

Business Resources

QCF Units of Assessment

Final NVQ Units

April 2010

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Title	Maintain and issue stationery stock items
Skills CFA Unit No.	Q222
WBA Unit No.	M/601/2495
Level	2
Credit Value	3
GLH	14
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand procedures for maintaining and issuing stationery stock items	1.1 Outline organisational requirements for ordering, taking delivery, storing, stock-taking, issuing and disposing of stationery stock items 1.2 Outline ways of keeping up-to-date, accurate and legible records of stationery stock items 1.3. Explain the purpose of knowing the level of demand for stationery stock items and how this may affect requirements for ordering and stock held 1.4 Outline other factors that may affect the future level of demand for stationery stock held 1.5 Give examples of suppliers that may be used when ordering stationery stock items 1.6 Outline differences between ordering stationery stock items from internal and external suppliers 1.7 Outline organisational procedures for issuing stationery stock items 1.8 Outline when it may be necessary to ask for receipts for stationery stock items issued
2. Know how to handle, store and dispose of stationery stock items	2.1 Outline organisational procedures for handling and storing stationery stock items safely and securely 2.2 Outline organisational

	procedures for the correct and safe disposal of stationery stock items
3. Understand problems that may occur with maintaining and issuing stationery stock items and how to deal with them	<p>3.1 Describe types of problems that may occur with deliveries and stationery stock items</p> <p>3.2 Describe organisational procedures for dealing with problems</p>
4. Understand how to make recommendations for improving stationery stock handling	4.1 Describe organisational procedures for recommending improvements for ordering, taking delivery, storing, stock-taking, issuing and disposing of unwanted or damaged stationery stock items
5. Be able to maintain stationery stock levels	<p>5.1 Maintain stationery stock items to required levels</p> <p>5.2 Handle and store stationery stock safely and securely, maintaining its condition and following organisational procedures</p> <p>5.3 Carry out stock-takes as instructed and report problems</p> <p>5.4 Order stationery stock from suppliers within limits of own authority</p> <p>5.5 Chase up orders with suppliers</p> <p>5.6 Check incoming deliveries against orders and report any problems</p> <p>5.7 Keep up-to-date, accurate and legible records of stationery stock delivered and held</p>
6. Be able to issue items from stationery stock	<p>6.1 Issue stationery stock items as requested, following organisational procedures</p> <p>6.2 Keep up-to-date, accurate and legible records of stationery stock items issued</p>
7. Be able to deal with unwanted or damaged items of stationery stock	7.1 Dispose of unwanted or damaged stationery stock items safely, following organisational procedures and legal requirements

8. Be able to make recommendations to improve stationery stock handling	8.1 Identify and recommend ways in which systems for receiving, issuing and disposing of stationery stock could be improved, as required
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Additional Information about the unit	
Unit purpose and aim(s)	This unit is about the procedures involved in keeping a stock of business items that will be used in a business environment in order to complete the day to day work of the organisation.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	14

Title	Use office equipment
Skills CFA Unit No.	Q221
WBA Unit No.	H/601/2493
Level	2
Credit Value	4
GLH	18
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Know about different types of office equipment and its uses	1.1 Identify different types of equipment and their uses 1.2 Describe the different features of different types of office equipment 1.3 Explain why different types of equipment are chosen for tasks
2. Understand the purpose of following instructions and health and safety procedures	2.1 Explain the purpose of following manufacturer's instructions when using equipment 2.2 Explain the purpose of following organisational instructions when using equipment 2.3 Identify health and safety procedures for using different types of equipment 2.4 Explain the purpose of following health and safety procedures when using equipment 2.5 Explain the purpose of keeping equipment clean and hygienic
3. Understand how to use equipment in a way that minimises waste	3.1 Give examples of waste when using equipment 3.2 Give examples of ways to reduce waste 3.3 Explain the purpose of minimising waste
4. Know about the different types of problems that may occur when using equipment and how to deal with them	4.1 Give examples of equipment problems 4.2 Explain the purpose of following manufacturer's instructions and organisational procedures when dealing with problems 4.3 Give examples of how to deal with problems

5. Understand the purpose of meeting work standards and deadlines	5.1 Explain the purpose of meeting work standards and deadlines when using equipment
6. Understand the purpose of leaving equipment and the work area ready for the next user	6.1 Explain the purpose of leaving equipment and the work area ready for the next user
7. Be able to use office equipment	7.1 Locate and select equipment needed for a task 7.2 Use equipment following manufacturer's and organisational guidelines 7.3 Use equipment minimising waste 7.4 Keep equipment clean and hygienic 7.5 Deal with equipment problems following manufacturer's and organisational procedures 7.6 Refer problems, if required 7.7 Make sure final work product meets agreed requirements 7.8 Make sure that product is delivered to agreed timescale 7.9 Make sure equipment, resources and work area are ready for the next user

Additional Information about the unit	
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Unit purpose and aim(s)	This unit is about using a variety of different office equipment following manufacturer's and organisational guidelines.
Unit expiry date	31 December 2013
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law

	15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	18

Title	Agree a budget	
Skills CFA Unit No.	Q330	
WBA Unit No.	J/601/2552	
Level	3	
Credit Value	4	
GLH	25	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand how to develop budgets	1.1 Explain how to use estimations when developing a draft budget 1.2 Explain how to identify priorities and financial resources needed when preparing a budget 1.3 Explain the purpose and benefits of identifying priorities when preparing a budget 1.4 Explain the purpose and benefits of evaluating and justifying estimated costs and income 1.5 Describe procedures for negotiating superseded budgets 1.6 Describe skills needed for agreeing budgets	
2. Be able to agree a budget	2.1 Identify financial resources needed to achieve goals and objectives for agreeing a budget 2.2 Evaluate and justify costs and risks 2.3 Prepare a draft budget 2.4 Negotiate and agree a budget	

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about developing and agreeing a budget for a department or section within a business.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national	Skills CFA

occupational standards or other professional standards or curricula (if appropriate)	
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	25

Title	Order products and services
Skills CFA Unit No.	Q319
WBA Unit No.	D/601/2539
Level	3
Credit Value	5
GLH	35
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to identify, select and negotiate the supply of products and services	1.1 Identify different sources of information on products and services for an organisation 1.2 Explain how to use different sources of information on products and services 1.3 Describe how to write a specification for a product or service 1.4 Identify sources of products and services that meet the quality expectations of an organisation 1.5 Explain the purpose of selecting products and services that represent best value for money 1.6 Describe how to negotiate best value for money 1.7 Explain the purpose of developing and maintaining good relationships with suppliers, and ways of doing so 1.8 Describe a supply chain and how it works
2. Understand organisational requirements and policies for the ordering and supply of products and services	2.1 Describe the procedures for the ordering and supply of products and services for an organisation 2.2 Describe the needs and priorities for the ordering and supply of products and services for an organisation 2.3 Explain the purpose of having organisational policies for the acceptance of gifts and hospitality
3. Understand how to monitor, evaluate and improve	3.1 Explain the purpose of monitoring and evaluating

<p>procedures for the ordering and supply of products and services</p>	<p>procedures for the ordering and supply of products and services, and ways of doing so</p> <p>3.2 Describe actions that may be taken to improve efficiency in the ordering and supply of products and services</p> <p>3.3 Describe ways of getting better value for money for products and services provided</p>
<p>4. Be able to follow organisational procedures for the ordering and supply of products and services</p>	<p>4.1 Use available information to keep up to date with products and services in own area of work</p> <p>4.2 Agree a budget and specification for products or services to be ordered</p> <p>4.3 Identify sources of products and services that meet the quality specification(s) of the organisation</p> <p>4.4 Select the product or service which represents best value for money</p> <p>4.5 Procure product(s) or service(s) following organisational procedures</p> <p>4.6 Negotiate with selected supplier(s) to reach an agreement which offers good value for money and which is acceptable to both parties, within limits of own authority</p> <p>4.7 Agree a contract for the supply of product(s) or service(s), within limits of own authority</p>
<p>5. Be able to maintain relationships with suppliers of products and services and deal with problems</p>	<p>5.1 Take actions to create and maintain partnerships with suppliers to improve quality and cut costs, within limits of own authority</p> <p>5.2 Monitor the performance of suppliers in line with the terms of the contract</p> <p>5.3 Deal with problems as they occur, seeking support from others, where necessary</p>

<p>6. Be able to monitor, evaluate and make recommendations to improve the ordering and supply of products and services</p>	<p>6.1 Monitor the ordering and supply of products and services for effectiveness and efficiency</p> <p>6.2 Evaluate the ordering and supply of products and services and identify areas for improvement</p> <p>6.3 Suggest ways to improve effectiveness and efficiency and obtain better value for money for the supply of products and services</p>
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Additional Information about the unit	
<p>Unit purpose and aim(s)</p>	<p>This unit is about the ordering and supply of products and services for an organisation, ensuring that the products and services supplied meet the needs of the organisation and represent the best value for money.</p>
<p>Unit expiry date</p>	<p>31 December 2013</p>
<p>Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)</p>	<p>Skills CFA</p>
<p>Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)</p>	<p>Assessment Strategy</p>
<p>Support for the unit from an SSC or other appropriate body (if required)</p>	<p>Skills CFA</p>
<p>Location of the unit within the subject/sector classification system</p>	<p>15. Business, Administration and Law</p> <p>15.2 Administration</p>
<p>Name of the organisation submitting the unit</p>	<p>Skills CFA</p>
<p>Availability for use</p>	<p>Shared</p>
<p>Unit available from</p>	<p>1 August 2010</p>

Unit guided learning hours	35
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Title	Manage budgets	
Skills CFA Unit No.	Q421	
WBA Unit No.	T/601/2580	
Level	4	
Credit Value	5	
GLH	29	
Learning Outcomes	Assessment Criteria	
The learner will	The learner can	
1. Understand the purpose of budgets	1.1 Explain the purpose and benefits of managing financial resources effectively and efficiently 1.2 Identify legal, regulatory and organisational requirements for managing a budget 1.3 Describe different types of budgetary systems and their features	
2. Understand how to manage budgets	2.1 Describe methods for monitoring, controlling and recording income and expenditure 2.2 Describe ways in which costs may be minimised in own area of responsibility 2.3 Identify situations in which corrective action may be needed 2.4 Describe the scope of own authority for managing a budget and authorising expenditure	
3. Understand how to report performance against budgets	3.1 Explain the purpose and benefits of reporting information on performance against budget 3.2 Explain how to check the accuracy of budget calculations 3.3 Explain the purpose and benefits of recording information that will help with the future preparation of budgets	
4. Be able to manage budgets	4.1 Control budget performance within limits and deadlines 4.2 Analyse and take action to	

	<p>minimise costs where possible</p> <p>4.3 Take corrective action to make sure of best value for money</p> <p>4.4 Authorise expenditure within the scope of own authority</p>
5. Be able to monitor budgets	<p>5.1 Record transactions, as required</p> <p>5.2 Produce information on performance against budget, when required</p> <p>5.3 Make sure all calculations are accurate</p> <p>5.4 Record information that will help with the preparation of future budgets</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about managing and monitoring a budget for a department or section within an organisation.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared

Unit available from	1 August 2010
Unit guided learning hours	29

Title	Prepare specifications for contracts
Skills CFA Unit No.	Q412
WBA Unit No.	F/601/2565
Level	4
Credit Value	5
GLH	30
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand work contracts	1.1 Explain the purpose and benefits of contracts and other forms of agreement 1.2 Describe different types of contracts and agreements 1.3 Evaluate different types of contract and agreement for their intended purpose 1.4 Explain the purpose of legal, regulatory and organisational requirements that may govern contracts 1.5 Identify a range of terminology used in contracts and explain its purpose 1.6 Explain the purpose and benefits of requirements and specifications in contracts
2. Understand how to prepare for selection	2.1 Explain the purpose and benefits of prioritising requirements 2.2 Explain the purpose and value of developing objective selection criteria
3. Be able to prepare specifications for work	3.1 Identify requirements for contractor(s), consulting with others where required 3.2 Prioritise requirements and prepare specifications for the products and services to be provided, consulting with others where required
4. Be able to agree selection criteria	4.1 Prepare selection criteria 4.2 Agree selection criteria, where required

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about understanding, and preparing the information that is needed to award a contract for work.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	30

Title	Invite tenders and select contracts
Skills CFA Unit No.	Q501
WBA Unit No.	R/601/2585
Level	5
Credit Value	6
GLH	32
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand tendering procedures	1.1 Explain the purpose and benefits of inviting a range of potential contractors to bid for a tender 1.2 Describe the procedures to be followed when inviting and receiving tenders
2. Understand how to evaluate tenders	2.1 Describe points to consider when evaluating tenders, their purpose and benefits 2.2 Describe purpose and benefits of identifying financial resources required 2.3 Describe the purpose and benefits of having objective selection criteria
3. Understand principles for negotiating a contract	3.1 Describe the purpose and benefits of agreeing a contract that is fit for purpose
4. Be able to follow procedures for handling tenders	4.1 Give information about the tendering process that is fit for purpose 4.2 Issue invitation to tender to potential suitably qualified contractors 4.3 Answer pre-tender queries to make sure all prospective suppliers have the same information 4.4 Follow procedures to receive, record and open tenders
5. Be able to identify and select contractor(s)	5.1 Evaluate tenders against criteria 5.2 Identify financial resources needed to achieve aims and

	<p>objectives of the specification</p> <p>5.3 Make selection in line with selection criteria</p> <p>5.4 Inform unsuccessful tenderers of the outcome</p> <p>5.5 Give feedback to unsuccessful tenderers, if required</p>
6. Be able to negotiate and agree a contract	<p>6.1 Negotiate with contractors to reach an agreement that</p> <ul style="list-style-type: none"> a) covers the requirements and specifications b) offers good value for money c) is acceptable to both parties <p>6.2 Negotiate with contractor(s) to make sure there is compliance with relevant organisational requirements, legislation and regulations</p> <p>6.3 Make sure that specifications and contract are fit for purpose</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about handling the tendering process, identifying appropriate selection criteria to award the tender and agree a contractor.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	
Location of the unit within the subject/sector classification system	15. Business, Administration and Law

	15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	32

Title	Monitor and evaluate contracts
Skills CFA Unit No.	Q502
WBA Unit No.	Y/601/2586
Level	5
Credit Value	6
GLH	35
Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand monitoring procedures	1.1 Describe ways of building relationships with contractor(s) 1.2 Explain the purpose and benefits of building relationships with contractor(s) 1.3 Describe different ways of monitoring compliance with a contract 1.4 Identify and evaluate different methods of monitoring contracts, that meet all needs 1.5 Describe ways of tracking achievement of contract objectives 1.6 Give examples of what constitutes a breach of contract 1.7 Identify ways of dealing with a breach of contract 1.8 Describe the legal, regulatory and organisational requirements governing contracts
2. Understand how to evaluate contractor(s) performance	2.1 Identify and evaluate the sources and types of information that can be used to monitor contracts 2.2 Describe the purpose and benefits of evaluating and reporting on contractor(s) strengths and areas for improvement
3. Be able to monitor the performance of contractors	3.1 Agree procedures for communicating with contractor(s) 3.2 Agree procedures for communicating with others

	<p>involved</p> <p>3.3 Agree procedures with contractors for monitoring performance</p> <p>3.4 Check contractors compliance with the contract including, as required</p> <p>a) legal and regulatory requirements</p> <p>b) organisational requirements</p> <p>3.5 Make sure contract objectives are being met</p> <p>3.6 Agree action with contractor(s) to deal with non-compliance</p> <p>3.7 Deal with breaches of contract(s) within agreed timescales, if required</p>
4. Be able to evaluate the performance of contractor(s)	<p>4.1 Agree procedures for evaluation</p> <p>4.2 Agree sources of information for evaluation</p> <p>4.3 Gather and analyse information</p> <p>4.4 Identify and report on strengths of contractor(s)</p> <p>4.5 Identify and report on areas for improvement for contractor(s)</p>

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about monitoring and evaluating a contractor's performance and compliance against the requirements of a contract.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy

Support for the unit from an SSC or other appropriate body (if required)	
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	35