

## **Business & Administration Incremental Change FAQs June 2007**

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### **What is Incremental Change?**

Incremental Change is the new process by which National Occupational Standards (NOS) will be updated. Rather than releasing a new version of the NOS every 3 years, the standards will be reviewed and updated on a yearly basis. This may mean that NOS titles change, terminology is made clearer, performance criteria or knowledge requirements are added or that evidence requirements change as well as the additional or removal of standards from the entire suite. This will be a better way of ensuring that the standards are fit-for-purpose and that learning providers have minimal disruption to delivery.

### **The core units now contain a cluster on sustainability. What is sustainability and how does it affect administrators?**

Sustainability is the process of “ensuring that resources are being maintained at a steady level without exhausting natural resources or causing ecological damage.” By resources we mean physical resources such as buildings, equipment and materials as well as intangible resources such as the workforce. Administrators, especially Office Managers, are responsible for ensuring that toners and ink cartridges are recycled, that offices have paper recycling bins for all to use as well as buying energy efficient light bulbs from the stationery company for example.

### **The CfA IT imported units did not match the content of the E-Skills IT units. What is the situation after incremental change?**

In 2005, the CfA contextualised the e-Skills IT units for use within Business & Administration NVQs. These were supported by e-Skills and accredited by QCA. It has been noted by centres that the CfA units had far less content than the e-Skills units. In 2007, as part of Incremental Change, the CfA IT units now reflect a 1:1 match with the content from the e-skills units. It should be noted that any learners who have completed their NVQ, using IT units that were assessed using the CfA units and NOT the e-skills units will need to inform their Awarding Body. As these units are accredited, learners will not need to be re-assessed if they have already completed their NVQ. Those learners currently being assessed will need to work towards the e-skills units or the 2007 CfA units.

### **In Unit 219 Use a telephone system – can a paper based system be used?**

There are three clusters in this unit that need to be assessed. The first is making calls where an electronic telephone system is required. The second is receiving calls where an electronic telephone system is also required. The third is dealing with message systems where a paper system OR an electronic system may be used to handle messages EXCEPT for the last performance indicator “leave recorded messages on other peoples systems” where this MUST be using an electronic telephone system. Remember, the learner must leave a message on ANOTHER person’s telephone system not necessarily with a person who works for the same organisation especially if the organisation is not set up to deal with voicemail.

### **Some text processing units have words per minute requirements and others do not, why is this?**

During the Incremental Change process, employers fed back that for certain roles such as legal and medical secretaries (who use audio text processing or shorthand text processing) that wpm were essential in establishing competence in this area. For other administration roles where typing text from notes was more common (such as typing up minutes of a meeting from notes) that accuracy rather than speed was more important and so the requirement for words per minute were removed.

### **When do the 2007 versions of the standards come into effect?**

The new 2007 standards will be in operation from the 1<sup>st</sup> August 2007. Awarding Bodies will implement these standards into their own documentation after this time. Please contact your Awarding Body directly for more information.

### **Will there be amendments to the TC to include sustainability and the changes to the standards?**

The current TC will not be changed and will remain for the life of the qualification. The CfA will update the template for the TC to include the changed standards and the performance clusters on sustainability. When Awarding Bodies develop a new TC, then they will use the latest guidance and the updated template developed by the CfA.

### **Do you still have to use instant messaging in Unit 213 use IT to exchange information 2?**

This is an e-skills unit. You will need to look at the Assessment Strategy from E-Skills to check this information.

### **How do you test the speed for candidates?**

The CfA Level 2 and level 3 handbooks contain a formula for you to use when testing the typing speed of your candidates.

### **When the evidence requirements are listed for particular units, is the list exhaustive?**

As a general rule, the list is exhaustive, but if there are any suggestions for entries, these should be emailed to [Kelly.Saliba@cfa.uk.com](mailto:Kelly.Saliba@cfa.uk.com) for review and possible inclusion.

### **Could you please clarify the difference between a memo and email included within the evidence requirements of unit 224?**

A memo is a short note designating something to be remembered, especially something to be done or acted upon in the future; a reminder; a record or written statement of something; or an informal message, especially one sent between two or more employees of the same company which concerns company business. An email is a system for sending messages from one individual to another, via telecommunications links between computers or terminals. In today's working environment, memos can be sent electronically, via emails.

### **Can a business card be used as evidence that a candidate can produce a document, evidence requirements of unit 224?**

No, a business card cannot be used. Please see the evidence requirements booklet for information on what a business document is.