

NOCN Vocational Pathways Overview - Business and Administration Group 2

Phase 5

Unit Title	Term	Learning Objective	Assessment Criteria	Notes
2020_21				
Introduction to Business and Administration R/505/0629 Credit 3	Autumn Term	1. Know duties, procedures and requirements relevant to working in an office.	1.1. Describe own duties. 1.2. Outline workplace requirements about: (a) Personal presentation (b) Timekeeping and attendance (c) Conduct towards others. 1.3. Identify the main procedures related to own work role. 1.4. Give examples of the possible consequences of not following procedures.	
		2. Know about office equipment.	2.1. Name common items of equipment. 2.2. State the purpose of items of equipment. 2.3. Use equipment to carry out tasks. 2.4. Describe how to care for and store equipment.	
		3. Know health and safety procedures when working in an office.	3.1. Outline fire procedures. 3.2. Outline accident procedures. 3.3. Follow health and safety procedures.	
		4. Be able to communicate with others when working in an office..	4.1. Indicate when and how to approach supervisors and colleagues. 4.2. Outline how to maintain good working relationships. 4.3. Give examples of how to respond to complaints.	
Filing Skills J/505/0627 3 Credits	Spring term	1. Understand methods of filing, types of storage and the need for security and confidentiality.	1.1. Outline ways in which information can be filed. 1.2. Describe types of storage used for filing. 1.3. Give advantages and disadvantages of different storage systems.	

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			<p>1.4. State the purpose of the Data Protection Act.</p> <p>1.5. Identify workplace procedures for maintaining security and confidentiality in filing.</p>	
		2. Be able to file information according to workplace procedures.	<p>2.1. Outline workplace procedures for filing given information.</p> <p>2.2. Demonstrate how to file given information according to workplace procedures.</p> <p>2.3. Give examples of how problems in filing can be addressed.</p>	
		3. Be able to retrieve and pass on specified information.	<p>3.1. Demonstrate how to retrieve specified information from files.</p> <p>3.2. State the methods which could be used for passing on the information to a colleague.</p>	
<p>Reception Skills L/505/0631 2 Credits</p>	<p>Summer 1 term</p>	1. Know how and why to make visitors welcome.	<p>1.1. Outline workplace procedures for receiving visitors.</p> <p>1.2. Give examples of how a visitor can be made to feel welcome.</p> <p>1.3. State the importance of body language in making visitors feel welcome.</p> <p>1.4. Give examples of when and how to seek assistance with problems raised by visitors.</p>	
		2. Be able to follow procedures for welcoming and assisting visitors.	<p>2.1. Demonstrate how to follow workplace procedures for:</p> <ul style="list-style-type: none"> (a) Welcoming visitors (b) Questioning visitors to establish the purpose of their visit (c) Informing colleagues that visitors have arrived (d) Assisting visitors with their requirements while waiting. 	

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<p>Customer Service Skills J/505/0448 2 Credits</p>	Summer 2	1. Understand the meaning of good and poor customer service.	<p>1.1. Outline what is meant by good customer service.</p> <p>1.2. Identify the benefits of good customer service for an organisation.</p> <p>1.3. Outline what is meant by poor customer service.</p> <p>1.4. Identify the possible consequences of poor customer service for an organisation.</p>	
		2. Understand the importance of first impressions.	<p>2.1. Describe why it is important to make a good first impression.</p> <p>2.2. State what is meant by non-verbal communication and how it can influence a customer's first impression.</p> <p>2.3. Give examples of how an employee can make a good impression when serving customers.</p>	
		3. Know how to assist customers.	<p>3.1. Give examples of the types of assistance customers may require.</p> <p>3.2. Outline the importance of knowing about an organisation's products or services in order to provide good customer service.</p> <p>3.3. Demonstrate how assistance can be provided to a good standard of customer service.</p>	
		4. Know how to deal with customer problems and complaints.	<p>4.1. Identify possible customer problems or complaints.</p> <p>4.2. State why it is important to know the organisation's policy about the actions that can be taken when dealing with customer problems or complaints.</p> <p>4.3. Demonstrate how an employee could help to resolve a problem or complaint</p>	

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Understanding Businesses Y/505/0633 3 Credits	Autumn term	1. Understand different types of business.	1.1. Identify at least three types of business. 1.2. Outline the purpose of different types of business. 1.3. Give examples of external factors which may affect a business.	
		2. Know how a business structure works.	2.1. State what is meant by a business structure. 2.2. Identify different ways in which a business structure may be organised. 2.3. State the purposes of a business structure.	
Use office equipment K/505/0636 1 Credit	Spring term	1. Know about office equipment and its usage.	1.1. List different types of office equipment. 1.2. State the purpose of different types of office equipment. 1.3. Give examples of how to ensure that use of paper and other resources is kept to a minimum. 1.4. Identify examples of how to check that office equipment is ready for use.	
		2. Be able to use office equipment to complete given tasks.	2.1. State the office equipment and resources needed for given tasks. 2.2. Use office equipment according to manufacturer's operating instructions to produce work of agreed standard and within given timescales. 2.3. Make sure the equipment, resources and work area are ready for the next user.	
Use the telephone M/505/0637 3 Credits	Summer term	1. Know how to use the telephone system in an office environment.	1.1. Describe how to use a telephone system to make contact with people inside and outside an organisation. 1.2. State the importance of confidentiality and security when dealing with callers. 1.3. List different ways of obtaining the names and numbers of people to be called.	

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		<p>2. Be able to answer telephone calls in an office environment.</p>	<p>2.1. Outline workplace procedures for receiving calls. 2.2. Give examples of how to present a positive image of the organisation when answering calls. 2.3. Demonstrate how to: (a) Answer calls according to workplace procedures (b) Transfer calls to colleagues (c) Pass on messages to colleagues about callers</p>	
		<p>3. Be able to answer telephone calls in an office environment.</p>	<p>3.1. Outline workplace procedures for making calls. 3.2. Give examples of information to be gathered prior to a call to ensure that the call meets its objective. 3.3. Demonstrate how to: (a) Make a call according to workplace procedures (b) Find answers to specified questions during a call.</p>	