 04	S103	Contribute to solving business problems
FD8J 04	S104	Contribute to working with others in a business environment
<b>Document Production</b>		
FD8T 04	S109	Prepare text from notes using touch typing (20 wpm) <sup>a</sup>
FD9W 04	S212	Prepare text from notes <sup>a</sup>
<b>Events and Meetings</b>		
FD8L 04	S223	Support the organisation of business travel or accommodation
<b>Communications</b>		
F93N 04	S106	Make and receive telephone calls
<b>Customer Service</b>		
F93L 04	S107	Assist in handling mail
FD96 04	S250	Meet and welcome visitors
<b>Manage Information and Data</b>		
F93P 04	S110	Use a filing system
FD8N 04	S111	Archive information
<b>Business Resources</b>		
F93V 04	S220	Use office equipment
<b>Health, Safety and Security of People Premises and Property</b>		
FD8P 04	S112	Use occupational and safety guidelines when using keyboards
<b>Group B: 0 - 1 Units must be selected</b>		
<b>IT</b>		
F9A3 04	S113	Using email 1
F9D6 04	S124	Word processing software 1