Business Support Services

QCF Units of Assessment

Final NVQ Units

April 2010

Skills CFA
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Contents

Title	Supervise an office facility
Skills CFA Unit No.	Q325
WBA Unit No.	T/601/2546
Level	3
Credit Value	5
GLH	23

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to provide, maintain and supervise an office facility that meets the needs of its users	1.1 Explain the purpose and benefits of providing and maintaining an office facility that meets the needs of its users in line with agreed budgets 1.2 Describe a range of facilities, equipment and resources for an office, and what they can be used for 1.3 Explain the purpose and benefits of identifying and regularly reviewing the needs of office users and ways of doing so 1.4 Explain the purpose of having office systems and procedures 1.5 Describe systems and procedures for an office within own area of responsibility 1.6 Explain the purpose and benefits of building relationships with suppliers and ways of doing so 1.7 Explain the purpose of giving users information, guidance and support for following office systems and procedures, and for using facilities and equipment 1.8 Explain the purpose and benefits of monitoring office facilities and identify the types of activities to monitor
2. Understand how to deal with repairs and problems when	2.1 Explain how to identify repairs needed to the facilities and

	equipment of an office
supervising office facilities and equipment	2.2 Describe procedures for dealing with repairs needed
	2.3 Explain the types of problems that arise with the use and supervision of office facilities and equipment, and how to deal with them
3. Understand the purpose of health, safety and security requirements in an office	3.1 Explain why health, safety and security are important in an office environment
	3.2 Describe the main health, safety and security requirements that are important in an office environment
	3.3 Identify health, safety and security requirements for an office, including its facilities and equipment
4. Be able to supervise an office facility	4.1 Identify, agree and provide facilities and equipment for an office to meet the needs of users, in line with agreed budgets
	4.2 Maintain facilities and equipment for an office to meet the needs of users
	4.3 Supervise and monitor use of facilities and equipment for an office
	4.4 Use and review the facilities, systems and procedures of an office, reporting changes in requirements, as needed
	4.5 Make sure the equipment in an office is working correctly
	4.6 Identify repairs needed to the facilities and equipment in an office and deal with or refer, as required
	4.7 Maintain relationships with suppliers and look for opportunities to develop relationships
	4.8 Make contributions to the review of an office environment in line with health, safety and

	security policy
	4.9 Deal with problems with facilities and equipment in an office, or refer as required
	4.10 Provide information and guidance to users on the facilities and equipment in an office
	4.11 Explain priorities for the supply, maintenance and use of office facilities and equipment to users, as required
	4.12 Monitor the use of office facilities

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about supervising an office facility to make sure that the systems and procedures, facilities and equipment needed for the smooth running of the office are in place, and reviewing use for possible changes and new needs. It is also about maintaining and supervising the use of facilities and equipment, following health, safety and security procedures, making arrangements for repairs as needed, and giving advice and guidance to users.
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	Skills CFA

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	23

Title	Implement, monitor and maintain administrative services
Skills CFA Unit No.	Q417
WBA Unit No.	Y/601/2572
Level	4
Credit Value	7
GLH	15

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to implement administrative services	1.1 Explain the purpose of having limits to own authority in relation to the implementation and monitoring of administrative services
	1.2 Explain who may be involved in implementing or making changes to administrative services in an organisation
	1.3 Explain the purpose and benefits of having systems and procedures to support administrative services
	1.4 Explain who may be affected by changes to existing administrative services or the implementation of new services in an organisation
	1.5 Describe ways of communicating implementation plans and changes to administrative services
	1.6 Identify legal and regulatory requirements relevant to administrative services
	1.7 Explain the purpose and benefits of involving people in planning how administrative services will be implemented
	1.8 Describe how to involve people in planning how administrative services will be implemented
	1.9 Explain how to develop plans for implementation
	1.10 Explain how to negotiate and

	agree plans and changes with people
	1.11 Explain the purpose of providing support to users
	1.12 Explain the types of support available and how to choose and provide different types of support
	1.13 Explain how to identify possible disruptions to work output and the working environment, and reasons for doing so
2. Understand how to monitor administrative services	2.1 Explain the purpose of checking administrative services to make sure they are being used correctly
	2.2 Describe ways of checking administrative services, and when to use them
	2.3 Describe what types of action to take if services are not being used correctly
	2.4 Explain how to decide what action to take
3. Understand how to maintain administrative services	3.1 Describe ways of encouraging users to comment and make suggestions
	3.2 Explain how to select ways of encouraging comment and suggestions
	3.3 Explain what is meant by valid and reliable information on administrative services and ways of collecting it
	3.4 Explain how to use information to evaluate the effectiveness of administrative services
	3.5 Explain the purpose of having limits on own authority for making improvements
	3.6 Identify people in an organisation to whom recommendations for improvements to administrative services should be made, when outside limits of own

		responsibility
4. Be able to implement administrative services for an organisation	4.1 Make a plan with users for implementing administrative services	
	4.2 Negotiate and agree a plan for implementing of administrative services	
	4.3 Communicate an agreed plan and any changes to stakeholders	
	4.4 Make changes to a plan from feedback given, as required	
	4.5 Make sure all those involved in implementing a plan understand their roles and responsibilities	
	4.6 Make sure a plan meets legal and regulatory requirements, as needed	
	4.7 Provide support to users so they can use the administrative services and procedures	
	4.8 Plan and take action, as needed, to minimise disruptions to work activities and the work environment during implementation	
	4.9 Follow a plan to implement administrative services	
5. Be able to monitor administrative services	5.1 Monitor administrative services for correct use	
	5.2 Take action, as needed, where administrative services are not being used correctly	
6. Be able to maintain administrative services	6.1 Encourage users to comment on administrative services and to make suggestions for improvement	
	6.2 Collect valid and reliable information about the use of administrative services	
	6.3 Use feedback from users and information collected to evaluate administrative services provided, and identify areas for improvement	
	6.4 Make improvements to administrative services within	

	limits of own authority
	6.5 Make sure improvements to administrative services follow legal and regulatory requirements, as necessary
	6.6 Communicate improvements to all involved
	6.7 Make recommendations for improvements to administrative services which are outside limits of own authority

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about implementing administrative services, monitoring these services to make sure they are being used correctly, informing and supporting users of the systems, and making adjustments to the services to improve their performance.
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	15

Title	Manage an office facility
Skills CFA Unit No.	Q414
WBA Unit No.	L/601/2567
Level	4
Credit Value	6
GLH	30

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand how to provide, maintain and manage an office facility that meets the expectations of its users	1.1 Explain the purpose and benefits of providing and maintaining an office facility that meets the needs of its users in line with agreed budgets
	1.2 Evaluate a range of facilities, equipment and resources for an office, and explain what they can be used for
	1.3 Explain the purpose and benefits of identifying and regularly reviewing the needs of office users and ways of doing so
	1.4 Explain the purpose of having office systems and procedures
	1.5 Describe and evaluate systems and procedures suitable for an office within own area of responsibility
	1.6 Explain how to develop office systems and procedures within own area of responsibility
	1.7 Explain the purpose and benefits of building relationships with internal and external suppliers and ways of doing so
	1.8 Explain the purpose and benefits of giving users information, guidance and support for following office systems and procedures, and for using facilities and equipment
	1.9 Explain the purpose and

	benefits of controlling office facilities
	1.10 Explain the purpose and benefits of monitoring, reviewing and evaluating different types of activities to make sure an office facility meets the needs of its users
2. Understand how to deal with problems when managing office facilities and equipment	2.1 Explain how to identify and organise repairs needed to the facilities and equipment of an office
	2.2 Describe procedures for dealing with repairs needed
	2.3 Explain the types of problems that arise when managing an office facility
	2.4 Explain the purpose and benefits of having a strategy to deal with problems, and how to develop a strategy for dealing with problems
3. Understand the purpose of health, safety, access and security requirements in an office	3.1 Explain why health, safety, access and security are important in an office environment
	3.2 Describe the main health, safety, access and security requirements that are important in an office environment
	3.3 Identify health, safety, access and security requirements for an office in own area of responsibility, including its facilities and equipment
4. Be able to manage an office facility	4.1 Provide office facilities and equipment to meet the needs of users, in line with agreed budgets
	4.2 Maintain office facilities and equipment to meet the needs of users
	4.3 Co-ordinate the use of facilities and equipment for an office
	4.4 Set up, explain, review and evaluate systems and procedures for an office,

	identifying changes in requirements, as needed
	4.5. Monitor, review and evaluate office systems and procedures, taking account of feedback from users
	4.6 Make sure the equipment in an office is working correctly and meets expectations of the users
	4.7 Identify and organise repairs needed to the facilities and equipment in an office
	4.8 Make sure the environment of an office supports productive working
	4.9 Maintain relationships with internal and external suppliers and look for opportunities to develop relationships
	4.10 Monitor use and take action as needed to maintain the health, safety and security of office users
	4.11 Identify, analyse and resolve problems with facilities and equipment in an office
	4.12 Provide information and guidance to users on the facilities and equipment in an office
	4.13 Agree priorities for the supply, maintenance and use of office facilities and equipment with users
	4.14 Control use of office facilities in own area of responsibility

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about managing an office facility, making sure that the systems and procedures, facilities and equipment needed to meet the expectations of all users for the smooth running of the office are in place, and evaluating use for

	possible changes and new needs.
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	30

Title	Prepare, co-ordinate and monitor operational plans
Skills CFA Unit No.	Q416
WBA Unit No.	L/601/2570
Level	4
Credit Value	6
GLH	26

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand factors affecting the preparation, co-ordination and monitoring of operational plans	1.1 Explain the purpose of having limits of authority when preparing and co-ordinating operational plans
	1.2 Explain the purpose and benefits of co-ordinating operational plans
	1.3 Explain the effects of organisational priorities, objectives and constraints on operational plans
	1.4 Explain how to identify risks and contingencies
	1.5 The benefits of clear communication when planning and co-ordinating operations
	1.6 Explain the purpose of negotiating and agreeing operational plans, and how to do so
	1.7 Describe the possible effects of legal and regulatory requirements on operational plans
	1.8 Explain the effects on operational plans of organisational policies and procedures related to work methods and activities
	1.9 Explain how to get valid and relevant information to monitor operational plans accurately
	1.10 Explain the purpose and benefits of continuously looking for opportunities to improve performance against

	operational plans
2. Understand how to prepare operational plans	2.1 Explain a range of planning techniques and tools that can be used to prepare operational plans
	2.2 Explain how to identify and prioritise outcomes for operational plans
	2.3 Describe ways of identifying the activities and resources needed to achieve agreed outcomes
	2.4 Explain the purpose and benefits of having realistic schedules for operational plans
	2.5 Explain the purpose and benefits of reviewing operational plans as they are developed
	2.6 Describe methods for identifying and negotiating roles and responsibilities for operational plans
	2.7 Explain the purpose of understanding the range of work methods and activities that can be used to deliver operational outcomes
	2.8 Explain the purpose and benefits of making best use of resources
3. Be able to prepare operational plans	3.1 Prepare operational plans to co-ordinate relevant operations
	3.2 Prioritise and agree required outcomes from operational plans
	3.3 Identify risks within operational plans and contingencies to deal with them
	3.4 Specify actions and resources needed to achieve outcomes of operational plans
	3.5 Make sure operational plans meet legal and regulatory requirements, if required
	3.6 Make sure operational plans meet organisational policies and

		procedures related to work methods and activities
4. Be able to co-ordinate and monitor operational plans	4.1	Make sure operational plans are in line with organisational priorities, objectives and constraints
	4.2	Provide clear and relevant information to all who need it
	4.3	Negotiate and agree changes to operational plans
	4.4	Review and update operational plans to show changes in the working environment or objectives
	4.5	Negotiate roles and responsibilities for implementing operational plans
	4.6	Check that relevant people understand their roles and responsibilities for operational plans
	4.7	Negotiate work methods and activities to deliver operational plans
	4.8	Negotiate resources needed for operational plans and make sure best use is made of them
	4.9	Negotiate prompt and corrective actions if operations are not in line with operational plans
	4.10	Obtain sufficient, valid and relevant information to monitor operations against operational plans
	4.11	Communicate changes in operational plans which affect work methods and activities promptly and accurately
	4.12	Identify opportunities to improve operations

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about preparing and co-ordinating delivery of operational plans across one or more work

	activities or areas of responsibility.
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	26

Title	Propose and design administrative service
Skills CFA Unit No.	Q415
WBA Unit No.	Y/601/2569
Level	4
Credit Value	8
GLH	36

Learning Outcomes	Assessment Criteria
The learner will	The learner can
1. Understand factors affecting the design of administrative services	1.1 Explain the purpose and benefits of reviewing administrative services and making appropriate improvements
	1.2 Describe organisational policies and procedures that may affect administrative services and their development
	1.3. Identify legal and regulatory requirements that affect the design of an organisation's administrative services
	1.4 Explain the purpose and benefits of producing designs which reflect realistic timescales and costs, and ways of doing so
2. Understand how to develop designs for administrative services	2.1 Identify the limits of own job role in relation to the development of administrative services for an organisation
	2.2 Explain how to develop systems and procedures that make sure administrative services achieve required outcomes
	2.3 Explain the purpose of developing detailed specifications for administrative services
	2.4 Describe how to develop detailed specifications and budgets for administrative services
	2.5 Explain the purpose of keeping full and accurate records when developing specifications for

	administrative services
	2.6 Explain the purpose and benefits of developing a range of options for the design of administrative services
	2.7 Describe how to develop different design options
3. Understand how to consult on designs for administrative services	3.1 Identify the users of administrative services in organisations
	3.2 Identify the decision makers for administrative services in organisations
	3.3 Describe ways of encouraging users to comment on the effectiveness of administrative services
	3.4 Describe how to use information to evaluate administrative services
	3.5 Explain how to identify possible improvements in administrative services and their benefits
	3.6 Identify who to contact in organisations for advice when developing specifications for, and designing administrative services
	3.7 Explain the purpose and benefits of consulting on design options
	3.8 Identify who should be consulted within organisations on the design of administrative services
	3.9 Describe how to organise consultation on the design of administrative services
4. Understand how to support the agreement of designs for administrative services	4.1 Identify the types of information and advice that people may need to make a decision on design options
	4.2 Explain the purpose of negotiating designs and specifications for administrative services
	4.3 Describe ways of negotiating

	designs and specifications with users and decision makers
5. Be able to propose administrative services	5.1 Encourage users to comment on the effectiveness of administrative services
	5.2 Identify administrative services that could be developed and the benefits that could follow
	5.3 Suggest possible developments and take account of feedback given
	5.4 Work with users to agree requirements for administrative services and the systems and procedures needed to support them
	5.5 Develop specifications consistent with agreed requirements
	5.6 Agree specifications and budget
	5.7 Record agreed specifications in sufficient detail for the administrative services to be designed
6. Be able to design administrative services from specifications	6.1 Produce design options for administrative services consistent with agreed specifications and budget
	6.2 Consult with users and decision makers when developing design options
	6.3 Make sure design options meet legal and organisational requirements
	6.4 Make sure design options support organisational policies and objectives
7. Be able to agree a design for administrative services	7.1 Present design options in a form and style to help users and decision makers understand design options
	7.2 Assess the strengths and weaknesses of design options
	7.3 Provide the information and advice needed to enable agreement of a final design
	7.4 Record final design in sufficient

	detail for implementation

Additional Information about the unit	
Unit purpose and aim(s)	This unit is about researching and using the information gathered to propose and design administrative services for an organisation, that will meet the needs of all users, and which will meet legal and organisational requirements.
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	36