

## Level 2 Technical Certificate Course Outline Template

### Personal skills

The Technical Certificate should assess knowledge and understanding of	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1)	Progression (APL into Level 3)	Key Skills opportunities	GLH	Approx weighting
<b>Health and Safety</b> Employees' legal responsibilities (HASAWA) Scope and limits of personal responsibility Maintaining own and others' health and safety	1 10, 16, 17 14, 15	Yes Yes Yes	Yes Yes Yes		10	10%
<b>(201) Personal responsibilities at work</b> Techniques for communicating with others Techniques for personal development Importance of personal behaviour: setting and maintaining standards, challenges Importance of personal behaviour: working with others	5, 6, 7, 8 18, 20, 21 25, 26, 27 28, 29, 30	Yes Yes Yes Yes	To unit 301	Com 2.1a, 2.1b, 2.2, 2.3 AON 1.1	25	25%
<b>(202) Working in a business environment</b> Rights, responsibilities and legislation Purpose of contracts and personnel procedures Sources for dealing with grievance and discrimination Respecting other people Sources of employment rights information Role of business and administration within industry Typical career pathways and sources of career information Main types of representative bodies and role Purpose of principles and codes of practice within the sector	11 ( ERR Target 1) 12, 15, 16 ( ERR Target 2) 13, 14 (ERR Target 2) 17, 18, 19 (ERR Target 3) (ERR Target 4) (ERR Target 5 and 7) (ERR Target 6) (ERR Target 8)	Yes Yes Yes Yes	To unit 302	Com 2.1a Com L3 3.1a	25	25%
<b>(225) Work effectively with other people</b>						

Value of working with others Communication: purposes Value of team work Importance of respect for others Role in developing teams	1, 2 3, 4, 5 5, 6, 7, 9 8, 10, 11, 12	Yes Yes  Yes	To units 319, 320, 321	Com 2.1a, 2.1b, 3.1a	<b>25</b>	<b>25%</b>
<b>(203) Customer relations</b> Customers (internal/external) Importance of building effective, efficient customer service and employees' role in developing, role of standards Principles of dealing with problems and complaints; role of procedures	1 2, 3, 5  7, 8		To unit 305	Com 2.1a	<b>15</b>	<b>15%</b>

## Work Skills

The Technical Certificate should assess knowledge and understanding of	Level 2 unit source and teaching opportunity to combine outcomes	Progression (APL from Level 1)	Progression (APL into Level 3)	Key Skills opportunities	GLH	Approx weighting
<b>Health and Safety</b> Safe working with people and equipment To be embedded within, eg units 202, 206, 211, 212 – 218, 219, 220	( ERR Target 2)	Yes	Yes			
<b>(201) Responsibilities at work</b> Importance of effective communication Handling information: clarifying, locating, selecting, Presenting information: structuring Techniques for planning work Techniques for monitoring work Purpose of guidelines: procedures	1, 2, 5, 6, 7, 3, 9, 10  4, 5 11 12, 13, 14 15, 16, 17 19	Yes Yes  Yes Yes Yes Yes	To unit 301	Com 2.1a, 2.1b, 2.2, 2.3 AON 1.1	25	20%
<b>(202) Working in a business environment</b> Different sectors in business and administration Personal responsibilities: individual role in an organisational structure; Personal responsibilities: impact of procedures, systems, regulations, legislation on work Personal responsibilities: security, types and role of guidelines in organisations	1 5  6, 9, 10  20, 21, 22	Yes Yes  Yes  Yes	To unit 302	Com 2.1a, 3.1a	25	20%

<b>(203) Customer relations</b> Techniques: identification, confirmation, agreeing timescales and standards	4, 6		To unit 305	Com 2.1a	25	30%
<b>(204) Diary systems</b> Purpose and types of systems - appropriateness, Information needed Prioritisation: importance and techniques Techniques for communication and security	1, 2 4, 5 6, 7, 8, 9, 10 11, 12, 13, 14	Application of Unit 105	Common unit			
<b>(205) Organising travel and accommodation</b> Types, sources of information, role of procedures, Information needed Problems, techniques to resolve Purposes of records and evaluation	2, 4 3, 6 8 5, 9	Application of Unit 105	Common unit	Com L2 2.1a, 2.3 AON 1.1, 1.2, 1.3 ICT 2.1, 2.2, 2.3		
<b>(206) Dealing with visitors</b> Importance and role of receptionist Types of visitor and needs Purpose of communication and security when dealing with visitors	1, 2 4 5, 7	Yes Yes		Com 2.1a		
<b>(209) Store, retrieve and archive information</b> Information systems and their main features Techniques for processing, retrieving and archiving information Importance of security and confidentiality of information	2 1, 4 - 10 3	Yes	To unit 308	ICT 2.1, 2.3 ICT 3.1, 3.2, 3.3		
<b>(210) Research and report information</b> Techniques for finding information Types of information and sources Good practice in presenting information, appropriateness of formats	1, 3 2, 4 5, 6, 7	Application of Unit 105	To units 309, 312	Com 2.1b, 2.2, 2.3 Com 3.1b, 3.2 AON 1.1, 2.1 ICT 2.1, 2.2, 2.3		

<b>(211) Organise and support meetings</b> Types of meetings Techniques for setting up meetings Types of information needed: set up, at meeting, after meeting Purpose of records: content, accuracy	3 2, 4 5 – 9 10, 11	<b>Application of Unit 105</b>	<b>To unit 313</b>	<b>Com 2.1a, 2.1b, 3.1a AON 1.1, 1.2, 2.1 ICT 2.1, 2.2, 2.3</b>		
<b>(212) Use IT systems</b> Common types of hardware and storage media Risks and hazards: to self, to others, guidelines and regulations, minimising Potential risks to data: people, hardware and software External risks Sources of information and advice	1, 2 6, 7, 8, 9, 10 11, 12 13, 14 15		<b>Common unit</b>		<b>15</b>	<b>15%</b>
<b>(213) IT to exchange information</b> Purposes of e-mail Resources and limitations Principles for dealing with: unknown senders, unwanted mail, viruses Security Laws and guidelines	1 7, 8 9, 10, 11, 12, 13 14 19, 20	<b>Yes</b> <b>Yes</b> <b>Yes</b>  <b>Yes</b>	<b>Common unit</b>			
<b>(214 -218) Using software</b> Types of software and their suitability for purpose: type of information User needs: agreeing, clarifying Importance of file management: creating, handling, organising, saving Importance of accuracy: techniques	(214 – 218) 1, 2 (214 – 218) 1, 2 (214 – 218) 4/6 (214 – 218) 9/7/10/6	<b>Yes</b> <b>Yes</b> <b>Yes</b>  <b>Yes</b>	<b>216 – 218 Common units</b>  <b>To units 314 and 315</b>	<b>ICT 2.1, 2.2, 2.3</b>		

<p><b>(219) Use a telephone system</b>  Types of telephone system  Purpose of procedures  Information handling: before call, from call, transferring calls, to callers  Importance of security</p>	<p>1  7  2, 3, 6, 8, 9, 12, 13  10, 11</p>	<p><b>Yes</b>  <b>Yes</b>  <b>Yes</b></p>						
<p><b>(220) Operate office equipment</b>  Different types and their suitability for purpose  Purpose of instructions: efficiency, faults, safety  Principles of handling equipment: managing waste, cleanliness, other users</p>	<p>1, 2  3, 6, 7  4, 5, 9</p>	<p><b>Yes</b>  <b>Yes</b>  <b>Yes</b></p>			<p><b>10</b></p>	<p><b>15%</b></p>		
<p><b>(221 – 224) Producing text and documents</b>  Different types of documents and sources  Importance of agreeing: purpose, format, quality standards, deadlines  Importance of safe storage of text  Importance of security and data protection  Reasons for high quality, attractive documents</p>	<p>(221-224) 1, 2  (221-224) 2, 3, 4, 7, 8, 12    (221-224) 4, 5, 10  (221-224) 5, 6, 11  (221-224) 1</p>	<p><b>Application of Unit 105</b></p>	<p><b>To unit 318</b></p>	<p><b>ICT 2.2, 2.3</b></p>				