Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Qualification structure

Qualification Type: Principal Qualification	Discipline: F	Sector: C00	Level: 4	No in series: 01	Year of approval: 12
Credit value 28 Credit hours		Certification requirement 9 Units: 3 Core; 6 Specialist			

Qualification aims

The aim of the qualification is enhance learners' career and employability in the areas of business and administration by developing a critical awareness and appreciation of contemporary business issues. The qualification provides learners with an understanding of business and administration with a focus on the functional areas of business administration such as working within an organisational structure, coordinating business resources, design and develop complex documents, organise meetings and make a presentation.

Qualification units

Core units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000401212	1	Contribute to the implementation of emergency procedures	4	3
FC000401312	2	Facilitate effective workplace communication	4	3
OF450400712	3	Develop community participation through active citizenship	4	4

Specialist units

Unit code:	Unit no:	Unit title:	Level:	Credit value:
FC000401412	4	Work within an organisational structure	4	3
FC000401512	5	Coordinate business resources	4	3
FC000401612	6	Design and develop complex documents	4	3
FC000401712	7	Write complex documents	4	3
FC000401812	8	Organise meetings	4	3
FC000401912	9	Make a presentation	4	3

Optional units

Unit code:	Unit no:	Unit title:	Level:	Credit value :

Prerequisites

Entry requirements	Requirements
Learners will require the following skills for completion of this unit as follows: Analytical skills, communication skills, effective business relationships, information management skills, presentation skills, research and data collection skills, relate to people from diverse backgrounds, and diverse abilities.	• IELTS level 4 or equivalent is required • Functional IT skills would be an advantage • Minimum level entry qualification is at Level 3.

The unit is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning. There should be equality of access for candidates and candidates must be enabled and supported to undertake this qualification. All institute staff involved in the assessment or delivery of these qualifications should understand learner's requirements and through initial assessment, match them to the needs and capabilities before entering learners as candidates for this qualification.	Credit transfer is available as published.

Qualification pathways		
This qualification	Pathways	
Certificate 4 in Business Administration	Diploma in Business Administration	
Copyright and ownership	Modification history	
Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	Release no: 1	Previous code:
	Comment:	New code:
National Occupational Standards	Not available	
Copyright and Ownership	Copyright of units, Intellectual Property Rights and ownership of the qualification will be owned by ACTVET.	

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Qualification overview	
This qualification is suitable for	People intending to work as clerical staff across a wide range of industries and types of organisations in the UAE. The target market for this qualification is office administrators and business administrators, managers, generalists, small company owners and staff with an administration role. This qualification is aimed at candidates who work in office administration.
Target market	The target market for this qualification is for school leavers with no experience of office or clerical work as first line employees with no previous qualifications.
Job activities/tasks	The core component of this qualification contains competencies in: health and safety, word processing, creating complex documents, communication information, documentation and making presentations.
Work context/conditions	This qualification is for any individual who is, or wishes to be, involved in the administration function in any organisation or office in any sector, or field.
Example employers	Government organisations. Private sector employers.

Example jobs	Related occupations
Office worker Administration assistant Clerk Office junior	Retail worker Customer service staff
Professional association	International professional association such as Chartered Institute of Management.

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Delivery and Assessment

Mode of delivery

Mode of delivery will be classroom or any other mode of delivery that meets the needs of the learner, ensuring learner has access to appropriate resources.

It is strongly advised that learning and development of subject content and associated skills be referenced to real vocational situations in an office environment.

Arrangements for learners with special assessment requirements

Arrangements for learners with special assessment requirements may need to be adapted to meet;
* language requirements
* cultural or religious requirements
* physical disabilities
* particular learning needs.

Trainer qualifications

Training of learners will be by qualified Licensed Vocational Trainers who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Trainer (proposed). Licensed Vocational Trainers should be qualified and have recent experience of work in office environments.

The trainer will comply with all licensing and accreditation requirements for an ACTVET Licensed Trainer.

Training methods

Licensed Vocational Trainers must use appropriate methods of training for classroom environment that reflects the vocational requirements of a workplace setting. Learning must be paced to meet the learner's needs, preferred style of learning and is taught at a level where all learners comprehend the concepts trained.

Assessment

Assessment will be in classroom environment conducted by Assessors who meet the requirements for employment in an ACTVET licensed institute and hold the required qualifications of Licensed Vocational Assessor. Assessment methodology will be selected to utilise the most appropriate methods of assessment for the knowledge or skill involved and will be tailored to meet the requirements of the Unit Standards. Assessors must take into consideration any special assessment arrangements for learners to ensure learners are not disadvantaged in the assessment process.	Assessors must have: • licensed Vocational Assessor qualifications or similar • applied industrial experience • assessment practices that meet QFEmirates National Standards of assessment • regular professional development practices.

Assessment methods	
All assessment methods must use the appropriate assessment methods to assess knowledge and skill. There must be fair, valid, reliable, authentic and sufficient evidence for all assessment criteria. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this qualification: • assessment of written reports summarising results of candidate skills assessment and selection outcomes • observation of techniques • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral or written questioning • review of authenticated documents from the workplace or training environment • review of testimony from team members, colleagues, supervisors, managers, clients or candidates.	

Assessor decisions will make assessments that will be coded according to the following schedule:	Code to be inserted on record sheet
Observation of the candidate by the assessor (Role play scenarios included)	O
Examination of the evidence by the assessor:	
Examination of a product	EP
Examination of the witness/expert testimony	EWT
Examination of a case history	ECH
Examination of a personal statement	EPS
Examination of written answers to questions	EWQ
Questioning of the candidate or witness by the assessor:	
Questioning of the candidate	QC
Questioning of the witness	QW
Professional Discussion	PD
Realistic working environment	RWE
Simulation	S

Verifier	Vocational verifiers must have
The Verifier will observe Assessors carrying out assessments, review assessment decisions from the evidence provided and hold meetings with the assessment team to ensure consistency in the use of paperwork and interpretation of the qualification's requirements. Verifiers will ensure that learner tracking of registration for qualifications, assessment decisions and achievement, are recorded and maintained accurately and timely and are open to scrutiny.	• verifier qualifications or similar • applied industrial experience • verification practices that meet NQEmirates National Standards of verification • regular professional development practices • ability to manage the learner's work environment for the verification process • ability to evidence standardisation processes.

Verification method
Assessment and verification process will conform to the following:

• Institute systems for learner, assessment and verification are unified.	• Evidence collection makes efficient use of assessment opportunities and work production.
• Qualified Assessors must be used for all assessment.	• Licensed Vocational Verifiers must be used for all verifications.
• Learner's achievement is evidenced and recorded.	• Verification of learner's achievement is evidenced by best practice.
• Learner is included in the assessment decision making process.	• Verification of learner's achievement is tracked and recorded.
• Assessment of learner's achievement is evidenced by best practice.	• Standardisation of assessment and verification processes are evidenced
• Assessment takes into account diversity and language differences.	• Evidence of sharing of learner, assessor and verifier best practice.
• Assessment of learner's achievement is tracked and recorded.	• Evidence that complaints are addressed, recorded and solved effectively.
• Learner will be able to compile their portfolio using their preferred technology.	• National Industry Sector Classification Code (SIC) to classify units and qualifications as per the guidance in the QFEmirates handbook.
• Assessment uses valid, fair, authentic and reliable practice and reduces barriers to assessment.	

Assessing and grading

This qualification is a knowledge, skills and application qualification. Assessment should, where possible, take a holistic approach. Assessment in one unit can be used as the assessment for another, if the assessed piece of work covers the criteria in the units. Assessment must be accessible for learners and the process of assessment as simple as possible. Learners must demonstrate competence by producing a portfolio of evidence.

This qualification is examined in two ways: assessment of performance and underpinning knowledge. All performance is assessed by an assessor against the performance criteria and recorded in the Cumulative Assessment Record. Competence recognises all qualification requirements have been achieved. Not yet competent means all requirements have been attempted but yet to be achieved, insufficient evidence means all requirements have not been attempted. Underpinning knowledge is examined that more than 80% of the predetermined marking criteria should be met.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended will require prior approval from the External Verifier.

Learner evidence

Learners must demonstrate knowledge and skill achievement in a presented portfolio.

Integrated assessment

Opportunities for integrated assessment are possible between units 2 and all, 1, 3 and 6, and 3 and 4

Risk in assessment
The learner's work environment needs proper management and risk management analyses. The following risks will be observed in the training, assessment and verification phases: • health and safety • stressing the learner • inauthentic evidence/collation/unjustifiable support to the learner • over-assessment • potential of unfairness to the learner • failing to meet assessment strategy of a qualification.

Appeals procedure
In the event that a learner judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation (not included in this submission). In the event that an assessor judges that he is being unfairly considered in the assessment or verification process he has the right to appeal using the recognised appeals procedure and documentation.

Abu Dhabi Centre for Technical and Vocational Education and Training		
Business Administration		
Qualification title: Certificate 4 in Business Administration		
Qualification code: PQFC00040112		
Unit: 1		
Unit title: Contribute to the implementation of emergency procedures		
Unit code: FC000401212		
Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit describes the performance outcomes, skills and knowledge required to contribute to the implementation of planning and response procedures for emergencies, identify potential emergencies, identify options for initial response, develop strategies for the ongoing management of candidates and monitor emergency response and address deficiencies.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Encourage learners to maintain learning logs and evidence of professional development.
Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training

<table>
<tr><td colspan="3">Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 1
Unit title: Contribute to the implementation of emergency procedures
Unit code: FC000401212
Business Administration</td></tr>
<tr><td>Level: 4</td><td>Credit value: 3</td><td>Notional learning hours: 45 hours</td></tr>
<tr><td colspan="3">Assessment criteria: Knowledge, skills and application (KSA)</td></tr>
<tr><td colspan="3">Learning outcomes</td></tr>
<tr><td colspan="3">Learning outcome 1: Understand how to identify potential emergencies</td></tr>
<tr><td colspan="3">Performance criteria:
1.1. Knowledge of hazards and causes of potential emergencies is displayed.
1.2. Potential emergencies are identified by stakeholders.
1.3. Potential emergencies and their causes are identified and contributed to a risk register.</td></tr>
<tr><td colspan="3">Learning outcome 2: Understand how to identify options for initial response</td></tr>
<tr><td colspan="3">Performance criteria:
2.1. Major types of emergencies are categorized.
2.2. Actions required are identified to contain or limit potential emergencies.
2.3. Actions required are identified to limit impact on personnel, property and the environment.
2.4. Requirements for liaising with emergency agencies are compiled and recorded.
2.5. Actions to be taken during emergencies are prioritised.</td></tr>
<tr><td colspan="3">Learning outcome 3: Be able to plan initial response procedures</td></tr>
<tr><td colspan="3">Performance criteria:
3.1. Immediate responses are identified and resources available and required are listed.
3.2. Emergency equipment is checked to ensure serviceability, accessibility, cleanliness and correct location.
3.3. Actions required for a number of major types of emergencies are identified taking into account, current industry practices, specialist advice and input by emergency agencies.
3.4. Training needs and appropriate providers are identified.</td></tr>
<tr><td colspan="3">Learning outcome 4: Understand how to act in emergency response situations</td></tr>
<tr><td colspan="3">Performance criteria:
4.1. Actions for initial response are documented and displayed.
4.2. Own role in an emergency response is understood and implemented.</td></tr>
<tr><td colspan="3">Learning outcome 5: Be able to monitor emergency response and address deficiencies</td></tr>
<tr><td colspan="3">Performance criteria:
5.1. Emergencies are monitored and responses for efficiency and timeliness are identified with stakeholders.
5.2. Monitoring results are promptly reported to managers and key personnel.
5.3. Organisational and personal improvement recommendations are identified and made for further improvement.</td></tr>
</table>

Evidence guideline
· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
· Learners should demonstrate no less than 80% of the requirements for the summative assessment.
· Re submissions are permissible.

Evidence requirements
1. Learners identify potential emergencies and evidence with a report on potential hazards, emergencies and causes.
2. Learners identify options for initial response and evidence with a report on types of emergencies and actions to be taken.
3. Learners plan initial response procedures and evidence with a report on initial responses, equipment, and best practices.
4. Learners act in emergency response situations and evidence with a report on own role in emergency responses.
5. Learners monitor emergency responses and address deficiencies and evidence with a report on current procedures and recommendations.
6. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 1 Unit title: Contribute to the implementation of emergency procedures Unit code: FC000401212 Business Administration

Mapping of CoreLife Skills							
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X			X	X	
1	1.2	X	X		X			
1	1.3	X	X			X	X	
2	2.1	X	X				X	
2	2.2	X	X	X		X		
2	2.3	X	X	X		X		
2	2.4	X	X	X	X			
2	2.5	X	X	X			X	
3	3.1	X	X	X	X	X	X	
3	3.2	X	X	X	X	X	X	
3	3.3	X	X	X	X	X	X	X
3	3.4	X	X	X	X	X	X	
4	4.1	X	X				X	
4	4.2	X	X	X			X	
5	5.1	X	X	X	X	X	X	
5	5.2	X	X	X	X	X	X	
5	5.3	X	X	X	X	X	X	

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 2 Unit title: Facilitate effective workplace communication Unit code: FC000401312 Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with the skills and knowledge required to facilitate effective workplace communication, plan and prepare for communication, facilitate team communications and meetings and represent team views.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.

Encourage learners to maintain learning logs and evidence of professional development.

Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

| Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 2
Unit title: Facilitate effective workplace communication
Unit code: FC000401312
Business Administration |

| Level: 4 | Credit value: 3 | Notional learning hours: 45 hours |

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to plan and prepare for communication

Performance criteria:

1.1. Organised communication network and benefits are explained in accordance with organisational requirements.
1.2. Monitoring and modification are identified for improving the organised communications network.
1.3. Teams and individual roles and responsibilities within the team are identified and, as required, assist in the provision of the on-the-job training.

Learning outcome 2: Understand how to facilitate team communications

Performance criteria:

2.1. Forums, including briefings, meetings and committees, are scheduled as required in accordance with enterprise/site requirements.
2.2. Communications network information is provided to team members to ensure maximum efficiency in accordance with site requirements.
2.3. Communications skill deficiencies are identified and actions required are informed in accordance with enterprise policy.
2.4. Team members are encouraged to participate in accommodating views of others in the work environment in accordance with enterprise policy.

Learning outcome 3: Be able to facilitate meetings

Performance criteria:

3.1. Meetings are planned and organised including distribution and clarification of agenda, notification of date and venue, required attendees and administration requirements, in accordance with organisation requirements.
3.2. Format and rules of procedure are identified, and proposed to the relevant manager in accordance with site requirements.
3.3. Views of all parties are identified and presented, including agreement and dissent, to obtain a balanced position in accordance with enterprise policy requirements.
3.4. Outcomes and agreed action plans are recorded and details of next meeting confirmed before closing in accordance with site.

Learning outcome 4: Be able to represent team views

Performance criteria:

4.1. Team viewpoints are determined, including possible options and acceptable alternatives or compromises prior to presentation.
4.2. Team viewpoints are presented in clear, concise and logical manner accepting the need for rational and productive debate.
4.3. Decisions and outcomes are conveyed to team members to accurately portray their position.

Evidence guideline
· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
· Learners should demonstrate no less than 80% of the requirements for the summative assessment.
· Re submissions are permissible.

Evidence requirements
1. Learners plan and prepare for communication and evidence with a report on organised communication networks, benefits, and requirements.
2. Learners facilitate team communications and evidence with a report on types of communications and communication deficiencies.
3. Learners facilitate meetings and evidence with a report on planning, preparation and procedures.
4. Learners represent team viewpoints and evidence with a report on views, acceptable alternatives, and ways to convey the views.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112
Unit: 2
Unit title: Facilitate effective workplace communication
Unit code: FC000401312
Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X					
	1.2	X	X	X	X	X	X	
	1.3	X	X	X	X	X	X	
2	2.1	X	X	X	X	X	X	
	2.2	X	X	X	X		X	
	2.3	X	X	X	X	X	X	
	2.4	X	X	X	X	X	X	
3	3.1	X	X	X	X		X	
	3.2	X	X	X	X		X	
	3.3	X	X	X	X	X	X	
	3.4	X	X	X	X		X	
4	4.1	X	X	X	X	X	X	
	4.2	X	X	X	X	X		
	4.3	X	X	X	X	X		

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration

Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 3
Unit title: Develop community participation through active citizenship
Unit code: OF450400712
Citizenship

Level: 4	Credit value: 4	Notional learning hours: 60 hours

Unit Information

Unit description of content

This unit aims to enable learners to achieve the necessary knowledge and skills in order to drive community participation from an active citizenship perspective by incorporating human rights principles.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Encourage learners to maintain learning logs and evidence of professional development.
Ensure learners maintain portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training

Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 3
Unit title: Develop community participation through active citizenship
Unit code: OF450400712
Citizenship

Level: 4	Credit value: 4	Notional learning hours: 60 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Understanding of what embodies human rights

Performance criteria: 1.1. The meaning of human rights is defined. 1.2. How human rights are protected is explained. 1.3. The relationship between human rights and community participation is explained.

Learning outcome 2: Understanding of what citizenship within a society means

Performance criteria: 2.1. Rights of citizens and residents are identified in the UAE. 2.2. The responsibilities of citizenship and residency are   described. 2.3. Individual rights and responsibilities that may lead to conflict are described.

Learning outcome 3: Understand how citizens can influence decisions

Performance criteria: 3.3 Individuals group and organisational influence decisions affecting communities and the environment are described. 3.4 The role of the media in communities and society is explained. 3.5 How the media shapes opinion is explained.

Learning outcome 4: Understand how to plan and promote own active citizenship and community participation

Performance criteria: 4.1 Ways to encourage active citizenship and community participation are described. 4.2 Plans for own active citizenship are developed. 4.3 Feedback to improve plans is sought and discussed. 4.4 Plans are implemented and activities recorded.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations. · Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements. · Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier. · Learners should demonstrate no less than 80% of the requirements for the summative assessment. · Re submissions are permissible.

Evidence requirements

1. Learners understand about human rights and evidence with a report on the meaning and the relationship with community participation. 2. Learners understand the concept of citizenship within a society and evidence with a report on

the meaning and benefits of good citizenship.
3. Learners understand how citizens can influence decisions and evidence with a report on the influence of individuals, groups, organizations and media.
4. Learners plan and promote own active citizenship and community participation and evidence with a report on plans and activities to promote active citizenship and community participation.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 3
Unit title: Develop community participation through active citizenship
Unit code: OF450400712
Citizenship

		Mapping of CoreLife Skills						
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x				x
	1.2	x	x	x				x
	1.3	x	x	x				x
2	2.1	x	x	x				x
	2.2	x	x	x				x
	2.3	x	x	x				x
3	3.1	x	x	x				x
	3.2	x	x	x				x
	3.3	x	x	x				x
4	4.1	x	x	x	x			x
	4.2	x	x	x	x			x
	4.3	x	x	x	x	x	x	x
	4.4	x	x	x	x	x	x	x

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112
Unit: 4
Unit title: Work within an organisational structure
Unit code: FC000401412
Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with performance outcomes, skills and knowledge required to be an active participant in the governance activities of an organisation, with an understanding of the roles and relationships, some of which may involve legislation, rules, regulations and code of practice relevant to different job roles

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training		
Business Administration		
Qualification title: Certificate 4 in Business Administration		
Qualification code: PQFC00040112		
Unit: 4		
Unit title: Work within an organisational structure		
Unit code: FC000401412		
Business Administration		
Level: 4	**Credit value: 3**	**Notional learning hours: 45 hours**

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to differentiate roles and responsibilities

Performance criteria:

1.1. Documented governance and management issues in the organisation governance policy guidelines are differentiated.

1.2. Governance issues and management issues and their relationships are identified and documented.

1.3. Board member's roles in the organisation's governance policies and procedures are identified and documented.

1.4. The relationship between the Board and associated entities, and their management are explained.

1.5. The Board decision-making processes are outlined.

Learning outcome 2: Be able to document management roles and responsibilities

Performance criteria:

2.1. Performance outcomes are documented with appropriate assistance, and included in position descriptions and contracts.

2.2. Management duties are documented and clarified.

2.3. Areas of responsibility are discussed and documented and guidelines established with employed staff that are Board members.

Learning outcome 3: Be able to supervise management of the organisation

Performance criteria:

3.1. Manager's information and advice is received and applied in decision making.

3.2. Decisions are implemented as instructed by the manager and specific directions are followed as required.

3.3. Feedback from the manager about previous actions is received.

3.4. Management performance is regularly reviewed against standards for the job.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

· Learners should demonstrate no less than 80% of the requirements for the summative assessment.

· Re submissions are permissible.

Evidence requirements
1. Learners differentiate roles and responsibilities within an organizational structure and evidence with a report on governance and management issues, roles, responsibilities, relationships and decision making processes.
2. Learners document management roles and responsibilities and evidence with a report on management duties, responsibilities and performance outcomes.
3. Learners supervise management of the organization and evidence with a report on management performance.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 4 Unit title: Work within an organisational structure Unit code: FC000401412 Business Administration						
Mapping of CoreLife Skills						
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x				
	1.2	x	x	x				
	1.3	x	x	x				
	1.4	x	x	x				
	1.5	x	x	x				
2	2.1	x	x	x	x			
	2.2	x	x	x	x	x		
	2.3	x	x	x	x			
3	3.1	x	x	x	x	x		
	3.2	x	x	x	x	x		
	3.3	x	x	x	x			
	3.4	x	x	x	x			

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 5 Unit title: Coordinate business resources Unit code: FC000401512 Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with the knowledge, skills and application required to determine and analyse existing and required resources, their effective application and the accountability for their use.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance.

Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, drama, presentations, written material, notes, checklists, lists, statements, comparative charts, diagrammes, evidence of written reports summarising results of candidate skills assessment, selection outcomes, observation of client screening and interview techniques, direct questioning, combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate, oral or written questioning, review of authenticated documents from the workplace or training environment, review of testimony from team members, colleagues, supervisors, managers, clients or candidates.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training		
Business Administration		
Qualification title: Certificate 4 in Business Administration		
Qualification code: PQFC00040112		
Unit: 5		
Unit title: Coordinate business resources		
Unit code: FC000401512		
Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to determine resource requirements

Performance criteria:

1.1. Resource requirements are determined in accordance with business, operational plans, and organisational requirements.

1.2. Opportunities to individuals and workgroups to contribute to the identification of resource requirements are provided.

1.3. Resources expenditure is placed realistically and makes efficient use of available budget resources.

1.4. Resources requirements recommendations are presented in the required format, style and structure using relevant business equipment and technology.

Learning outcome 2: Be able to acquire and allocate resources

Performance criteria:

2.1. Physical resources and services in accordance with organisational requirements are acquired.

2.2. Resources are checked to ensure quality and quantity, in line with service agreements.

2.3. Resources are allocated promptly to enable achievement of workgroup objectives.

2.4. Consultation with individuals and teams on allocation of resources is participative and conducted using appropriate interpersonal skills.

Learning outcome 3: Be able to monitor and report on resource usage

Performance criteria:

3.1. Effectiveness of resources planning, is measured and assessed against actual costs, identified shortfalls and surpluses.

3.2. Methods of monitoring resource use are developed and implemented to enable timely and accurate reporting against business and operational plans.

3.3. Improvements in resource planning are identified through consultation and feedback, and implemented in accordance with organisational requirements.

3.4. Records concerning equipment and resource purchases, are maintained in accordance with organisational requirements.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

· Learners should demonstrate no less than 80% of the requirements for the summative assessment.

· Re submissions are permissible.

Evidence requirements
1. Learners determine resource requirements and evidence with a report on the determination of resource requirements, contributions and needs of individuals and workgroups, resources expenditures, and the presentation of resources requirements.
2. Learners acquire and allocate resources and evidence with a report on resources acquisition, checks on quality and quantity and allocation.
3. Learners monitor and report on resources usage and evidence with a report on the effectiveness of and recommendations to the resources planning, acquisition and allocation.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112
Unit: 5
Unit title: Coordinate business resources
Unit code: FC000401512
Business Administration

Mapping of CoreLife Skills							
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x				
	1.2	x	x	x	x	x		
	1.3	x	x	x	x		x	
	1.4	x	x	x				
2	2.1	x	x	x				
	2.2	x	x	x		x		
	2.3	x	x	x	x	x		
	2.4	x	x	x	x	x		
3	3.1	x	x	x	x	x		
	3.2	x	x	x	x	x		
	3.3	x	x	x	x			
	3.4	x	x	x	x			

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 6 Unit title: Design and develop complex documents Unit code: FC000401612 Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with the performance outcomes, skills and knowledge required to design and develop business documents using complex technical features of word processing software. This unit applies to individuals who work in a range of business environments and are skilled in the creation of complex documents using word processing software. These skills may be applied in the provision of administrative support within an enterprise, or by technical/knowledge experts responsible for producing their own word processed documents.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 6 Unit title: Design and develop complex documents Unit code: FC000401612 Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to prepare to produce word processed documents

Performance criteria:

1.1. Safe work practices are used to ensure ergonomic, work organisation, energy and resource conservation requirements are addressed.

1.2. Document purpose, audience and presentation requirements are identified and clarified with relevant personnel.

1.3. Organisational requirements for text-based business documents are identified to ensure consistency of style and image.

1.4. Complex technical functions of the software are evaluated for their usefulness in fulfilling the requirements of the task.

1.5. Document requirements are matched with software functions to provide efficient production of documents.

Learning outcome 2: Be able to design complex documents

Performance criteria:

2.1. Document structure and layout are designed to suit purpose, audience and information requirements of the task.

2.2. Documents are designed to enhance readability and appearance, and to meet organisational and task requirements for style and layout.

2.3. Complex software functions are used to enable efficient manipulation of information and other material, and consistency of design and layout.

2.4. Manuals, user documentation and online help are used to overcome problems with document design and production.

Learning outcome 3: Be able to add complex tables and other data

Performance criteria:

3.1. Standard tables are inserted into documents, changing cells to meet information requirements.

3.2. Rows and columns are formatted as required.

3.3. Images and other data, are inserted and formatted.

Learning outcome 4: Be able to produce documents

Performance criteria:

4.1. The development of documents and use of complex operations to achieve results are demonstrated.

4.2. Documents are previewed, adjusted and printed in accordance with organisational and task requirements.

4.3. Documents are named and stored in accordance with organisational requirements and exit the application without information loss/damage.

4.4. Documents are prepared within designated time lines and organisational requirements for

speed and accuracy.

Evidence guideline
·   Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
·   Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
·   Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
·   Learners should demonstrate no less than 80% of the requirements for the summative assessment.
·   Re submissions are permissible.

Evidence requirements
1.   Learners prepare to produce word processed documents and evidence with a report on document requirements, software functions to support document production, and safe and healthy work practices.
2.   Learners design complex documents and evidence with a report on document requirements, document design, supporting software functions, and sources and strategies used to overcome problems in document design and production.
3.   Learners add complex tables and other data and evidence with a report on the insertion, formatting and styling of tables, images and other data.
4.   Learners produce documents and evidence with a report on the previewing, adjustment, printing, naming, recording, and planning of documents.
5.   Learners review own work and identify performance improvement strategies.

		Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 6 Unit title: Design and develop complex documents Unit code: FC000401612 Business Administration						
Mapping of CoreLife Skills								
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x	x	x	x	
	1.2	x	x	x	x	x	x	
	1.3	x	x	x	x	x	x	
	1.4	x	x	x	x	x	x	
	1.5	x	x	x	x	x	x	
2	2.1	x	x	x	x	x	x	
	2.2	x	x	x	x	x	x	
	2.3	x	x	x		x	x	
	2.4	x	x	x	x	x	x	
3	3.1	x	x	x	x	x	x	
	3.2	x	x	x	x	x	x	
	3.3	x	x	x	x	x	x	
4	4.1	x	x	x		x	x	
	4.2	x	x	x		x	x	
	4.3	x	x	x		x	x	
	4.4	x	x			x	x	

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 7
Unit title: Write complex documents
Unit code: FC000401712
Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with the performance outcomes, skills and knowledge required to plan documents, draft text, prepare final text and produce documents of some complexity for the business environment.

This unit describes the performance outcomes, skills knowledge required to differentiate roles and responsibilities, document management roles and responsibilities, supervise management of the organisation. Licensing, legislative, regulatory requirements that apply to this unit at the time of endorsement.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance.

Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training Business Administration Qualification title: Certificate 4 in Business Administration Qualification code: PQFC00040112 Unit: 7 Unit title: Write complex documents Unit code: FC000401712 Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to plan documents

Performance criteria:

1.1. Document's purpose is determined.

1.2. Document's format is determined.

1.3. Communication means is established.

1.4. Document requirements are determined.

1.5. Categories and logical sequences of data, information and knowledge are determined to achieve document objectives.

1.6. Overview of document's structure and content is developed.

Learning outcome 2: Be able to draft text

Performance criteria:

2.1. Available data, information and knowledge according to proposed structure and content is reviewed and organised.

2.2. Data, information and knowledge is aggregated, interpreted and summarized to prepare text that satisfies document purposes and objectives.

2.3. Graphics are included.

2.4. Gaps in required data and information is identified, and additional material from relevant organisational personnel is collected.

2.5. Text according to document requirements and genre is drafted.

2.6. Language is pitched at a level the audience can understand.

Learning outcome 3: Be able to prepare final text

Performance criteria:

3.1. Draft text is reviewed to ensure document objectives are achieved and requirements met.

3.2. Grammar, spelling, style, punctuation and accuracy are checked.

3.3. Draft text is approved by relevant organisational personnel.

3.4. Text amendments are processed as required.

Learning outcome 4: Be able to produce documents

Performance criteria:

4.1. Basic design elements for documents, appropriate to audience and purpose are chosen.

4.2. Word processing software is used to apply basic design elements to text.

4.3. Documents are checked to ensure all requirements are met.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only

permissible with the written approval of the Internal Verifier.
· Learners should demonstrate no less than 80% of the requirements for the summative assessment.
· Re submissions are permissible.

Evidence requirements
1. Learners plan documents and evidence with a report on document requirements, document format and structure, and communication means.
2. Learners draft text and evidence with a report on the selection and organization of data, information, and graphics.
3. Learners prepare final text and evidence with a report on revision and adjustments.
4. Learners produce documents and evidence with a report on document produced and software used.
5. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 7
Unit title: Write complex documents
Unit code: FC000401712
Business Administration

Mapping of CoreLife Skills

Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X			X	
	1.2	X	X	X			X	
	1.3	X	X	X				
	1.4	X	X	X	X			
	1.5	X	X	X			X	
	1.6	X	X	X		X	X	
2	2.1	X	X	X			X	
	2.2	X	X	X		X	X	
	2.3	X	X	X			X	
	2.4	X	X	X	X	X	X	
	2.5	X	X	X		X	X	
	2.6						X	
3	3.1	X	X	X		X	X	
	3.2			X		X	X	
	3.3	X	X		X		X	
	3.4	X	X	X			X	
4	4.1	X	X	X	X	X	X	
	4.2	X	X	X			X	
	4.3	X	X	X		X		

Abu Dhabi Centre for Technical and Vocational Education and Training

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 8
Unit title: Organise meetings
Unit code: FC000401812
Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with the performance outcomes, skills and knowledge required to organise meetings including making arrangements, liaising with participants, developing and distributing meeting related documentation as well as learning how to actively participate in meetings as part of a collaborative group

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training

Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 8
Unit title: Organise meetings
Unit code: FC000401812
Business Administration

Level: 4	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to make meeting arrangements

Performance criteria:
1.1. Type of meeting and its purpose are identified.
1.2. Any legal or ethical requirements are identified and complied with.
1.3. Requirements of meeting and participants are identified.
1.4. Meeting arrangements are made in accordance with requirements of the meeting.
1.5. Participants are advised of meeting details.

Learning outcome 2: Be able to prepare documentation for meetings

Performance criteria:
2.1. Notice of meeting agenda and meeting papers are prepared in accordance with meeting requirements.
2.2. Documentation is checked for accuracy and is error free.
2.3. Documentation is distributed to participants within designated time lines.
2.4. Spare sets of documents are prepared.

Learning outcome 3: Be able to record and produce minutes of meeting

Performance criteria:
3.1. Notes are taken to accurately record the meeting.
3.2. Minutes are produced that reflect a true and accurate account of the meeting.
3.3. Minutes are checked for accuracy and submitted for approval by the nominated person.
3.4. Copies of minutes are dispatched within designated time lines.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.
· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.
· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.
· Learners should demonstrate no less than 80% of the requirements for the summative assessment.
· Re submissions are permissible.

Evidence requirements

1. Learners make meeting arrangements and evidence with a report on types of meetings, meeting requirements, and meeting participants.
2. Learners prepare documentation for meetings and evidence with a report on the meeting agenda and document selection, preparation and distribution.
3. Learners record and produce minutes of the meeting and evidence with a report on the notes taken, the account produced, the revision of the minutes, and the distribution.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 8
Unit title: Organise meetings
Unit code: FC000401812
Business Administration

Mapping of CoreLife Skills							
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	x	x	x				
	1.2	x	x	x		x		x
	1.3	x	x	x	x			
	1.4	x	x	x				
	1.5	x	x	x	x			
2	2.1	x	x	x			x	
	2.2	x	x	x	x	x		
	2.3	x	x	x				
	2.4	x	x	x				
3	3.1	x	x	x				
	3.2	x	x	x				
	3.3	x	x	x		x		
	3.4	x	x	x	x			

Abu Dhabi Centre for Technical and Vocational Education and Training		
Business Administration		
Qualification title: Certificate 4 in Business Administration		
Qualification code: PQFC00040112		
Unit: 9		
Unit title: Make a presentation		
Unit code: FC000401912		
Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Unit Information

Unit description of content

This unit deals with performance outcomes, skills and knowledge required to prepare, deliver and review a presentation to a target audience.

Information for learning and achievement

This unit is a knowledge, skill and application unit (KSA). Learners must attempt all aspects of the unit requirements and demonstrate achievement in all aspects of evidence requirements. It is strongly advised that learning and development of knowledge and associated skills be referenced to real vocational situations in the workplace. Evidence must be at the level required by the unit standard and all related criteria. Candidates must contribute to group work by playing a role of both individuals as well as team members in varied roles and parts in group activities. Groups must perform as a group but individuals within the group must perform different tasks to demonstrate achievement of evidence requirements.

Assessment strategy

Assessment of the evidence requirements, to confirm that learning outcomes have been met, is considered holistically where evidence in one unit or learning outcome may provide the evidence for other units and learning outcome.

This qualification is examined in two ways: assessment of underpinning knowledge and performance. Underpinning knowledge is examined so that more than 80% of the predetermined marking criteria must be met. Performance is assessed by an assessor in the workplace against the performance criteria and recorded in the Cumulative Assessment Record. 'Competent' recognises all unit criteria have been achieved. 'Not yet competent' means all criteria have been attempted but yet to be achieved, 'insufficient evidence' means not all criteria have been attempted.

This qualification is internally assessed by qualified Assessors and verified by Qualified Internal and External Verifiers of Approved Provider status institutions. Simulations in assessment are not recommended and will require prior approval from the External Verifier.

Assessment can include role play, scenario setting, use of drama, presentations, written material, notes, checklists, lists, statements, comparative charts, and diagrammes.

Recording and storing of learner achievement

Keep evidence of learner's work in the centre for up to one year.
Maintain learning logs and evidence of professional development.
Maintain learner portfolios of work as evidence of achieving learning outcomes.

Abu Dhabi Centre for Technical and Vocational Education and Training		
Business Administration		
Qualification title: Certificate 4 in Business Administration		
Qualification code: PQFC00040112		
Unit: 9		
Unit title: Make a presentation		
Unit code: FC000401912		
Business Administration		
Level: 4	Credit value: 3	Notional learning hours: 45 hours

Assessment criteria: Knowledge, skills and application (KSA)

Learning outcomes

Learning outcome 1: Be able to prepare a presentation

Performance criteria:

1.1. Presentation approaches and intended outcomes are planned and documented.

1.2. Presentation strategies, format and delivery methods that match the characteristics of the target audience, location, resources and personnel needed are chosen.

1.3. Presentation aids, materials and techniques that suit the format and purpose of the presentation, and will enhance audience understanding of key concepts and central ideas are selected.

1.4. Persons involved in the presentation are briefed on their roles/responsibilities within the presentation.

1.5. Techniques are selected to evaluate presentation effectiveness.

Learning outcome 2: Be able to deliver a presentation

Performance criteria:

2.1. Desired outcomes of the presentation are explained and discussed with the target audience

2.2. Presentation aids, materials and examples are used to support target audience understanding of key concepts and central ideas.

2.3. Non-verbal and verbal communication of participants are monitored to promote attainment of presentation outcomes.

2.4. Persuasive communication techniques are used to secure audience interest.

2.5. Opportunities are provided for participants to seek clarification on central ideas and concepts, and adjust the presentation to meet participant needs and preferences.

2.6. Key concepts and ideas are summarised at strategic points to facilitate participant understanding.

Learning outcome 3: Be able to review the presentation

Performance criteria:

3.1. Techniques are implemented to review the effectiveness of the presentation.

3.2. Reactions to the presentation and discussed from participants or from key personnel involved in the presentation are sought.

3.3. Feedback from the audience or from key personnel involved in the presentation is utilised to make changes to central ideas presented.

Evidence guideline

· Formative evidence for this unit can be written, oral or diagrammatic, as directed for given situations.

· Formative evidence ought to assist learners to learn and increase performance to reach summative assessment requirements.

· Summative assessment is project based from real live work situations. Simulation is only permissible with the written approval of the Internal Verifier.

· Learners should demonstrate no less than 80% of the requirements for the summative assessment.
· Re submissions are permissible.

Evidence requirements
1. Learners prepare a presentation and evidence with a report on intended outcomes, presentation delivery methods, equipment and presentation aids required, persons involved, and evaluation techniques.
2. Learners deliver a presentation and evidence with a report on presentation structure, key concepts and ideas to be communicated, presentation aids and equipment used, interaction and communication with the audience.
3. Learners review the presentation and evidence with a report on evaluation techniques, feedback from the audience and staff involved, and recommendations for improvement.
4. Learners review own work and identify performance improvement strategies.

Abu Dhabi Centre for Technical and Vocational Education and Training
Business Administration
Qualification title: Certificate 4 in Business Administration
Qualification code: PQFC00040112

Unit: 9
Unit title: Make a presentation
Unit code: FC000401912
Business Administration

Mapping of CoreLife Skills							
Learning outcomes	Performance Criteria	Collecting, analysing, organising and applying information in a given context	Communicating information, concepts and ideas	Initiating and organising self and activities, including motivation, exploration and creativity	Working with others in teams including leadership	Solving problems including using mathematical ideas and techniques	Applying information and communication technology	Participating in social and civic life including ethical practice
1	1.1	X	X	X		X	X	
	1.2	X	X	X		X	X	
	1.3	X	X	X		X	X	
	1.4	X	X	X	X			
	1.5	X	X	X		X		
2	2.1	X	X	X				
	2.2	X	X	X	X	X	X	
	2.3		X	X	X			
	2.4		X	X		X	X	
	2.5		X	X	X	X		
	2.6		X	X	X	X		
3	3.1		X	X		X	X	
	3.2		X	X	X	X	X	
	3.3		X	X	X	X	X	