Qualification Specification
601/3704/6
iCQ Level 2 Diploma In Business Administration (RQF)

Qualification Details

Title :	iCQ Level 2 Diploma In Business Administration (RQF)
Awarding Organisation :	iCan Qualifications Limited
Fees Price List Url :	https://icanqualify.net
Qualification Type :	RQF
Qualification Sub Type :	None
Qualification Level :	Level 2
Qualification Sub Level :	None
EQF Level :	Level 3
Regulation Start Date :	23-Jun-2014
Operational Start Date :	01-Sep-2014
Offered In England :	Yes
Offered In Wales :	Yes
Offered In Northern Ireland :	Yes
Assessment Language In English :	Yes
Assessment Language In Welsh :	No
Assessment Language In Irish :	No
SSA :	15.2 Administration
Purpose :	D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose :	D1. Confirm competence in an occupational role to the standards required
Total Credits :	45
Min Credits at/above Level :	36
Minimum Guided Learning Hours :	229
Maximum Guided Learning Hours :	351
Diploma Guided Learning Hours :	0
Barring Classification Code :	ZZZZ
Overall Grading Type :	Pass
Assessment Methods :	Portfolio of Evidence
Structure Requirements :	To achieve this qualfication, learners must complete a minimum of 45 credits: 21 credits from Mandatory Group A and a minimum of 14 credits from Optional Group B. A maximum of 10 credits can come from Optional Group C and a maximum of 6 credits from Optional Group D.
Age Ranges :	Pre-16 : Yes; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective :	This qualification will enable those who work in a business administration environment develop their knowledge, understanding and skills

Qualification Specification
601/3704/6
iCQ Level 2 Diploma In Business Administration (RQF)

Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
CMG) Compound	**Yes**	0	2	4	45	0
└ A) Mandatory Group A	**Yes**	6	6	6	21	21
└ B) Optional Group B	**Yes**	30	2	0	14	0
└ C) Optional Group C	No	13	1	0	0	10
└ D) Optional Group D	No	11	1	0	0	6

Group A Mandatory Group A

URN	Title	Level	GLH	Credit
A/506/1964	Understand employer organisations	2	40	4
H/506/1893	Communication in a business environment	2	19	3
J/506/1899	Principles of providing administrative services	2	25	4
L/506/1788	Manage personal performance and development	2	18	4
R/506/1789	Develop working relationships with colleagues	2	19	3
T/506/1901	Principles of business document production and information management	2	21	3

Group B Optional Group B

URN	Title	Level	GLH	Credit
A/506/1799	Meet and welcome visitors in a business environment	1	20	2
A/506/1883	Administer the recruitment and selection process	2	25	3
A/506/1916	Contribute to the development and implementation of an information system	3	21	6
D/506/1794	Health and safety in a business environment	1	10	2
D/506/1813	Handle mail	2	15	3
D/506/1875	Organise business travel or accommodation	2	23	4
F/506/1917	Monitor information systems	3	43	8
H/506/1814	Provide reception services	2	15	3
H/506/1876	Provide administrative support for meetings	2	28	4
J/506/1868	Use and maintain office equipment	2	10	2
K/506/1796	Use a telephone and voicemail system	1	20	2
K/506/1815	Prepare text from notes using touch typing	2	26	4
K/506/1913	Develop a presentation	3	11	3
L/506/1807	Manage diary systems	2	12	2
L/506/1810	Collate and report data	2	19	3
L/506/1869	Contribute to the organisation of an event	2	23	3
L/506/1905	Employee rights and responsibilities	2	16	2
M/506/1816	Prepare text from shorthand	2	46	6
M/506/1895	Buddy a colleague to develop their skills	2	19	3
M/506/1914	Deliver a presentation	3	17	3
M/506/1945	Analyse and present business data	3	24	6
R/506/1811	Store and retrieve information	2	19	4
R/506/1887	Administer parking dispensations	2	25	3
R/506/1890	Administer finance	2	21	4
T/506/1817	Prepare text from recorded audio instruction	2	15	4
T/506/1865	Archive information	2	14	3
T/506/1879	Administer human resource records	2	28	3
Y/506/1809	Produce business documents	2	24	3
Y/506/1812	Produce minutes of meetings	2	13	3
Y/506/2295	Maintain and issue stationery and supplies	2	18	3

Group C Optional Group C

URN	Title	Level	GLH	Credit
A/506/2130	Deliver customer service	2	27	5
F/502/4396	Bespoke Software	2	20	3
F/502/4625	Spreadsheet Software	2	30	4
F/506/1934	Participate in a project	3	19	3

URN	Title			
F/601/8320	Processing customers financial transactions	2	8	4
J/502/4559	Data Management Software	2	20	3
M/502/4300	Using Email	2	20	3
M/502/4622	Presentation Software	2	30	4
R/502/4628	Word Processing Software	2	30	4
R/502/4631	Website Software	2	30	4
R/506/2134	Process information about customers	2	14	3
T/505/1238	Payroll Processing	2	20	5
Y/506/2149	Develop customer relationships	2	18	3

Group D Optional Group D

URN	Title	Level	GLH	Credit
A/506/1818	Understand the use of research in business	2	40	6
D/502/9928	Principles of marketing theory	2	30	4
D/502/9931	Principles of digital marketing	2	40	5
D/506/1939	Understand the legal context of business	3	44	6
F/505/6880	Exploring Social Media	2	16	2
J/506/1806	Principles of equality and diversity in the workplace	2	10	2
K/503/8194	Principles of customer relationships	2	18	3
L/505/3514	Understand the safe use of online and social media platforms	2	35	4
L/506/2083	Understand working in a customer service environment	1	25	3
R/505/3515	Know how to publish, integrate and share using social media	2	40	5
R/506/2294	Principles of team leading	2	37	5

Unit Specification
A/506/1964
Understand employer organisations

Qualification Framework : RQF
Title : Understand employer organisations
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 40
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/506/1964 : Understand employer organisations	
Understand organisational structures	
Assessment Criterion - The learner can:	
01.01	Explain the differences between the private sector, public sector and voluntary sector
01.02	Explain the functions of different organisational structures
01.03	Describe the features of different types of legal structures for organisations
Understand the organisational environment	
02.01	Describe the internal and external influences on organisations
02.02	Explain the use of different models of analysis in understanding the organisational environment
02.03	Explain why change in the business environment is important

iCQ

Qualification Framework :	RQF
Title :	Communication in a business environment
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	19
Unit Credit Value :	3
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: H/506/1893 : Communication in a business environment
Understand the requirements of written and verbal business communication
Assessment Criterion - The learner can:
01.01 Explain why different communication methods are used in the business environment
01.02 Describe the communication requirements of different audiences
01.03 Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications
01.04 Explain the importance of using appropriate body language and tone of voice when communicating verbally
Be able to produce written business communications
02.01 Identify the nature, purpose, audience and use of the information to be communicated
02.02 Use communication channels that are appropriate to the information to be communicated and the audience
02.03 Present information in the format that meets the brief
02.04 Adhere to agreed business communication conventions and degree of formality of expression when producing documents
02.05 Produce business communications that are clear, accurate and correct
02.06 Meet agreed deadlines in communicating with others
Be able to communicate verbally in business environments
03.01 Identify the nature, purpose, recipient/s and intended use of the information to be communicated
03.02 Use language that is appropriate for the recipients needs
03.03 Use body language and tone of voice to reinforce messages
03.04 Identify the meaning and implications of information that is communicated verbally
03.05 Confirm that a recipient has understood correctly what has been communicated
03.06 Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards

Unit Specification
J/506/1899
Principles of providing administrative services

Qualification Framework :	RQF
Title :	Principles of providing administrative services
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	25
Unit Credit Value :	4
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: J/506/1899 : Principles of providing administrative services	
Understand the organisation and administration of meetings	
Assessment Criterion - The learner can:	
01.01	Describe the features of different types of meetings
01.02	Outline the different ways of providing administrative support for meetings
01.03	Explain the steps involved in organising meetings
Understand the organisation of travel and accommodation	
02.01	Describe the features of different types of business travel and accommodation
02.02	Explain the purpose of confirming instructions and requirements for business travel and accommodation
02.03	Explain the purpose of keeping records of business travel and accommodation
Understand how to manage diary systems	
03.01	Describe the features of hard copy and electronic diary systems
03.02	Explain the purpose of using diary systems to plan and co-ordinate activities and resources
03.03	Describe the types of information needed to manage a diary system
03.04	Explain the importance of obtaining correct information when making diary entries
Understand how to use office equipment	
04.01	Describe different types of office equipment
04.02	Explain the uses of different types of office equipment
04.03	Describe factors to be considered when selecting office equipment to complete tasks
04.04	Describe how to keep waste to a minimum when using office equipment
Understand the use of mail services in a business context	
05.01	Describe the types of mail services used in business organisations
05.02	Explain the need for different types of mail services
05.03	Explain the factors to be considered when selecting mail services
05.04	Explain the factors to be taken into account when choosing postage methods
Understand customer service in a business environment	
06.01	Describe different types of customers
06.02	Describe the impact of their own behaviour on a customer
06.03	Explain the impact of poor customer service

Unit Specification
L/506/1788
Manage personal performance and development

Qualification Framework :	RQF
Title :	Manage personal performance and development
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	18
Unit Credit Value :	4
SSAs :	15.3 Business Management
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: L/506/1788 : Manage personal performance and development
Be able to manage personal performance
Assessment Criterion - The learner can:
01.01 Agree specific, measurable, achievable, realistic and time-bound (SMART) objectives that align with business needs with line manager
01.02 Agree criteria for measuring progress and achievement with line manager
01.03 Complete tasks to agreed timescales and quality standards
01.04 Report problems beyond their own level of competence and authority to the appropriate person
01.05 Take action needed to resolve any problems with personal performance
Be able to manage their own time and workload
02.01 Plan and manage workloads and priorities using time management tools and techniques
02.02 Take action to minimise distractions that are likely to limit the effective management of time and the achievement of objectives
02.03 Explain the benefits of achieving an acceptable work-life balance
Be able to identify their own development needs
03.01 Identify organisational policies relating to personal development
03.02 Explain the need to maintain a positive attitude to feedback on performance
03.03 Explain the potential business benefits of personal development
03.04 Identify their own preferred learning style(s)
03.05 Identify their own development needs from analyses of the role, personal and team objectives
03.06 Use feedback from others to identify their own development needs
03.07 Agree specific, measurable, achievable, realistic and time-bound (SMART) development objectives that align with organisational and personal needs
Be able to fulfil a personal development plan
04.01 Agree a personal development plan that specifies actions, methods, resources, timescales and review mechanisms
04.02 Make use of formal development opportunities that are consistent with business needs
04.03 Use informal learning opportunities that contribute to the achievement of personal development objectives
04.04 Review progress against agreed objectives and amend plans accordingly
04.05 Share lessons learned with others using agreed communication methods

Unit Specification
R/506/1789
Develop working relationships with colleagues

Qualification Framework : RQF
Title : Develop working relationships with colleagues
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 19
Unit Credit Value : 3
SSAs : 15.3 Business Management
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/506/1789 : Develop working relationships with colleagues	
Understand the principles of effective team working	
Assessment Criterion - The learner can:	
01.01	Outline the benefits of effective team working
01.02	Describe how to give feedback constructively
01.03	Explain conflict management techniques that may be used to resolve team conflicts
01.04	Explain the importance of giving team members the opportunity to discuss work progress and any issues arising
01.05	Explain the importance of warning colleagues of problems and changes that may affect them
Be able to maintain effective working relationships with colleagues	
02.01	Recognise the contribution of colleagues to the achievement of team objectives
02.02	Treat colleagues with respect, fairness and courtesy
02.03	Fulfil agreements made with colleagues
02.04	Provide support and constructive feedback to colleagues
Be able to collaborate with colleagues to resolve problems	
03.01	Take others viewpoints into account when making decisions
03.02	Take ownership of problems within own level of authority
03.03	Take action to minimise disruption to business activities within their own level of authority
03.04	Resolve problems within their own level of authority and agreed contribution

Qualification Framework : RQF
Title : Principles of business document production and information management
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 21
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: T/506/1901 : Principles of business document production and information management
Understand how to prepare business documents
Assessment Criterion - The learner can:
01.01 Describe different types of business documents that may be produced and the format to be followed for each
01.02 Explain the use of different types of information communication technology (ICT) for document production
01.03 Explain the reasons for agreeing the use, content, layout, quality standards and deadlines for document production
01.04 Explain the importance of document version control and authorisation
01.05 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the production of business documents
01.06 Explain how to check the accuracy of business documents
Understand the distribution of business documents
02.01 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the distribution and storage of business documents
02.02 Describe different types of distribution channels
Understand how information is managed in business organisations
03.01 Describe the types of information found in business organisations
03.02 Explain the need for safe storage and efficient retrieval of information
03.03 Describe the features of different types of systems used for storage and retrieval of information
03.04 Describe the legal requirements for storing business information

Unit Specification
A/506/1799
Meet and welcome visitors in a business environment

Qualification Framework : RQF
Title : Meet and welcome visitors in a business environment
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 2
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/506/1799 : Meet and welcome visitors in a business environment
Know how to meet visitors in a business environment
Assessment Criterion - The learner can:
01.01	State an organisations procedures for dealing with visitors
01.02	Describe the standards of personal behaviour and presentation that an organisation should expect from staff that meet and welcome visitors
01.03	Identify any organisational health, safety and security requirements relevant to visitors
01.04	Describe what to do and who to contact when problems with visitors arise
Be able to meet visitors in a business environment
02.01	Welcome visitors politely in accordance with organisational standards
02.02	Confirm the identity of visitors and the reasons for their visit
02.03	Check that any health, safety and security actions are carried out
02.04	Record visitors arrival and departure in accordance with organisational procedures
02.05	Inform those who are being visited of the arrival of their visitor(s) in accordance with organisational standards
02.06	Present a positive personal image in accordance with organisational standards

Unit Specification
A/506/1883
Administer the recruitment and selection process

Qualification Framework : RQF
Title : Administer the recruitment and selection process
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/506/1883 : Administer the recruitment and selection process
Understand the recruitment and selection process
Assessment Criterion - The learner can:
01.01	Explain the different administrative requirements of internal and external recruitment
01.02	Describe the uses of a job description and a person specification
01.03	Explain the administrative requirements of different methods of selection
01.04	Explain the requirements of different pre-employment checks to be carried out
01.05	Explain what information needs to be communicated to successful and unsuccessful applicants at each stage of the recruitment and selection process
01.06	Explain the requirements of confidentiality, data protection and system security
Be able to administer the recruitment process
02.01	Check that the job or role details are correct and are in accordance with the brief
02.02	Place job advertisements in the agreed media in accordance with the timescales
02.03	Record applicant responses within the timescale
02.04	Provide requested information to applicants in accordance with organisational policies and procedures
02.05	Adhere to organisational policies and procedures, legal and ethical requirements
Be able to administer the selection process
03.01	Invite shortlisted applicants to participate in the selection process in accordance with organisational procedures
03.02	Co-ordinate selection arrangements in accordance with the brief
03.03	Carry out agreed pre-employment checks within the agreed timescale
03.04	Inform applicants of the outcome of their application in accordance with organisational policies and procedures
03.05	Keep selection records up-to-date

Unit Specification
A/506/1916
Contribute to the development and implementation of an information system

iCQ

Qualification Framework : RQF
Title : Contribute to the development and implementation of an information system
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 21
Unit Credit Value : 6
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/506/1916 : Contribute to the development and implementation of an information system
Understand the design and implementation of an information system
Assessment Criterion - The learner can:
01.01	Explain the types of information to be managed by a system
01.02	Explain how information will be used and by whom
01.03	Explain who needs to be consulted in the design and implementation of an information system and why
01.04	Explain the impact of legal and organisational security and confidentiality requirements for the design and implementation of an information system
Be able to contribute to the development of an information system
02.01	Confirm the purpose, use and features of an information system
02.02	Identify the information that will be managed by the system
02.03	Confirm requirements for reporting information
02.04	Recommend the functions that will be used to manipulate and report information
02.05	Develop guidance for the use of an information system that is accurate and easy to understand
02.06	Recommend user access and security levels for the information system
02.07	Make contributions to the development of an information system that are consistent with business objectives and values and within budgetary constraints
02.08	Participate in system tests in accordance with the specification
Be able to contribute to the implementation of an information system
03.01	Implement the information system in accordance with the plan, minimising disruption to business
03.02	Confirm that staff are trained to use the system prior to its launch
03.03	Resolve or report problems or faults with the information system within the limits of their own authority
03.04	Adhere to organisational policies and procedures, and legal and ethical requirements in the implementation of an information system

Unit Specification
D/506/1794
Health and safety in a business environment

Qualification Framework :	RQF
Title :	Health and safety in a business environment
Unit Level :	Level 1
Unit Sub Level :	None
Guided Learning Hours :	10
Unit Credit Value :	2
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: D/506/1794 : Health and safety in a business environment	
Understand health and safety responsibilities in a business environment	
Assessment Criterion - The learner can:	
01.01	State health and safety responsibilities of employers
01.02	State their own responsibilities for health and safety in the business environment
01.03	State the occupational health and safety guidelines to be followed when using a keyboard and visual display unit
01.04	Explain the importance of complying with health and safety requirements
Know how to work in a safe way in a business environment	
02.01	Identify possible health and safety hazards in the business environment
02.02	Describe ways in which accidents can be avoided in the business environment
02.03	Outline why it is important to report hazards and accidents that occur in the business environment
02.04	Outline organisational emergency health and safety procedures
Be able to comply with health and safety requirements in a business environment	
03.01	Use approved techniques to prevent strain or injury when carrying out work activities
03.02	Take action to ensure that their own conduct does not endanger others
03.03	Follow manufacturers or organisational instructions for the use of equipment, materials and products
03.04	Follow organisational procedures and legal requirements to minimise risks to health and safety

Qualification Framework : RQF
Title : Handle mail
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: D/506/1813 : Handle mail	
Understand how to deal with mail	
Assessment Criterion - The learner can:	
01.01	Explain how to deal with junk mail
01.02	Describe what to do in the event of problems arising when dealing with incoming or outgoing mail
01.03	Describe how to operate a franking machine
01.04	Explain how to prepare packages for distribution
01.05	State organisational policies and procedures on mail handling, security and the use of courier services
01.06	Explain the process for reporting suspicious or damaged items in accordance with organisational procedures
Be able to deal with incoming mail	
02.01	Sort incoming mail in line with organisational procedures
02.02	Distribute incoming mail and packages to the right people according to the agreed schedule
02.03	Deal with incorrectly addressed and junk mail in accordance with organisational procedures
Be able to deal with outgoing mail	
03.01	Organise the collection of outgoing mail and packages on time
03.02	Identify the best option for dispatching mail according to the required degree of urgency, size and value of the item
03.03	Dispatch outgoing mail on time

Unit Specification
D/506/1875
Organise business travel or accommodation

Qualification Framework :	RQF
Title :	Organise business travel or accommodation
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	23
Unit Credit Value :	4
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: D/506/1875 : Organise business travel or accommodation
Understand the organisation of business travel or accommodation for others
Assessment Criterion - The learner can:
01.01 Explain any budgetary or policy constraints relating to business travel or accommodation
01.02 Describe financial arrangements relating to business travel or accommodation
01.03 Explain how to make arrangements for visas and related foreign travel documentation
01.04 Describe the procedures for obtaining or exchanging foreign currency
Be able to research business travel or accommodation options for others
02.01 Identify different suppliers that are capable of delivering the services required within budget
02.02 Recommend travel or accommodation arrangements that best meet the requirements
02.03 Recommend suppliers of travel or accommodation that best meet the requirements
Be able to make business travel or accommodation arrangements for others
03.01 Confirm the requirements for travel or accommodation
03.02 Agree arrangements that specify any limitations, prohibitions or responsibilities and which meet the requirements
03.03 Prepare and issue itinerary/schedule documentation that reflect agreed arrangements accurately
03.04 Obtain travel or accommodation documentation within the required timescale
03.05 Confirm the acceptability of payments to be made within the limits of their own authority
03.06 Keep up-to-date records of travel or accommodation arrangements and agreed commitments
03.07 Adhere to organisational policies and procedures, legal and ethical requirements when making business travel or accommodation arrangements for others

Qualification Framework : RQF
Title : Monitor information systems
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 43
Unit Credit Value : 8
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/506/1917 : Monitor information systems	
Understand how information systems are used	
Assessment Criterion - The learner can:	
01.01	Explain how the intended use of reports affects the choice of format and language
01.02	Explain how the audience of reports affects the choice of format and language
01.03	Explain the features of different problem-solving techniques related to information systems
01.04	Evaluate the suitability of possible problem-solving actions related to information systems
01.05	Explain techniques to validate the reliability of information
01.06	Analyse the suitability of different evaluation techniques related to information systems
01.07	Assess the potential consequences of breaches of confidentiality
01.08	Evaluate the potential consequences of publishing reports containing inaccurate or unsubstantiated information
Be able to monitor information systems	
02.01	Develop a plan to monitor information systems that specifies objectives, scope, timescale, resource implications, the techniques to be used and reporting requirements
02.02	Carry out monitoring activities in accordance with the plan
02.03	Provide training and support to system users that is appropriate to their needs
02.04	Identify the cause of problems with an information system
02.05	Suggest solutions to problems with an information system
02.06	Recommend adaptations to the system in response to identified problems or developments
02.07	Adhere to organisational policies and procedures, and legal and ethical requirements when monitoring information systems

Unit Specification
H/506/1814
Provide reception services

Qualification Framework : RQF
Title : Provide reception services
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: H/506/1814 : Provide reception services	
Understand reception services	
Assessment Criterion - The learner can:	
01.01	Explain the receptionists role in representing an organisation
01.02	Explain an organisations structure and lines of communication
01.03	Describe an organisations standards of presentation
01.04	Explain the health, safety and security implications of visitors to a building
01.05	Explain how to deal with challenging people
Be able to provide a reception service	
02.01	Welcome visitors in accordance with organisational standards
02.02	Direct visitors to the person they are visiting in accordance with organisational standards
02.03	Record visitors arrivals and departures in accordance with organisational procedures
02.04	Provide advice and accurate information within organisational guidelines on confidentiality
02.05	Keep the reception area tidy and materials up-to-date
02.06	Answer and deal with telephone calls within organisational standards
02.07	Adhere to organisational procedures on entry, security, health and safety

Unit Specification
H/506/1876
Provide administrative support for meetings

iCQ

Qualification Framework :	RQF
Title :	Provide administrative support for meetings
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	28
Unit Credit Value :	4
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: H/506/1876 : Provide administrative support for meetings	
Understand the administration of meetings	
Assessment Criterion - The learner can:	
01.01	Describe the purpose of the meeting and who needs to attend
01.02	Explain why it is important to have a minimum number of attendees for a meeting
01.03	Explain ways to achieve maximum attendance at meetings
01.04	Explain the access, health, safety and security requirements relating to meetings
01.05	Describe how to set up the resources needed for a meeting
01.06	Explain the responsibilities of the meeting chair and meeting secretary
01.07	Explain the difference between formal and informal meetings
01.08	Explain the legal implications of formal meetings
Be able to make administrative preparations for meetings	
02.01	Book meeting venue, resources, and facilities in accordance with the brief
02.02	Collate documents needed for a meeting
02.03	Distribute meeting invitations, documents and other meeting-related requirements within the timescale
02.04	Confirm meeting attendees and any special requirements
Be able to support the administration of meetings	
03.01	Take action to ensure that the equipment allocated for use at a meeting functions correctly
03.02	Provide support to meetings in accordance with requests
03.03	Ensure the venue is restored to the required conditions after the meeting
03.04	Distribute meeting records promptly to the agreed distribution list
03.05	Carry out any follow-up actions in accordance with the brief

Unit Specification
J/506/1868
Use and maintain office equipment

Qualification Framework :	RQF
Title :	Use and maintain office equipment
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	10
Unit Credit Value :	2
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: J/506/1868 : Use and maintain office equipment	
Understand how to use office equipment	
Assessment Criterion - The learner can:	
01.01	Describe organisational policies, procedures and levels of authority in maintaining office equipment
01.02	Describe how to use different types of office equipment
01.03	Explain the reasons for following manufacturers and organisational instructions when operating equipment
01.04	Describe the types of equipment faults likely to be experienced and the correct way of dealing with these
Be able to use and maintain office equipment	
02.01	Use the equipment that is appropriate to the task in accordance with the manufacturers instructions
02.02	Follow organisational procedures to keep waste to a minimum
02.03	Maintain the equipment to the standard specified by the organisation or the manufacturer
02.04	Make sure that equipment conforms with health and safety requirements
02.05	Report problems that cannot be resolved to the right person

Unit Specification
K/506/1796
Use a telephone and voicemail system

Qualification Framework :	RQF
Title :	Use a telephone and voicemail system
Unit Level :	Level 1
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	2
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: K/506/1796 : Use a telephone and voicemail system	
Know how to use a telephone and voicemail system	
Assessment Criterion - The learner can:	
01.01	Outline how a callers experiences affect their view of an organisation
01.02	Outline organisational standards and procedures for communicating on the telephone
01.03	State the importance of following organisational standards and procedures when making and receiving telephone calls
01.04	State organisational fault reporting procedures
01.05	Describe why it is important to follow security and data protection procedures when using a telephone system
01.06	State the information to be given out when transferring calls, taking or leaving messages
01.07	State organisational guidelines for deleting voicemail messages
Be able to make telephone calls	
02.01	Identify the reason for making a call
02.02	Obtain the name and number(s) of the person to be contacted
02.03	Communicate information to achieve the call objective(s)
02.04	Communicate in a way that meets organisational standards and guidelines
Be able to receive telephone calls	
03.01	Identify the caller in accordance with organisational procedures
03.02	Deal with calls in accordance with organisational procedures
03.03	Pass calls to the right person/department
03.04	Take messages when the person to be contacted is unavailable
03.05	Represent an organisation in a way that meets the required standards and guidelines
Be able to use voicemail systems	
04.01	Use voicemail systems in accordance with manufacturers instructions
04.02	Keep the voicemail message system up to date
04.03	Pass on accurate messages in accordance with organisational policies

Unit Specification
K/506/1815
Prepare text from notes using touch typing

Qualification Framework : RQF
Title : Prepare text from notes using touch typing
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 26
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: K/506/1815 : Prepare text from notes using touch typing	
Understand how to create text from notes	
Assessment Criterion - The learner can:	
01.01	Explain the importance of confirming the purpose of the text and intended audience
01.02	Describe the problems that may occur in transcribing notes written by others
01.03	Explain the consequences of incorrect spelling, punctuation, grammar and sentence structure, and inaccurate content
01.04	Explain how technology features can help to create, format and check the accuracy of text
01.05	Describe ways of checking produced texts for accuracy and correctness
01.06	Describe organisational procedures for the storage, security and confidentiality of information
Be able to produce text using touch typing	
02.01	Agree the purpose, format and deadlines for texts
02.02	Touch type texts at the speed and level of accuracy required by the organisation
02.03	Check that the text is accurate and the meaning is clear and correct
02.04	Store texts and original notes safely and securely following organisational procedures
02.05	Present texts in the required formats and within the agreed timescales

Unit Specification
K/506/1913
Develop a presentation

Qualification Framework : RQF
Title : Develop a presentation
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 11
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: K/506/1913 : Develop a presentation	
Understand how to develop a presentation	
Assessment Criterion - The learner can:	
01.01	Explain best practice in developing presentations
01.02	Explain who needs to be consulted on the development of a presentation
01.03	Explain the factors to be taken into account in developing a presentation
01.04	Analyse the advantages and limitations of different communication media
Be able to develop a presentation	
02.01	Identify the purpose, content, style, timing and audience for a presentation
02.02	Select a communication media that is appropriate to the nature of a presentation, message and audience
02.03	Tailor a presentation to fit the timescale and audiences needs
02.04	Prepare a presentation that is logically structured, summarises the content and addresses the brief
02.05	Take action to ensure that a presentation adheres to organisational guidelines and policies
02.06	Develop materials that support the content of a presentation

Unit Specification
L/506/1807
Manage diary systems

Qualification Framework : RQF
Title : Manage diary systems
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 12
Unit Credit Value : 2
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: L/506/1807 : Manage diary systems	
Understand the management of diary systems	
Assessment Criterion - The learner can:	
01.01	Explain the importance of keeping diary systems up to date
01.02	Describe the basis on which bookings and changes are prioritised
01.03	Explain any constraints relating to making bookings for people or facilities
01.04	Describe the types of problems that can occur when managing diaries
Be able to manage diary systems	
02.01	Obtain the information needed to make diary entries
02.02	Make accurate and timely diary entries
02.03	Respond to changes in a way that balances and meets the needs of those involved
02.04	Communicate up-to-date information to everyone involved
02.05	Keep diaries up-to-date
02.06	Maintain the requirements of confidentiality

Qualification Framework : RQF
Title : Collate and report data
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 19
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: L/506/1810 : Collate and report data	
Understand how to collate and report data	
Assessment Criterion - The learner can:	
01.01	Describe the different ways that data can be organised
01.02	Explain why data should be presented and reported in different ways
01.03	Explain the use of text and diagrams in helping readers to understand the presented data
01.04	Explain the requirements relating to confidentiality, data protection, intellectual property and copyright legislations
Be able to collate data	
02.01	Ensure that data collected is complete, accurate and up-to-date
02.02	Check the data against agreed criteria
02.03	Organise data in a way that will enable meaningful analysis
02.04	Meet agreed timescales in the collation of data
Be able to report data	
03.01	Present data in the agreed reporting format and house style
03.02	Report data within agreed timescale
03.03	Distribute data reports to authorised readers

Unit Specification
L/506/1869
Contribute to the organisation of an event

Qualification Framework :	RQF
Title :	Contribute to the organisation of an event
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	23
Unit Credit Value :	3
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: L/506/1869 : Contribute to the organisation of an event	
Understand event organisation	
Assessment Criterion - The learner can:	
01.01	Explain the roles, responsibilities and accountabilities of individuals involved in the event
01.02	Explain the purpose and features of different types of events
01.03	Describe the type of resources needed for different types of events
01.04	Describe the different needs attendees may have and how to meet these
01.05	Explain the requirements of health, safety and security when organising events
01.06	Describe the types of problems that may occur during events and how to deal with them
Be able to carry out pre-event actions	
02.01	Identify venue requirements for an event
02.02	Obtain resources within the agreed timescales
02.03	Distribute pre-event documentation to delegates in accordance with the event plan
02.04	Co-ordinate attendee responses within the agreed timescale
02.05	Identify any special requirements of event attendees
Be able to set up an event	
03.01	Set up layout and resources in accordance with the event plan
03.02	Confirm that all identified resources are in place and meet requirements
03.03	Behave in a way that maintains organisational values and standards
Be able to carry out post-event actions	
04.01	Ensure the venue is restored to the required conditions in accordance with the terms of the contract
04.02	Carry out follow-up actions in accordance with the event plan and agreements made at the event

Unit Specification
L/506/1905
Employee rights and responsibilities

Qualification Framework : RQF
Title : Employee rights and responsibilities
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 16
Unit Credit Value : 2
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: L/506/1905 : Employee rights and responsibilities

Understand the role of organisations and industries	
Assessment Criterion - The learner can:	
01.01	Explain the role of their own occupation within an organisation and industry
01.02	Describe career pathways within their organisation and industry
01.03	Identify sources of information and advice on an industry, occupation, training and career pathway
01.04	Describe an organisations principles of conduct and codes of practice
01.05	Explain issues of public concern that affect an organisation and industry
01.06	Describe the types, roles and responsibilities of representative bodies and their relevance to their own role
Understand employers expectations and employees rights and obligations	
02.01	Describe the employer and employee statutory rights and responsibilities that affect their own role
02.02	Describe an employers expectations for employees standards of personal presentation, punctuality and behaviour
02.03	Describe the procedures and documentation that protect relationships with employees
02.04	Identify sources of information and advice on employment rights and responsibilities

Unit Specification
M/506/1816
Prepare text from shorthand

iCQ

Qualification Framework : RQF
Title : Prepare text from shorthand
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 46
Unit Credit Value : 6
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/506/1816 : Prepare text from shorthand
Understand how to use shorthand to create text
Assessment Criterion - The learner can:
01.01	Explain the importance of confirming the purpose of the text and intended audience
01.02	Describe techniques that may be used when taking shorthand notes
01.03	Explain the consequences of incorrect spelling, punctuation, grammar and sentence structure, and inaccurate content
01.04	Explain how technology features can help to create, format and check the accuracy of text
01.05	Describe ways of checking produced texts for accuracy and correctness
01.06	Describe organisational procedures for the storage, security and confidentiality of information
Be able to use shorthand to prepare text
02.01	Agree the purpose, format and deadlines for texts
02.02	Take dictation using shorthand at the speed required by the organisation
02.03	Input and format text from shorthand notes
02.04	Check that text is accurate and the meaning is clear and correct
02.05	Store texts and original notes safely and securely following organisational procedures
02.06	Present texts in the required formats and within the agreed timescales

Unit Specification
M/506/1895
Buddy a colleague to develop their skills

iCQ

Qualification Framework :	RQF
Title :	Buddy a colleague to develop their skills
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	19
Unit Credit Value :	3
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: M/506/1895 : Buddy a colleague to develop their skills
Understand how to buddy a colleague
Assessment Criterion - The learner can:
01.01 Describe what is expected of a buddy
01.02 Explain techniques to give positive feedback and constructive criticism
01.03 Explain techniques to establish rapport with a buddy
Be able to plan to buddy a colleague
02.01 Agree which aspects of a colleagues work may benefit from buddying
02.02 Confirm organisational requirements for standards of behaviour, presentation, communication and performance of a buddy colleague
02.03 Agree a schedule of meetings that minimise disruption to business
02.04 Agree specific, measurable, achievable, realistic and time-bound (SMART) buddying objectives
Be able to support a buddy colleague carrying out work activities
03.01 Remain unobtrusive while a buddy colleague carries out their work activities
03.02 Provide examples of how to carry out tasks correctly
03.03 Identify instances of good practice and areas for improvement through observation
03.04 Praise a buddy colleague on well completed tasks
03.05 Give constructive feedback on ways in which a buddy could improve performance
03.06 Offer a buddy hints and tips based on personal experience

Qualification Framework : RQF
Title : Deliver a presentation
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 17
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/506/1914 : Deliver a presentation	
Understand the principles underpinning the delivery of presentations	
Assessment Criterion - The learner can:	
01.01	Analyse the advantages and limitations of different methods of, and media for, making presentations
01.02	Explain how the type and size of the audience affects the delivery of a presentation
01.03	Explain the factors to be taken into account in developing contingency plans when delivering presentations
01.04	Explain voice projection and timing techniques when delivering presentations
01.05	Explain the factors to be taken into account in responding to questions from an audience
01.06	Explain different methods for evaluating the effectiveness of a presentation
Be able to prepare to deliver a presentation	
02.01	Confirm the layout of the venue and correct functioning of equipment and resources prior to making a presentation
02.02	Develop contingency plans for potential equipment and resource failure
02.03	Take action to ensure that the presentation fits the time slot available
Be able to deliver a presentation	
03.01	Speak clearly and confidently, using language that is appropriate for the topic and the audience
03.02	Vary their voice tone, pace and volume appropriately when delivering a presentation
03.03	Use body language in a way that reinforces messages
03.04	Use equipment and resources effectively when delivering a presentation
03.05	Deliver a presentation within the agreed timeframe
03.06	Respond to questions in a way that meets the audiences needs
03.07	Evaluate the effectiveness of a presentation

Qualification Framework : RQF
Title : Analyse and present business data
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 24
Unit Credit Value : 6
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/506/1945 : Analyse and present business data
Understand the analysis and presentation of business data
Assessment Criterion - The learner can:
01.01	Explain the uses and limitations of primary and secondary data
01.02	Explain the uses and limitations of quantitative and qualitative data
01.03	Evaluate the issues relating to the validity and reliability of data and its analysis
01.04	Explain the use of IT tools to carry out research
01.05	Assess the risks attached to making judgments based on limited or unrepresentative samples
01.06	Assess the risks attached to generalizing research findings
01.07	Explain different formats and techniques for the presentation of the analysis
Be able to analyse quantitative and qualitative business data
02.01	Agree the parameters of the analysis
02.02	Clarify any ethical requirements of the analysis
02.03	Organise the data in a way that will facilitate its analysis
02.04	Select valid and reliable data analysis methods and techniques that are appropriate to the data and analysis objectives
02.05	Apply analytical techniques that are appropriate to the purpose of the research and the nature of the data
02.06	Confirm the accuracy of data analysis and make necessary adjustments
02.07	Draw conclusions that are valid and supported by evidence
Be able to present the analysis of business data
03.01	Present data in the agreed reporting format and house style
03.02	Acknowledge the limitations of the analysis
03.03	Reference data sources

Unit Specification
R/506/1811
Store and retrieve information

Qualification Framework : RQF
Title : Store and retrieve information
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 19
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/506/1811 : Store and retrieve information	
Understand information storage and retrieval	
Assessment Criterion - The learner can:	
01.01	Describe systems and procedures for storing and retrieving information
01.02	Outline legal and organisational requirements for information security and retention
01.03	Explain how to create filing systems to facilitate information identification and retrieval
01.04	Explain how to use different search techniques to locate and retrieve information
01.05	Describe what to do when problems arise when storing or retrieving information
Be able to gather and store information	
02.01	Gather the information required within the agreed timescale
02.02	Store files and folders in accordance with organisational procedures
02.03	Store information in approved locations
02.04	Adhere to organisational policies and procedures, legal and ethical requirements
Be able to retrieve information	
03.01	Confirm information to be retrieved and its intended use
03.02	Retrieve the required information within the agreed timescale

Unit Specification
R/506/1887
Administer parking dispensations

Qualification Framework : RQF
Title : Administer parking dispensations
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/506/1887 : Administer parking dispensations
Understand the administration of parking dispensations
Assessment Criterion - The learner can:
01.01	Explain the scope and limits of their own responsibilities and authority in issuing parking dispensations
01.02	Describe the legal and regulatory requirements relating to parking dispensations
01.03	Describe the parking dispensation eligibility criteria and checks
01.04	Describe organisational security and anti-fraud policies, procedures and processes
01.05	Describe the features of software to manage the issues of permits, season tickets, suspensions, dispensations or waivers and blue badges
01.06	Explain where to go for help when dealing with parking dispensations
Be able to process applications for parking dispensations
02.01	Advise customers of the eligibility criteria for parking dispensations
02.02	Determine whether customers are eligible by matching the case to the criteria
02.03	Clarify any areas of doubt or confusion with customers
02.04	Carry out relevant checks in accordance with organisational procedures and legislative procedures
02.05	Record the reasons for the decision as to whether or not to grant parking dispensations
02.06	Maintain the requirements of confidentiality and data protection
Be able to issue parking dispensations
03.01	Communicate the decision and return related paperwork on parking dispensations to customers in accordance with organisational procedures
03.02	Process payments and refunds in accordance with organisational procedures
03.03	Keep records up-to-date
03.04	Adhere to organisational policies and procedures, legal and ethical requirements

Unit Specification
R/506/1890
Administer finance

Qualification Framework : RQF
Title : Administer finance
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 21
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/506/1890 : Administer finance	
Understand finance for administrators	
Assessment Criterion - The learner can:	
01.01	Describe organisational hierarchy and levels of authority for financial transactions
01.02	Explain organisational systems for sales invoicing, purchasing, payments and receipts
01.03	Describe the use of a purchase order, invoice, receipts and expenses
Be able to administer finance	
02.01	Record income and expenditure in accordance with organisational policies and procedures
02.02	Process purchase orders, invoices or expenses in accordance with organisational policies and procedures
02.03	Process outgoing payments to the correct recipient
02.04	Accept or allocate incoming payments in accordance with organisational policies

Unit Specification
T/506/1817
Prepare text from recorded audio instruction

Qualification Framework : RQF
Title : Prepare text from recorded audio instruction
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 15
Unit Credit Value : 4
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: T/506/1817 : Prepare text from recorded audio instruction
Understand the preparation of text from recorded notes
Assessment Criterion - The learner can:
01.01	Explain the importance of confirming the purpose of the text and intended audience
01.02	Describe the main features of the different types of technology that can be used for playing back recordings
01.03	Explain how different speaking styles of those giving dictation can affect outputs
01.04	Explain the consequences of incorrect spelling, punctuation, grammar and sentence structure, and inaccurate content
01.05	Describe ways of checking produced texts for accuracy and correctness
01.06	Describe organisational procedures for the storage, security and confidentiality of information
Be able to prepare text from recorded notes
02.01	Agree the purpose, format and deadlines for texts
02.02	Input and format text from audio recording
02.03	Check that text is accurate and the meaning is clear and correct
02.04	Store texts and original recordings safely and securely following organisational procedures
02.05	Present texts in the required formats and within the agreed timescales

Qualification Framework : RQF
Title : Archive information
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 14
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: T/506/1865 : Archive information	
Understand archiving requirements	
Assessment Criterion - The learner can:	
01.01	Describe different ways of archiving information
01.02	Describe how to retrieve archived information
01.03	Describe organisational procedures for archiving, retrieving and deleting information
01.04	Explain the importance of document retention policies to organisations
01.05	Describe the security and access requirements of offsite archives
Be able to archive information	
02.01	Confirm the information to be archived
02.02	Identify the retention period post-archiving
02.03	Archive information within the agreed timescale
02.04	Keep archive records up-to-date and indexed
02.05	Report problems to the right person
02.06	Adhere to organisational policies and procedures, legal and ethical requirements when archiving information

Qualification Framework : RQF
Title : Administer human resource records
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 28
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: T/506/1879 : Administer human resource records	
Understand the administration of human resource (HR) records	
Assessment Criterion - The learner can:	
01.01	Explain what HR-related information needs to be kept and why
01.02	Explain the relationship of HR to other parts of an organisation
01.03	Describe the impact of other organisations on HR activities
01.04	Describe the features and uses of organisational systems for managing human resource information
01.05	Explain the requirements of confidentiality, data protection and system security
01.06	Describe the information to be provided for different management reports
01.07	Explain the limits of their own authority in administering HR records
01.08	Explain the implications of not keeping HR records up-to-date
01.09	Explain the actions to be taken in the event of problems arising or incomplete or inaccurate data
Be able to administer HR information	
02.01	Keep HR records up-to-date
02.02	Process data in accordance with organisational procedures
02.03	Provide information within the limits of confidentiality
02.04	Adhere to organisational policies and procedures, legal and ethical requirements

Qualification Framework : RQF
Title : Produce business documents
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 24
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: Y/506/1809 : Produce business documents	
Understand how to prepare business documents	
Assessment Criterion - The learner can:	
01.01	Explain the requirements for language, tone, image and presentation for different documents
01.02	Explain how to integrate images into documents
01.03	Describe how corporate identity impacts upon document production
01.04	Explain the requirements of data protection, copyright and intellectual property legislation relating to document production
01.05	Describe organisational procedures for version control
01.06	Describe security requirements relating to document production
Be able to prepare business documents	
02.01	Identify the purpose, audience, content, style, format and deadlines of a document
02.02	Use document production resources in line with organisational guidelines
02.03	Use correct grammar, spelling, punctuation and sentence structure
02.04	Produce documents that meet the requirements within the agreed timescale
Be able to distribute business documents	
03.01	Provide final documents in the appropriate medium for authorised readers
03.02	Specify restrictions and distribution lists in accordance with the requirements
03.03	Maintain the requirements of security in the production, distribution and storage of documents

Qualification Framework : RQF
Title : Produce minutes of meetings
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 13
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: Y/506/1812 : Produce minutes of meetings	
Understand how to take minutes of meetings	
Assessment Criterion - The learner can:	
01.01	Explain the purpose of different types of minutes and other meeting records
01.02	Explain the legal requirements of formal minutes
01.03	Describe organisational conventions for producing minutes
01.04	Describe the responsibilities of the minute taker in a meeting
01.05	Explain why it is important to maintain confidentiality of meetings, discussions and actions
01.06	Explain why it is necessary to record who proposed and seconded suggestions and changes
Be able to take notes of meetings	
02.01	Take accurate notes of the attendance, proceedings, areas of discussion and agreed actions of meetings
02.02	Record allocated responsibilities for agreed actions
Be able to produce minutes of meetings	
03.01	Transcribe notes accurately into meeting minutes using correct language, grammar, punctuation and sentence structure and in the agreed style
03.02	Include agreed attachments or appendices
03.03	Obtain approval for the final documents
03.04	Distribute minutes to the agreed distribution list
03.05	Maintain the requirements of confidentiality

Qualification Framework : RQF
Title : Maintain and issue stationery and supplies
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 18
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: Y/506/2295 : Maintain and issue stationery and supplies	
Understand the maintenance of stationery and supplies	
Assessment Criterion - The learner can:	
01.01	Describe organisational policies, procedures and levels of authority in maintaining supplies
01.02	Explain how to carry out a stock check of stationery
01.03	Describe the types of problems that may occur with deliveries and stock items
01.04	Explain how to deal with problems that occur with deliveries and stock items
01.05	Explain the factors to take into account when ordering stationery
01.06	Explain the benefits and limitations of different potential suppliers, against organisational requirements
01.07	Explain how to calculate quantities of stationery and supplies to be ordered
01.08	Describe how to dispose of or recycle waste
Be able to maintain stocks of stationery and supplies	
02.01	Maintain stocks of stationery and supplies at the required levels
02.02	Maintain the requirements of storage and security
02.03	Carry out stock checks in accordance with organisational policies and procedures
02.04	Chase up late or incorrect orders with suppliers
Be able to issue stock of stationery and supplies	
03.01	Issue stationery and supplies in accordance with organisational requirements
03.02	Maintain up-to-date records of stock issued, received and in storage
03.03	Deal with unwanted or damaged stationery and supplies safely
03.04	Recommend ways in which the system for receiving and issuing stock could be improved

Unit Specification
A/506/2130
Deliver customer service

Qualification Framework : RQF
Title : Deliver customer service
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 27
Unit Credit Value : 5
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: A/506/2130 : Deliver customer service	
Understand customer service delivery	
Assessment Criterion - The learner can:	
01.01	Explain the relationship between customers needs and expectations and customer satisfaction
01.02	Describe the features and benefits of an organisations products and/or services
01.03	Explain the importance of treating customers as individuals
01.04	Explain the importance of balancing promises made to customers with the needs of an organisation
01.05	Explain when and to whom to escalate problems
01.06	Describe methods of measuring their own effectiveness in the delivery of customer service
Understand the relationship between customer service and a brand	
02.01	Explain the importance of a brand to an organisation
02.02	Explain how a brand affects an organisations customer service offer
02.03	Explain the importance of using customer service language that supports a brand promise
02.04	Identify their own role in ensuring that a brand promise is delivered
Be able to prepare to deal with customers	
03.01	Keep up to date with an organisations products and/or services
03.02	Prepare resources that are necessary to deal with customers before starting work
Be able to provide customer service	
04.01	Maintain organisational standards of presentation and behaviour when providing customer service
04.02	Adapt their own behaviour to meet customers needs or expectations
04.03	Respond to customers requests in line with organisational guidelines
04.04	Inform customers of the progress of their requests
04.05	Confirm that customers expectations have been met in line with the service offer
04.06	Adhere to organisational policies and procedures, legal and ethical requirements when providing customer service
Be able to support improvements to customer service delivery	
05.01	Identify ways that customer service could be improved for an organisation and individuals
05.02	Share information and ideas with colleagues and/or service partners to support the improvement of service delivery

Unit Specification
F/502/4396
Bespoke Software

Qualification Framework : RQF
Title : Bespoke Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/502/4396 : Bespoke Software	
Input and combine information using bespoke applications	
Assessment Criterion - The learner can:	
01.01	Input relevant information accurately so that it is ready for processing
01.02	Select and use appropriate techniques to link and combine information of different forms or from different sources within the software
01.03	Respond appropriately to data entry error messages
Use appropriate structures to organise and retrieve information efficiently	
02.01	Describe what functions to apply to structure and layout information effectively
02.02	Select and use appropriate structures and/or layouts to organise information
02.03	Apply local and/or legal guidelines and conventions for the storage and use of data where available
Use the functions of the software effectively to process and present information	
03.01	Select and use appropriate tools and techniques to edit, process and format information
03.02	Check information meets needs, using IT tools and making corrections as necessary
03.03	Select and use appropriate methods to present information

Unit Specification
F/502/4625
Spreadsheet Software

Qualification Framework : RQF
Title : Spreadsheet Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 4
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/502/4625 : Spreadsheet Software
Use a spreadsheet to enter, edit and organise numerical and other data
Assessment Criterion - The learner can:
01.01	Identify what numerical and other information is needed in the spreadsheet and how it should be structured
01.02	Enter and edit numerical and other data accurately
01.03	Combine and link data across worksheets
01.04	Store and retrieve spreadsheet files effectively, in line with local guidelines and conventions where available
Select and use appropriate formulas and data analysis tools to meet requirements
02.01	Identify which tools and techniques to use to analyse and manipulate data to meet requirements
02.02	Select and use a range of appropriate functions and formulas to meet calculation requirements
02.03	Use a range of tools and techniques to analyse and manipulate data to meet requirements
Select and use tools and techniques to present and format spreadsheet information
03.01	Plan how to present and format spreadsheet information effectively to meet needs
03.02	Select and use appropriate tools and techniques to format spreadsheet cells, rows, columns and worksheets
03.03	Select and format an appropriate chart or graph type to display selected information
03.04	Select and use appropriate page layout to present and print spreadsheet information
03.05	Check information meets needs, using spreadsheet tools and making corrections as necessary
03.06	Describe how to find errors in spreadsheet formulas
03.07	Respond appropriately to any problems with spreadsheets

Unit Specification
F/506/1934
Participate in a project

Qualification Framework : RQF
Title : Participate in a project
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 19
Unit Credit Value : 3
SSAs : 15.3 Business Management
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/506/1934 : Participate in a project	
Understand how to manage a project	
Assessment Criterion - The learner can:	
01.01	Explain the features of a project business case
01.02	Explain the stages of a project lifecycle
01.03	Explain the roles of people involved in a project
01.04	Explain the uses of project-related information
01.05	Explain the advantages and limitations of different project monitoring techniques
01.06	Analyse the interrelationship of project scope, schedule, finance, risk, quality and resources
Be able to support the delivery of a project	
02.01	Fulfil their role in accordance with a project plan
02.02	Collect project-related information in accordance with project plans
02.03	Use appropriate tools to analyse project information
02.04	Report on information analysis in the agreed format and timescale
02.05	Draw issues, anomalies and potential problems to the attention of project managers
02.06	Adhere to organisational policies and procedures, legal and ethical requirements in supporting the delivery of a project

Qualification Framework : RQF
Title : Processing customers' financial transactions
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 8
Unit Credit Value : 4
SSAs : 15.1 Accounting and Finance
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: F/601/8320 : Processing customers financial transactions
Be able to deal with customer transactions and documentation
Assessment Criterion - The learner can:
01.01	Receive payments from and/or make payments to customers
01.02	Confirm that amounts and balances are accurate
01.03	Process payments accurately in accordance with the organisations procedures
01.04	Recognise discrepancies in documentation and take appropriate action
01.05	Make sure that all documentation, entries and records are accurate and legible
Be able to comply with all codes, laws and regulatory requirements
02.01	Follow the organisations systems, procedures and organisational timescales
02.02	Explain the organisations customer service and complaints procedure
02.03	Act within personal authority limits and recognising when to refer to others
02.04	Explain the sources of information and advice within the organisation
02.05	Identify the different methods of receiving financial information
02.06	Comply with legal requirements, industry regulations, organisational policies and professional codes
02.07	Explain the organisations requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role

Unit Specification
J/502/4559
Data Management Software

Qualification Framework : RQF
Title : Data Management Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: J/502/4559 : Data Management Software	
Enter, edit and maintain data records in a data management system	
Assessment Criterion - The learner can:	
01.01	Describe the risks to data security and procedures used for data protection
01.02	Enter data accurately into groups of records to meet requirements
01.03	Locate and amend data associated with groups of records
01.04	Check data records meet needs, using IT tools and making corrections as necessary
01.05	Respond appropriately to data entry and other error messages
01.06	Apply local and/or legal guidelines for the storage and use of data where available
Retrieve and display data records to meet requirements	
02.01	Identify what queries and reports need to be run to output the required information
02.02	Select and use queries to search for and retrieve information to meet given requirements
02.03	Create and view reports to output information from the system to meet given requirements

Unit Specification
M/502/4300
Using Email

Qualification Framework : RQF
Title : Using Email
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/4300 : Using Email	
Use e-mail software tools and techniques to compose and send messages	
Assessment Criterion - The learner can:	
01.01	Select and use software tools to compose and format e-mail messages, including attachments
01.02	Determine the message size and how it can be reduced
01.03	Send e-mail messages to individuals and groups
01.04	Describe how to stay safe and respect others when using e-mail
01.05	Use an address book to organise contact information
Manage incoming e-mail effectively	
02.01	Follow guidelines and procedures for using e-mail
02.02	Read and respond to e-mail messages appropriately
02.03	Use email software tools and techniques to automate responses
02.04	Describe how to archive e-mail messages, including attachments
02.05	Organise, store and archive e-mail messages effectively
02.06	Respond appropriately to e-mail problems

Unit Specification
M/502/4622
Presentation Software

iCQ

Qualification Framework : RQF
Title : Presentation Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 4
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: M/502/4622 : Presentation Software
Input and combine text and other information within presentation slides
Assessment Criterion - The learner can:
01.01	Identify what types of information are required for the presentation
01.02	Enter text and other information using layouts appropriate to type of information
01.03	Insert charts and tables into presentation slides
01.04	Insert images, video or sound to enhance the presentation
01.05	Identify any constraints which may affect the presentation
01.06	Organise and combine information of different forms or from different sources for presentations
01.07	Store and retrieve presentation files effectively, in line with local guidelines and conventions where available
Use presentation software tools to structure, edit and format slide sequences
02.01	Identify what slide structure and themes to use
02.02	Select, change and use appropriate templates for slides
02.03	Select and use appropriate techniques to edit slides and presentations to meet needs
02.04	Select and use appropriate techniques to format slides and presentations
02.05	Identify what presentation effects to use to enhance the presentation
02.06	Select and use animation and transition effects appropriately to enhance slide sequences
Prepare slideshow for presentation
03.01	Describe how to present slides to meet needs and communicate effectively
03.02	Prepare slideshow for presentation
03.03	Check presentation meets needs, using IT tools and making corrections as necessary
03.04	Identify and respond to any quality problems with presentations to ensure that presentations meet needs

Qualification Framework : RQF
Title : Word Processing Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 4
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/502/4628 : Word Processing Software
Enter and combine text and other information accurately within word processing documents
Assessment Criterion - The learner can:
01.01	Identify what types of information are needed in documents
01.02	Use appropriate techniques to enter text and other information accurately and efficiently
01.03	Select and use appropriate templates for different purposes
01.04	Identify when and how to combine and merge information from other software or other documents
01.05	Select and use a range of editing tools to amend document content
01.06	Combine or merge information within a document from a range of sources
01.07	Store and retrieve document and template files effectively, in line with local guidelines and conventions where available
Create and modify layout and structures for word processing documents
02.01	Identify the document requirements for structure and style
02.02	Identify what templates and styles are available and when to use them
02.03	Create and modify columns, tables and forms to organise information
02.04	Select and apply styles to text
Use word processing software tools to format and present documents effectively to meet requirements
03.01	Identify how the document should be formatted to aid meaning
03.02	Select and use appropriate techniques to format characters and paragraphs
03.03	Select and use appropriate page and section layouts to present and print documents
03.04	Describe any quality problems with documents
03.05	Check documents meet needs, using IT tools and making corrections as necessary
03.06	Respond appropriately to quality problems with documents so that outcomes meet needs

Qualification Framework : RQF
Title : Website Software
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 30
Unit Credit Value : 4
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/502/4631 : Website Software
Create structures and styles for websites
Assessment Criterion - The learner can:
01.01	Describe what website content and layout will be needed for each page
01.02	Plan and create web page templates to layout
01.03	Select and use website features and structures to help the user navigate round web pages within the site
01.04	Create, select and use styles to keep the appearance of web pages consistent and make them easy to understand
01.05	Describe how copyright and other constraints may affect the website
01.06	Describe what access issues may need to be taken into account
01.07	Describe what file types to use for saving content
01.08	Store and retrieve files effectively, in line with local guidelines and conventions where available
Use website software tools to prepare content for websites
02.01	Prepare content for web pages so that it is ready for editing and formatting
02.02	Organise and combine information needed for web pages including across different software
02.03	Select and use appropriate editing and formatting techniques to aid both clarity and navigation
02.04	Select and use appropriate development techniques to link information across pages
02.05	Change the file formats appropriately for content
02.06	Check web pages meet needs, using IT tools and making corrections as necessary
Publish websites
03.01	Select and use appropriate testing methods to check that all elements of websites are working as planned
03.02	Identify any quality problems with websites and how to respond to them
03.03	Select and use an appropriate programme to upload and publish the website
03.04	Respond appropriately to problems with multiple page websites

Qualification Framework : RQF
Title : Process information about customers
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 14
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/506/2134 : Process information about customers
Understand how to process customer information
Assessment Criterion - The learner can:
01.01	Describe the functions of customer information systems
01.02	Explain the way in which legislation and regulatory requirements affect the processing of customer information
01.03	Explain different responsibilities and levels of authority for processing customer service information
01.04	Explain the reliability of sources of customer information
01.05	Explain the validity of customer information
Be able to process customer information
02.01	Record information about customers in line with organisational standards and procedures
02.02	Keep customer information up to date
02.03	Respond to requests for customer information from authorised people in a timely manner
02.04	Retrieve customer information that meets the requirements of the request
02.05	Supply customer information in a format appropriate for the recipient
02.06	Adhere to organisational policies and procedures, legal and ethical requirements when processing customer information

Qualification Framework :	RQF
Title :	Payroll Processing
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	20
Unit Credit Value :	5
SSAs :	15.1 Accounting and Finance
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance. Assignment or end examination

Unit: T/505/1238 : Payroll Processing	
Be able to use HMRC approved tools to calculate income tax	
Assessment Criterion - The learner can:	
01.01	Apply the tax code for an employee from given information
01.02	Process pre-tax deductions correctly
01.03	Process accurately a variety of Tax Codes using HMRC approved tools : standard suffix codes operated on a cumulative or non-cumulative basis BR code operated on a cumulative basis. NT 0T D0 D1
01.04	Identify the authority required to change an employees tax code and process the change accurately
Be able to determine national insurance contributions to be deducted from gross pay	
02.01	Process accurately for NI categories A, C and D, using approved HMRC Tools: employee NI contributions employer NI Contributions
Be able to determine voluntary deductions and non-standard statutory deductions	
03.01	Process voluntary deductions in an appropriate way
03.02	Process other statutory deductions: Deductions from earnings orders Scottish arrestment orders Student loan repayments
Be able to produce relevant pay period reports	
04.01	Produce a P11 or equivalent
04.02	Produce payslips or equivalent, to detail statutory, non-statutory and organisational information regarding employees individual pay.
04.03	Produce payment schedules for different methods of making payments to employees
Be able to record and reconcile payments and deductions to employees and external agencies	
05.01	Produce an internal payroll summary to record and itemise payments and deductions, including employers NIC
05.02	Reconcile payments and deductions made from employees pay with the total payroll
05.03	Prepare Employer Payment Summaries in line with the tax authoritys requirements

Unit Specification
Y/506/2149
Develop customer relationships

Qualification Framework : RQF
Title : Develop customer relationships
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 18
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: Y/506/2149 : Develop customer relationships	
Understand how to develop customer relationships	
Assessment Criterion - The learner can:	
01.01	Describe the importance of developing relationships with customers
01.02	Explain the value of customer loyalty and retention
01.03	Explain how customers expectations may change over time
01.04	Explain the use of customer feedback as a means of developing customer relationships
01.05	Explain the limits of their own authority to make alternative service offers to customers
01.06	Describe the use of Customer Relationship Management systems and processes to meet customers expectations
01.07	Explain the importance of regular communication in the development of both internal and external customer relationships
Be able to develop relationships with customers	
02.01	Give help and information that meets or exceeds customers expectations
02.02	Identify new ways of helping customers based on their feedback
02.03	Share feedback from customers with others
02.04	Identify added value that the organisation could offer customers
02.05	Bring to customers attention products or services that may interest them

Unit Specification
A/506/1818
Understand the use of research in business

Qualification Framework :	RQF
Title :	Understand the use of research in business
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	40
Unit Credit Value :	6
SSAs :	15.2 Administration
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: A/506/1818 : Understand the use of research in business	
Understand the research process	
Assessment Criterion - The learner can:	
01.01	Describe the main stages in the research process
01.02	Explain the importance of scoping research and setting the research objectives
01.03	Explain the importance of identifying the limitations of research methods
01.04	Explain the difference between primary and secondary research
01.05	Describe the difference between quantitative and qualitative research methods
01.06	Describe the advantages and disadvantages of different research methods
01.07	Describe the use of different analytical techniques in the research process
01.08	Explain the importance of validity and reliability in the research process
Understand how to use research in business	
02.01	Outline the limitations of applying research outcomes
02.02	Explain why and how to use sources of current and archived business information
02.03	Explain how to validate research information
02.04	Describe the purpose and applications of research in business
02.05	Describe organisational conventions and formats for presenting research reports
02.06	Explain the organisational policy for acknowledging sources of information
02.07	Explain ways in which ethics can affect the conduct and use of research

Unit Specification
D/502/9928
Principles of marketing theory

Qualification Framework :	RQF
Title :	Principles of marketing theory
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	30
Unit Credit Value :	4
SSAs :	15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: D/502/9928 : Principles of marketing theory	
Understand how to segment the market	
Assessment Criterion - The learner can:	
01.01	Explain the importance of defining market segments
01.02	Describe the difference between market segments and customer classifications
01.03	Explain how to cluster customers with similar characteristics
01.04	Describe how a range of products may appeal to different market segments
01.05	Describe the importance of valid and reliable marketing data to segmenting the market
01.06	Explain the strengths and weaknesses of different marketing data collection methods
01.07	Describe the use of Customer Relationship Management (CRM) activities and systems
Understand the value of marketing	
02.01	Describe the role of marketing in enhancing the sale of products and/or services
02.02	Explain the significance of customer loyalty to the achievement of marketing objectives
02.03	Explain the role of performance indicators and evaluation arrangements
02.04	Describe the factors to be taken into account when assessing the cost and value of marketing activities
02.05	Explain the significance of brand and reputation to sales performance
Understand the principles of socially responsible marketing	
03.01	Explain the scope and purpose of socially responsible marketing
03.02	Explain the importance of involving stakeholders in socially responsible marketing activities
03.03	Explain how core values are expressed through coherent branding and chosen communication methods
03.04	Explain the requirements of socially responsible marketing campaigns

Unit Specification
D/502/9931
Principles of digital marketing

iCQ

Qualification Framework :	RQF
Title :	Principles of digital marketing
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	40
Unit Credit Value :	5
SSAs :	15.4 Marketing and Sales
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

Unit: D/502/9931 : Principles of digital marketing
Understand the role of digital marketing
Assessment Criterion - The learner can:
01.01	Explain the role of digital marketing within the overall marketing strategy
01.02	Explain the strengths and weaknesses of digital marketing
01.03	Explain the importance of targeted digital marketing
01.04	Describe the sources of data lists for use in targeting customers and potential customers
01.05	Explain the legal requirements and implications of digital marketing
01.06	Describe the importance of digital data capture systems for digital marketing
Understand the use of search engine optimisation (SEO)
02.01	Describe the use of SEO
02.02	Explain the importance of SEO
02.03	Explain the advantages and disadvantages of links to other websites
Understand the requirements of marketing research using the internet
03.01	Explain how to use search-related internet facilities to enable the identification and retrieval of targeted information
03.02	Explain the advantages and disadvantages of different internet data collection sources
03.03	Explain the importance of confirming the accuracy of information retrieved from the internet
Understand the uses of digital marketing devices and messages
04.01	Describe the potential uses of a Customer Relationship Management (CRM) system
04.02	Explain the importance of data cleansing
04.03	Describe the use of digital marketing devices
04.04	Describe the use of digital response systems
04.05	Explain the advantages and disadvantages of different tracking systems
Understand how to use digital technology for marketing purposes
05.01	Explain how to use a CRM system
05.02	Explain how to maintain the currency and accuracy of digital databases
05.03	Explain the advantages and disadvantages of different digital technologies
05.04	Describe the importance of tailoring messages to different digital media
05.05	Explain the potential for marketing to social networking sites
05.06	Explain how to prevent marketing messages being identified as spam

iCQ

Qualification Framework : RQF
Title : Understand the legal context of business
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 44
Unit Credit Value : 6
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: D/506/1939 : Understand the legal context of business	
Understand the legal framework within which businesses operate	
Assessment Criterion - The learner can:	
01.01	Explain the legal requirements of different types of business
01.02	Describe the roles and powers of government departments and agencies in regulating business
01.03	Explain the legal provisions relating to intellectual property
Understand the principles of business governance	
02.01	Explain the corporate governance statutory framework of a business
02.02	Explain the roles and responsibilities of an organisations governing body
02.03	Explain the financial reporting requirements of an organisation
Understand how contract law affects a business	
03.01	Explain the elements of a valid business contract
03.02	Analyse different types of contracts
03.03	Explain the difference between negligence and liability
03.04	Explain the liabilities and entitlements of sellers and purchasers of goods and services
Understand the requirements of employment law	
04.01	Describe the sources, institutions and enforcement systems for individual employment rights
04.02	Explain the features of types of worker and employment contracts for service
04.03	Explain the implications of contracts of service and contracts for service
04.04	Explain the implications of different types of employment status
04.05	Explain the requirements for an organisation for health and safety
04.06	Explain the requirements for an organisation for equality and diversity
04.07	Explain the implications for an organisation of wrongful dismissal, unfair dismissal and redundancy
04.08	Describe the impact of human rights legislation on the employment relationship

Unit Specification
F/505/6880
Exploring Social Media

Qualification Framework : RQF
Title : Exploring Social Media
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 16
Unit Credit Value : 2
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.
Portfolio of evidence, practical demonstratiossignment, coursework, E-assessment, practical examination and professional discussion.

Unit: F/505/6880 : Exploring Social Media	
Understand the opportunities and threats associated with using social media.	
Assessment Criterion - The learner can:	
01.01	Describe the positive and negative aspects of using social media.
01.02	Describe how to minimise risks associated with using social media.
Understand the application of social media.	
02.01	Describe how various social media sites may be used by groups, individuals, businesses and organisations.
02.02	Demonstrate the use of various social media sites to communicate and upload content including: a) Facebook b) Blogging c) Twitter d) YouTube
02.03	Describe how businesses and organisations may use social media to promote products and services.

Unit Specification
J/506/1806
Principles of equality and diversity in the workplace

Qualification Framework : RQF
Title : Principles of equality and diversity in the workplace
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 10
Unit Credit Value : 2
SSAs : 15.3 Business Management
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: J/506/1806 : Principles of equality and diversity in the workplace	
Understand the implications of equality legislation	
Assessment Criterion - The learner can:	
01.01	Define the concept 'equality and diversity'
01.02	Describe the legal requirements for equality of opportunity
01.03	Describe the role and powers of organisations responsible for equality
01.04	Explain the benefits of equal opportunities and diversity
01.05	Explain the potential consequences for an organisation of failing to comply with equality legislation
Understand organisational standards and expectations for equality and diversity and context in the workplace	
02.01	Explain how organisational policies on equality and diversity translate into day to day activity in the workplace
02.02	Describe their own responsibilities for equality and diversity in the workplace
02.03	Describe behaviours that support equality, diversity and inclusion in the workplace

Unit Specification
K/503/8194
Principles of customer relationships

Qualification Framework : RQF
Title : Principles of customer relationships
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 18
Unit Credit Value : 3
SSAs : 15.4 Marketing and Sales
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: K/503/8194 : Principles of customer relationships	
Understand customers and their needs	
Assessment Criterion - The learner can:	
01.01	Describe the importance of understanding customers wants and needs
01.02	Explain the role of segmentation in identifying customers likely wants and needs
01.03	Describe the factors that motivate customers to buy
01.04	Explain the importance of seeking customer feedback on performance, products and/or services
Understand an organisations responses to customer relationships	
02.01	Describe an organisations marketing objectives and activities
02.02	Explain the importance of developing customer service plans and customer relationship plans
02.03	Describe an organisations system for relationship management
02.04	Describe an organisations customer care programme
02.05	Describe the system for communicating with customers
02.06	Explain the importance of a consistent level of service
02.07	Explain the link between customer satisfaction and sales growth
02.08	Explain the importance of using customer feedback to enhance performance, products and/or services
Understand the principles of customer relationship management	
03.01	Explain the concept and principles of relationship management
03.02	Explain the importance of keeping promises made to customers
03.03	Explain the importance of balancing customers needs with those of the organisation
03.04	Explain the importance of keeping customers informed of progress, problems, issues and the actions undertaken in support of them
03.05	Explain how to identify added value that could be offered to customers

Unit Specification
L/505/3514
Understand the safe use of online and social media platforms

iCQ

Qualification Framework :	RQF
Title :	Understand the safe use of online and social media platforms
Unit Level :	Level 2
Unit Sub Level :	None
Guided Learning Hours :	35
Unit Credit Value :	4
SSAs :	6.2 ICT for Users
Unit Grading Structure :	Pass
Assessment Guidance :	Please refer to the Online iCQ Assessment Guidance.

	Unit: L/505/3514 : Understand the safe use of online and social media platforms
**Understand that information stored on personal computers and mobile devices must be safeguarded**
**Assessment Criterion - The learner can:**
01.01	Identify the potential risks to information security of using personal computers and mobile devices for: •using email •web browsing •banking online •shopping online •social networking
01.02	Describe the security risks associated with: •hardware •software •social media networking •access to malicious websites •access to inappropriate material published on the Internet •corrupted or infected email attachments
01.03	Explain the importance of controlling access to hardware, software and stored data
01.04	Describe the common types of scams and frauds: •phishing •pharming •hacking
01.05	Explain the importance of developing and maintaining safe ICT user habits
**Know how to select and use approprite security methods to safeguard systems and data**
02.01	Describe security techniques/measures that can protect personally accessed software and data, such as login identity and passwords
02.02	Describe common ways of controlling access to hardware, software and data
02.03	Identify ways to protect data and software
02.04	Describe the term 'virus' and give examples of different types
02.05	Describe the purpose of anti-virus software
02.06	Explain why anti-virus software should be regularly updated
02.07	Explain the importance of backing up and safely storing data
**Understand the threats to personal safety when using the Internet**
03.01	Describe the forms and features of: •cyberbullying •grooming •stalking •criminal activities •inappropriate contact •inappropriate content
03.02	Identify when and how to report online safety issues
03.03	Describe the risks and consequences of: •identity theft •identity fraud
03.04	Describe how user accounts can be used as a security measure when computers are used by more than one person
03.05	Explain the importance of setting parental controls on personal computers, mobile and media devices
03.06	Explain how to set up parental controls on: •personal computers •tablets •mobile phones
**Know how to protect their online devices against fraud and security attacks**
04.01	Set up security measures to protect their personal computers and mobile devices against fraud and security threats
04.02	Describe measures that can help to protect their personal information
04.03	Describe the risks posed by unsolicited email and measures that can reduce the risks
04.04	Identify the security threats when accessing public WiFi networks
**Understand the implications of entering personal information onto social media networking sites**
05.01	Explain the concept of no 'take backs' once information is posted online
05.02	Identify who can view information posted onto social media networking websites
05.03	Explain the privacy issues of using social media websites
05.04	Describe formal and informal conventions, or netiquette, which should be observed when communicating online
05.05	Describe the potential consequences of posting their personal information onto social media websites
05.06	Identify the security risks of adding geographic identity or location to material they upload to the Internet
**Understand legal measures that address the protection of data**
06.01	Identify relevant legislation and guidelines relating to • downloading images and files from the Internet • data protection
06.02	Identify data protection issues around the use of social media
06.03	Describe what is meant by the following terms: •copyright •plagiarism •intellectual property
06.04	Explain why organisations develop and adopt policies for the acceptable use of ICT
06.05	Describe the common components of an Acceptable Use Policy

Unit Specification
L/506/2083
Understand working in a customer service environment

Qualification Framework : RQF
Title : Understand working in a customer service environment
Unit Level : Level 1
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: L/506/2083 : Understand working in a customer service environment	
Know the importance of customer service	
Assessment Criterion - The learner can:	
01.01	State what is meant by customer service
01.02	State why effective customer service is important to an organisation
Know the factors affecting customer service	
02.01	Outline the difference between an internal and an external customer
02.02	State how to identify customers needs and expectations
02.03	List information sources needed to deliver reliable customer service
02.04	Describe the relationship between customer expectations and customer satisfaction
Know how to work in a customer service role	
03.01	Identify personal behaviours that can positively affect customers perceptions of an organisation and its products and/or services
03.02	Identify the job roles within a team delivering customer service
03.03	State the standards of personal presentation and behaviour expected by customer service staff in different organisations
03.04	State standards and practices that relate to a service offer within different types of organisation
03.05	Describe how legislation and organisational requirements affect what can be promised or carried out in a customer service role
03.06	Describe the procedures for protecting customers personal information and safety
03.07	State the importance of protecting customers personal information and safety
Know how to refer customer queries and problems to others	
04.01	Describe types of customer behaviour that show when a customer is dissatisfied
04.02	State the procedures to be followed when dealing with customer queries or problems
04.03	State to whom to refer customer queries and problems

Unit Specification
R/505/3515
Know how to publish, integrate and share using social media

Qualification Framework : RQF
Title : Know how to publish, integrate and share using social media
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 40
Unit Credit Value : 5
SSAs : 6.2 ICT for Users
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/505/3515 : Know how to publish, integrate and share using social media	
Know the current social networks used to publish, integrate and share online	
Assessment Criterion - The learner can:	
01.01	Identify the main social media networks in current use
01.02	Describe the main features of each social media network identified
01.03	Describe why they would use each of the social media networks identified
01.04	Explain the purpose of a 'social aggregator' tool
01.05	Describe how blogs give individuals a voice on the Web
01.06	Explain how professionals make connections using social media networks
Understand how social media is used by individuals, organisations/businesses, governments and social groups	
02.01	Describe why
02.02	Explain the advantages and typical components of a social media user profile
02.03	Identify the benefits of using social media networking for: •individuals •organisations/businesses •governments •social groups
02.04	Identify the risks of using social media networking for: •individuals •organisations/businesses •governments •social groups
02.05	Describe how social media networks monitor engagement with their websites
02.06	Describe the advantages of podcasting
02.07	Explain why organisations have social media policies
Understand best practices for safe social networking	
03.01	Describe appropriate precautions to ensure their own safety and privacy
03.02	Describe how to protect personal information when engaging with social media websites
03.03	Identify legal constraints on the uploading and downloading of software and other digital content
Use browser software to communicate information online	
04.01	Select and use appropriate tools and techniques to communicate information online
04.02	Use browser tools to share information sources with others
04.03	Submit information online
04.04	Identify opportunities to create, post or publish material to social media websites
Understand the need for safety and security practices	
05.01	Describe the danger of computer viruses and how to minimise risks
05.02	Describe how to minimise threats to information security when online
05.03	Describe how to minimise the threats to user safety when online
05.04	Describe where to access online help and information when using social media networks

Unit Specification
R/506/2294
Principles of team leading

Qualification Framework : RQF
Title : Principles of team leading
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 37
Unit Credit Value : 5
SSAs : 15.3 Business Management
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the Online iCQ Assessment Guidance.

Unit: R/506/2294 : Principles of team leading	
Understand leadership styles in organisations	
Assessment Criterion - The learner can:	
01.01	Describe characteristics of effective leaders
01.02	Describe different leadership styles
01.03	Describe ways in which leaders can motivate their teams
01.04	Explain the benefits of effective leadership for organisations
Understand team dynamics	
02.01	Explain the purpose of different types of teams
02.02	Describe the stages of team development and behaviour
02.03	Explain the concept of team role theory
02.04	Explain how the principle of team role theory is used in team building and leadership
02.05	Explain typical sources of conflict within a team and how they could be managed
Understand techniques used to manage the work of teams	
03.01	Explain the factors to be taken into account when setting targets
03.02	Describe a range of techniques to monitor the flow of work of a team
03.03	Describe techniques to identify and solve problems within a team
Understand the impact of change management within a team	
04.01	Describe typical reasons for organisational change
04.02	Explain the importance of accepting change positively
04.03	Explain the potential impact on a team of negative responses to change
04.04	Explain how to implement change within a team
Understand team motivation	
05.01	Explain the meaning of the term motivation
05.02	Explain factors that affect the level of motivation of team members
05.03	Describe techniques that can be used to motivate team members
05.04	Explain how having motivated staff affects an organisation