



Business & Administration Standards Incremental Change Questionnaire

The purpose of incremental change is to ensure that existing standards are up-to-date and represent employment requirements. The CfA regularly review their NOS and update NOS when required. Each incremental review focuses on a select number of standards only, to minimise the impact of any change.

During 2007 the CfA conducted an International Benchmarking project which benchmarked the UK Business & Administration National Occupational Standards (NOS) to Australian and German standards and global best employment practice. The standards for review (in section B) have been chosen in line with the recommendations from the 2007 CfA Business & Administration International Benchmarking project.

As a key stakeholder, we would like you to review the selected standards and provide your comments on the updates to NOS proposed by the CfA. Section B lists the selected standards with the recommended updates. Please let us know if you agree or disagree with these proposed updates to the Business & Administration NOS.

This questionnaire will take approximately 10 minutes to complete.

Apart from the addition of specialist units and a possible review of Level 4, it is not intended that the CfA will implement any other changes to Business and Administration qualifications before 2010. However please note that the Business and Administration NOS will be updated as a result of this incremental change project.

Note: A draft of all of the standards with track changes is available on the CfA website at: http://www.cfa.org.uk/qualifications/2007_stds_pdf/draft_consultation_standards.pdf

The questionnaire has two sections:

Section A: You and your organisation
Section B: Standards, issues and solutions

The deadline for completion of this questionnaire is Friday 23rd November

Please return completed questionnaires to:

sara.vanderheld@cfa.org.uk

Or fax back on: 020 7091 7340

If you require any assistance in completing this questionnaire please contact **Sara Vanderheld** at the CfA on **020 7091 9626** or sara.vanderheld@cfa.org.uk

We look forward to receiving your views and would like to thank you in advance for your support. Please note all information received will be regarded as confidential.

Section A: You and your organisation

A1	First name		Surname	
	Occupation		Email	

A2	Organisation name				
	Address				
				Postcode	
	Telephone			Fax	

A3	<input checked="" type="checkbox"/>	How would you describe your organisation? <i>(please tick more than one if appropriate)</i>
	<input type="checkbox"/>	Private sector company <i>please specify sector:</i>
	<input type="checkbox"/>	Public sector company <i>please specify sector :</i>
	<input type="checkbox"/>	Training Provider
	<input type="checkbox"/>	College
	<input type="checkbox"/>	Awarding Body
	<input type="checkbox"/>	Sector Skills Council or Standard Setting Body
	<input type="checkbox"/>	Government body or agency
	<input type="checkbox"/>	Voluntary body
<input type="checkbox"/>	Other, <i>please specify:</i>	

Section B: Standards and recommended changes

Please place an 'X' in the appropriate box.

The table below shows the suggested recommended changes to the NOS as a result of the International benchmarking activity and action taken.

Level 1 Standards

Unit	Title of Standard	Recommended change	Agree	Disagree
104	Handle Mail	Include organisational procedures, distribution of urgent mail and recording mail.		

Level 2 Standards

206	Deal with visitors	Include problem solving.		
209	Store, retrieve and archive information	Include maintaining an information system in terms of deleting dead files, records or contacts, processing should be timely in order to be effective.		
220	Operate office equipment	Include health and safety policies when using equipment, sustainability and different types of office waste (evidence requirements).		
219	Use a telephone system	Resolve confusion over electronic and paper-based messages		
225	Work effectively with other people	Include adaptability and helping and supporting others.		

Level 3 Standards

304	Procure products and services	Include developing and maintaining product knowledge and advising on promotional activities.		
305	Manage and evaluate customer relations	Include processing of customer complaints and knowledge required of a specific range of products and services for your organisation.		
310	Research, analyse and report information	Include basic knowledge of statistics in terms of how to collate and process, analyse and display data and evaluate the results.		
319	Plan and implement innovation and change	Include responses that are in accordance with organisational requirements, roles and responsibilities, risk factors, business technology and mentoring/coaching.		

Level 4 Standards

Unit	Title of Standard	Recommended change	Agree	Disagree
401	Carry out your responsibilities at work	Include decision making.		
404	Manage contracts	Include good communication skills, meeting objectives, being logical, being clear, accuracy, using correct terminology and the use of the correct contracts.		
405	Negotiate and agree budgets	Include working in estimations, looking at costs, project management, planning and being accurate, negotiation skills.		
406	Monitor and review the implementation of corporate objectives, strategies and policies	Include market analysis and performance, economic forecasting, being clear, being logical, analysing implications, giving feedback, following procedures and accuracy.		
407	Inform and facilitate corporate decision making	Include how decisions affect teams, accuracy, being efficient and being clear.		
408	Evaluate internal and external factors and promote partnership working	Include development of networks, promotion of the organisation, relationship building, building relationships between teams and team working.		
411	Manage projects	Include delegation and efficiency.		
412	Chair meetings	Include clear communication and take charge attitude.		
413	Promote innovation and change	Include being clear, being logical, adaptability, giving feedback, and accuracy.		

B5	Please use the space provided to give us any additional comments you may have about the Business & Administration standards.

Thank you for taking the time to complete this questionnaire. Your opinion is important to us.



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sara.vanderheld@cfa.uk.com Or fax back on 020 7091 7340