

IAM Level 2 Certificate in Principles of Business and Administration

Qualification aim

The IAM Level 2 Certificate in Principles of Business and Administration aims to develop learners' knowledge and understanding across a range of administrative activities and practices. The qualification enables the learner to develop essential knowledge of how to undertake everyday and more complex administrative tasks such as supporting events and managing information.

The qualification is based on the business and administration national occupational standards developed by the Council for Administration (CfA) and can be used as the technical certificate component of the Level 2 Apprenticeship in Business and Administration.

Qualification accreditation information

Accreditation number: 600/0435/6

Accreditation start date: 01/04/2011

Last registration date: 31/12/2013

Last certification date: 31/12/2015

Qualification structure

The IAM Level 2 Certificate in Principles of Business and Administration is made up of a combination of mandatory and optional units.

QCF unit reference	Unit number	Unit title	GLH	Credit Value
Mandatory Units				
L/601/7638	201	Principles of personal responsibilities and working in a business environment	32	4
R/601/7639	202	Principles of providing administrative services	32	4
J/601/7640	203	Principles of managing information and producing documents	24	3
Optional Units				
L/601/7641	204	Principles of supporting change in a business environment	8	1
R/601/7642	205	Principles of supporting business events	8	1
Y/601/7643	206	Principles of maintaining stationery stock	8	1
A/601/7652	305	Principles of project management	16	2
F/601/7653	306	Principles of budgets in a business environment	16	2
J/601/7654	307	Principles of contributing to innovation and change	16	2
K/602/1535	207	Principles of working in the Public Sector	40	5
M/602/1536	308	Principles of working in the Public Sector	56	7

Rule of combination (RoC)

To achieve the IAM Level 2 Certificate in Principles of Business and Administration the learner must achieve a minimum of 13 credits. Candidates must complete all three mandatory units, worth 11 credits and, in addition to this, achieve a minimum of two credits from the choice of optional units.

Barred combinations

Candidates can only complete either 204 Principles of supporting change in a business environment or 307 Principles of contributing to innovation and change but not both.

Candidates may only complete one of the Principles of working in the public sector units. (Units 207 and 308)

IAM Level 3 Certificate in Principles of Business and Administration

Qualification aim

The IAM Level 3 Certificate in Principles of Business and Administration aims to develop learners' knowledge and understanding across a range of administrative activities and practices. The qualification enables the learner to develop essential knowledge of how to undertake everyday and more complex administrative tasks such as supporting events and managing information.

The qualification is based on the business and administration national occupational standards developed by the Council for Administration (CfA) and can be used as the technical certificate component of the Level 3 Apprenticeship in Business and Administration.

Qualification accreditation information

Accreditation number: 600/0434/4

Accreditation start date: 01/04/2011

Last registration date: 31/12/2013

Last certification date: 31/12/2015

Qualification structure

The IAM Level 3 Certificate in Principles of Business and Administration is made up of a combination of mandatory and optional units.

QCF unit reference	Unit number	Unit title	GLH	Credit Value
Mandatory Units				
D/601/7644	301	Principles of personal responsibilities and how to develop and evaluate own performance at work	32	4
H/601/7645	302	Principles of working with and supervising others in a business environment	24	3
M/601/7647	303	Principles of managing information and producing documents in a business environment	32	4
M/601/7650	304	Principles of providing and maintaining administrative services	32	4
Optional Units				
L/601/7641	204	Principles of supporting change in a business environment	8	1
Y/601/7643	206	Principles of maintaining stationery stock	8	1
A/601/7652	305	Principles of project management	16	2
F/601/7653	306	Principles of budgets in a business environment	16	2
J/601/7654	307	Principles of contributing to innovation and change	16	2
K/602/1535	207	Principles of working in the Public Sector	40	5
M/602/1536	308	Principles of working in the Public Sector	56	7

Rule of combination (RoC)

To achieve the IAM Level 3 Certificate in Principles of Business and Administration the learner must achieve a minimum of 17 credits. Candidates must complete all four mandatory units, worth 15 credits and, in addition to this, achieve a minimum of two credits from the choice of optional units.

Barred combinations

Candidates can only complete either 204 Principles of supporting change in a business environment or 307 Principles of contributing to innovation and change but not both.

Candidates may only complete one of the Principles of working in the public sector units. (Units 207 and 308)

Unit 201 – Principles of personal responsibilities and working in a business environment (L/601/7638)

This unit is about understanding employment rights; health, safety and security; how to work with others and how to manage and improve own work in a business environment.

Level:	2
Credit Value:	4
GLH	32
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Know the employment rights and responsibilities of the employee and employer	1.1 Identify the main points of contracts of employment 1.2 Identify the main points of legislation affecting employers and employees 1.3 Identify where to find information on employment rights and responsibilities both internally and externally 1.4 Describe how representative bodies can support the employee 1.5 Identify employer and employee responsibilities for equality and diversity in a business environment 1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment
2. Understand the purpose of health, safety and security procedures in a business environment	2.1 Identify employer and employee responsibilities for health, safety and security in a business environment 2.2 Explain the purpose of following health, safety and security procedures in a business environment 2.3 Identify ways of maintaining a safe and secure environment in a business environment
3. Understand how to communicate effectively with others	3.1 Describe different methods of communication 3.2 Explain how to choose the most appropriate method of communicating with others 3.3 Describe ways of actively listening
4. Understand how to work with and support colleagues	4.1 Explain the purpose of agreeing standards for own work with others 4.2 Explain the purpose of taking on new challenges and adapting to change 4.3 Explain the purpose of treating others with honesty and consideration
5. Know how to plan own work and be accountable to others	5.1 Explain the purpose of meeting work standards and deadlines when completing tasks 5.2 Identify ways of planning own work 5.3 Compare ways of keeping other people informed about progress
6. Understand the purpose of improving own performance in a business environment and how to do so	6.1 Explain the purpose of continuously improving own performance in a business environment 6.2 Describe ways of improving own performance in a business environment 6.3 Identify different types of career pathways that are available
7. Understand the types of problems that may occur in a business environment and how to deal with them	7.1 Identify the types of problems that may occur in a business environment 7.2 Explain ways of dealing with problems that may occur in a business environment 7.3 Explain how and when to refer problems to relevant colleagues

Unit 202 – Principles of providing administrative systems (R/601/7639)

This unit is about the knowledge and understanding needed to complete core administrative tasks in a business environment, including using office equipment, handling mail, using telephone equipment, minimising waste, providing reception services and effective customer service.

Level:	2
Credit Value:	4
GLH	32
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand how to make and receive telephone calls	1.1 Describe the different features of telephone systems and how to use them 1.2 Describe how to follow organisational procedures when making and receiving telephone calls 1.3 Explain the purpose of giving a positive image of self and own organisation
2. Understand how to handle mail	2.1 Explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages 2.2 Identify different internal and external mail services available to organisations 2.3 Describe the methods of calculating postage charges for mail or packages
3. Understand how to use different types of office equipment	3.1. Identify different types of equipment and their uses 3.2 Explain the purpose of following manufacturer's instructions when using equipment 3.3 Explain the purpose of keeping equipment clean, hygienic and ready for the next user
4. Understand how to keep waste to a minimum in a business environment	4.1. Explain why waste should be kept to a minimum in a business environment. 4.2 Identify the main causes of waste that may occur in a business environment 4.3 Identify ways of keeping waste to a minimum in a business environment
5. Know how to make arrangements for meetings	5.1 Identify different types of meetings and their main features 5.2 Identify the sources and types of information needed to arrange a meeting 5.3 Describe how to arrange meetings
6. Understand procedures for organising travel and accommodation arrangements	6.1 Explain the purpose of confirming instructions and requirements for business travel and accommodation 6.2 Outline the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow 6.3 Explain the purpose of keeping records of business travel or accommodation arrangements
7. Understand diary management procedures	7.1 Explain the purpose of using a diary system to plan activities 7.2 Identify the information needed to maintain a diary system

Learning outcomes The learner will:	Assessment criteria The learner can:
8. Understand the purpose of delivering effective customer service and how to do so	8.1 Contrast the differences between internal and external customers in a business environment 8.2 Explain why customer service should meet or exceed customer expectations 8.3 Identify the purpose and ways of building positive relationships with customers 8.4 Identify how customers demonstrate their own needs and expectations
9. Understand the purpose of reception services and how to follow reception procedures	9.1 Describe the purpose of the receptionist role as the first point of contact between the public / client and an organisation 9.2 Explain how to present a positive image of self and the organisation and the purpose of doing so 9.3 Explain how to carry out entry, departure, security and confidentiality procedures in a reception area

Draft Documentation

Unit 203 – Principles of managing information and producing documents (J/601/7640)

This unit is about the knowledge needed to manage information and produce documents, including, organising and researching information, and producing and storing documents.

Level:	2
Credit Value:	3
GLH	24
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the purpose of information technology in a business environment	1.1 Identify different types of information technology that may be used for work tasks 1.2 Outline the benefits of using information technology for work tasks
2. Understand how to manage electronic and paper based information	2.1 Explain the purpose of agreeing objectives and deadlines for researching information 2.2 Identify different ways of researching, organising and reporting information 2.3 Describe procedures to be followed for archiving, retrieving and deleting information, including legal requirements, if required 2.4 Explain why confidentiality is critical when managing information
3. Understand the purpose of producing documents that are fit-for-purpose	3.1 Identify reasons for producing documents that are fit-for-purpose 3.2 Describe different types and styles of documents and when they are used
4. Know the procedures to be followed when producing documents	4.1 Identify reasons for agreeing the purpose, content, layout, quality standards and deadlines for the production of documents 4.2 Describe ways of checking finished documents for accuracy and correctness, and the purpose of doing so 4.3 Explain the purpose of confidentiality and data protection procedures when preparing documents 4.4 Compare different types of documents that may be produced from notes and the formats to be followed 4.5 Explain the procedures to be followed when preparing text from notes

Unit 204 – Principles of supporting change in a business environment (L/601/7641)

This unit is about the reasons for change in working methods, products or services in a business environment and the knowledge and understanding needed to support change in a positive way.

Level:	2
Credit Value:	1
GLH	8
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand why change happens in a business environment	1.1 Explain reasons for change in a business environment
2. Understand the purpose of supporting change in a business environment	2.1 Identify reasons for reviewing working methods, products or services 2.2 Describe types of support that people may need during change 2.3 Explain the benefits of working with others during change
3. Understand how to respond to change in a business environment	3.1 Explain the purpose of responding positively to changes in working methods, products or services 3.2 Identify ways of responding positively to change

Unit 205– Principles of supporting business events (R/601/7642)

This unit is about the ways in which event support can be provided and the types of problems that may occur when organising a business event.

Level:	2
Credit Value:	1
GLH	8
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand how to support the organisation of a business event	1.1 Describe the range of support activities that may be required when organising a business event 1.2 Identify ways of providing support before, during and after a business event
2. Understand the purpose of displaying professional and helpful behaviour whilst supporting a business event and how to do so	2.1 Explain the purpose of displaying professional and helpful behaviour when supporting a business event 2.2 Describe ways of exhibiting professional and helpful behaviour whilst supporting a business event
3. Understand how to deal with problems encountered when supporting a business event	3.1 Identify the types of problems that may occur when supporting a business event 3.2 Identify ways of dealing with problems when supporting a business event

Unit 206– Principles of maintaining stationery stock (Y/601/7643)

This unit provides learners with an understanding of how to maintain stationery stock.

Level:	2
Credit Value:	1
GLH	8
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand why stationery stock needs to be available	1.1 Explain the purpose of making sure stationery stock is maintained and controlled 1.2 Describe factors that may affect the future level of demand for stationery stock 1.3 Explain the purpose of making sure value for money is obtained when ordering stock
2. Understand how to maintain stationery stock levels	2.1 Describe how to order, receive, store and dispose of stationery items 2.2 Explain how to carry out a stock-take of stationery stock items

Unit 207– Principles of working in the public sector (K/602/1535)

The unit provides learners with the knowledge and understanding needed to operate in a public sector environment, covering the aims, role, finances, monitoring and working mechanisms of the public sector and service delivery.

Level:	2
Credit Value:	5
GLH	40
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Know the features of the public sector	1.1 Identify the types of organisations that operate within the public sector 1.2 Identify the main differences between types of organisations that operate within the public sector 1.3 Describe the aims of a chosen public sector organisation and the wider objectives of the public sector 1.4 Identify how local and central government work together to provide public services 1.5 State the major differences between the public, private and not-for profit sectors 1.6 Identify the key areas of legislation relating to a chosen public sector organisation
2. Understand how the public sector is structured	2.1 Describe the organisational structure of a chosen public sector organisation 2.2 Explain how a chosen public sector organisation fits into the overall public sector
3. Understand the role of the public sector in providing services and how individual roles contribute to service provision	3.1 Identify different types of customer for a public sector organisation 3.2 Explain why it is important to understand the needs of a public sector organisation's customers 3.3 Describe how public service provision can adapt to changes in customer needs and type 3.4 Explain the purpose of ensuring equality and diversity is reflected when providing public services 3.5 Explain how individuals contribute to the work of their organisation and the wider public sector
4. Understand finances in the public sector	4.1 Identify where money to pay for public services comes from 4.2 Identify how a chosen public sector organisation is financed 4.3 Explain why it is important not to waste money and resources in the public sector 4.4 Explain why prioritisation of public service provision must take place when resources are limited
5. Understand how public sector organisations work together and with other organisations	5.1 Explain the benefits of working with other organisations within and outside the public sector 5.2 Identify organisations that a public sector organisation works with to provide public services 5.3 Explain how a public sector organisation works with other public and non-public sector organisations

Learning outcomes The learner will:	Assessment criteria The learner can:
6. Understand how performance is monitored and measured in the public sector and the purpose of doing so	6.1 Explain why performance is monitored and measured in the public sector 6.2 Outline how the performance of a chosen public sector organisation or department can be measured 6.3 Explain how individual performance is monitored within a public sector organisation

Draft Documentation

Unit 301 Principles of personal responsibilities and how to develop and evaluate own performance at work (D/601/7644)

This unit is about understanding ones own responsibilities for action in a business environment, including legislative and contractual responsibilities and ways of managing and evaluating own work effectively.

Level:	3
Credit Value:	4
GLH	32
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the employment rights and responsibilities of the employee and employer and their purpose	1.1 Identify the main points of contracts of employment and their purpose 1.2 Outline the main points of legislation affecting employers and employees and their purpose, including anti-discrimination and entitlement legislation 1.3 Identify where to find information on employment rights and responsibilities both internally and externally 1.4 Explain the purpose and functions of representative bodies that support employees 1.5 Explain employer and employee responsibilities for equality and diversity in a business environment 1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment
2. Understand the purpose of health, safety and security procedures in a business environment	2.1 Explain employer and employee responsibilities for health, safety and security in a business environment 2.2 Explain the purpose of following health, safety and security procedures in a business environment
3. Understand how to manage own work	3.1 Explain the reasons for planning and prioritising own work 3.2 Identify ways of planning and prioritising own work 3.3 Explain the purpose of keeping other people informed about progress 3.4 Describe methods of dealing with pressure in a business environment
4. Understand how to evaluate and improve own performance in a business environment	4.1 Explain the purpose of continuously evaluating and improving own performance in a business environment 4.2 Describe ways of evaluating and improving own performance in a business environment 4.3 Explain the purpose of encouraging and accepting feedback from others 4.4 Explain different types of career pathways and roles available
5. Understand the types of problems that may occur with own work and how to deal with them	5.1 Describe the types of problems that may occur with own work 5.2 Explain ways of dealing with problems that may occur with own work 5.3 Explain how and when to refer problems to relevant colleagues
6. Understand the decision making process	6.1 Explain key stages in the decision- making process 6.2 Explain the purpose of not exceeding own limits of authority in making decisions

Unit 302- Principles of working with and supervising others in a business environment (H/601/7645)

This unit is about the knowledge and understanding needed to work effectively with others in a business environment, including communication, working in and supervising a team, and providing customer service.

Level:	3
Credit Value:	3
GLH	24
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the purpose of working with others in a team	1.1 Describe how team working can help to achieve goals and objectives 1.2 Explain the purpose of sharing work goals and plans when working in a team
2. Understand how to behave in a way that supports positive working with others	2.1 Explain the purpose of agreeing and setting standards for own work and the work of a team 2.2 Identify how to allocate work to a team so the best use is made of strengths and abilities 2.3 Explain the purpose of treating others with honesty and consideration
3. Understand the purpose and methods of communicating effectively with others in a team	3.1 Explain the purpose of effective communication with other people in a team 3.2 Compare different methods of communication within and to teams and when to use them 3.3 Explain the purpose of encouraging contributions from others
4. Understand how to assess own work and the work of a team	4.1 Explain the purpose of assessing own work and the work of a team 4.2 Describe ways of assessing own work and the work of a team 4.3 Explain the purpose of giving and receiving constructive feedback 4.4 Describe ways of giving and receiving constructive feedback

Unit 303 Principles of managing information and producing documents in a business environment (M/601/7647)

This unit is about knowing and understanding how to manage information and design and produce documents securely when working in a business environment.

Level:	3
Credit Value:	4
GLH	32
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand how to design and monitor information systems	1.1 Describe the types of information that need to be managed in a business environment 1.2 Describe ways of contributing to the design and development of an information system 1.3 Explain the purpose and benefits of monitoring the use of an information system and ways of doing so
2. Understand how to research information	2.1 Explain the purpose of agreeing objectives and deadlines for researching information 2.2 Explain how to identify and select sources of information 2.3 Identify methods of checking information for reliability and accuracy 2.4 Identify restrictions that apply to the use of researched information
3. Understand how to organise, report and evaluate the relevance of information	3.1 Explain different ways of organising and reporting information 3.2 Explain how to evaluate the relevance of information
4. Understand how to store information	4.1 Explain different ways of storing information and the purpose of doing so 4.2 Compare different information storage and archive systems and their main features
5. Understand how to design and produce documents	5.1 Identify reasons for designing and producing high quality and attractive documents 5.2 Compare different types and styles of documents that may be designed and produced and ways of doing so 5.3 Describe reasons for agreeing the purpose, content, layout, style, quality standards and deadlines for the design and production of documents 5.4 Describe ways of researching, organising and checking content needed for documents
6. Understand how to maintain security and confidentiality in a business environment	6.1 Explain the purpose of maintaining security and confidentiality in a business environment 6.2 Describe ways of maintaining security and confidentiality in a business environment

Unit 304 Principles of providing and maintaining administrative services (M/601/7650)

This unit is about providing and maintaining specific administrative services, including ordering goods and services, minimising waste and delivering effective customer service.

Level:	3
Credit Value:	4
GLH	32
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand how to order products and services	1.1 Describe procedures for the ordering and supply of products and services for an organisation 1.2 Describe how to write a specification for a product or service 1.3 Explain the purpose of selecting products and services that represent best value for money 1.4 Explain the benefits of reviewing procedures for ordering products and services
2. Understand how to keep waste to a minimum in a business environment	2.1. Explain the main causes of waste that may occur in a business environment 2.2 Explain ways of keeping waste to a minimum in a business environment
3. Understand the purpose of delivering effective customer service	3.1 Explain why customer service should meet or exceed customer expectations 3.2 Explain the purpose of building positive working relationships with customers 3.3 Explain the purpose of identifying customer needs and expectations 3.4 Explain the purpose of agreeing quality standards and timescales with customers 3.5 Describe methods of reviewing customer service provision within a business environment
4. Know how to take minutes	4.1 Explain the purpose of minutes as an accurate record of discussions and decisions 4.2 Describe legal and organisational requirements that may apply to minute taking 4.3 Describe how to take notes during discussions held at meetings 4.4 Explain the purpose of, and how to, listen actively when taking minutes 4.5 Describe different types and styles of minutes and their purpose
5. Understand how to organise meetings	5.1 Describe different types of meetings and their main features 5.2 Describe the sources and types of information needed to organise meetings 5.3 Describe the types of information needed by individuals before, during and after meetings

Learning outcomes The learner will:	Assessment criteria The learner can:
6. Understand how to organise events	6.1 Describe different types of events and their main features 6.2 Explain how to select appropriate types of venues and resources 6.3 Examine the sources and types of information needed to organise events 6.4 Describe the types of information needed by individuals before, during and after events
7. Understand how to manage diary systems	7.1 Explain the purpose of managing diary systems to plan and co-ordinate activities and resources 7.2 Compare different types of diary systems and the situations for which they are appropriate 7.3 Describe the information needed to maintain diary systems

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Unit 305 Principles of project management (A/601/7652)

This unit is about the background knowledge and understanding needed to take part in or run a project in a business environment.

Level:	3
Credit Value:	2
GLH	16
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Know the difference between routine work and taking part in a project	1.1 Describe the difference between routine work and taking part in a project
2. Understand how to prepare for and plan a project	2.1 Explain why it is important to agree the purpose, scope, timescale, resource requirements, budget, aims and objectives of a project 2.2 Describe how to identify and plan for project issues and risks in an area of work
3. Understand how to monitor a project	3.1 Identify methods that can be used to monitor the progress of a project 3.2 Explain the purpose of reporting progress during a project 3.3 Explain the purpose of meeting agreed targets within a project
4. Understand the purpose of evaluating a project and ways of doing so	4.1 Explain the purpose of evaluating a project 4.2 Identify ways of evaluating a project

Unit 306- Principles of budgets in a business environment (F/601/7653)

This unit gives the background knowledge and understanding needed to develop, manage and monitor a budget within an organisation.

Level:	3
Credit Value:	2
GLH	16

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the purpose of budgets in a business environment	1.1 Explain the purpose of budgets for managing financial resources to meet business requirements
2. Understand how to develop budgets	2.1 Explain the purpose of agreeing the format in which a budget will be presented 2.2 Explain the purpose of using estimations when developing a budget and ways of doing so 2.3 Explain the purpose of identifying timescales, priorities and financial resources needed when preparing a budget and ways of doing so 2.4 Describe the purpose of negotiating and agreeing a budget
3. Understand how to manage budgets	3.1 Explain the purpose of monitoring, controlling and recording income and expenditure 3.2 Describe situations in which revisions to the budget and/or plans may be needed

Unit 307- Principles of contributing to innovation and change (J/601/7654)

This unit is about understanding how to make contributions to improving ways of working and the reasons for change occurring in a business environment.

Level:	3
Credit Value:	2
GLH	16
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the purpose of innovation in a business environment	1.1. Explain the purpose of innovation in a business environment
2. Understand how to contribute to innovation	2.1 Explain the purpose of reviewing existing ways of working and positive ways of doing so 2.2 Explain the benefits of working with others when contributing to innovation 2.3 Identify behaviours and attitudes which support innovation
3. Understand the reasons for and implications of change in a business environment	3.1 Explain the reasons for change in a business environment 3.2 Examine the implications of change for an organisation, teams and individuals
4. Understand the process of change in a business environment	4.1 Explain the purpose of planning change 4.2 Explain the purpose of effective communication when making changes 4.3 Describe types of problems that occur when making changes and ways of dealing with them 4.4 Explain the purpose of reviewing and evaluating change

Unit 308- Principles of working in the public sector (M/602/1536)

The unit provides learners with the knowledge and understanding needed to operate in a public sector environment, covering the aims, role, finances, monitoring and working mechanisms of the public sector and service delivery.

Level:	3
Credit Value:	7
GLH	56
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the characteristics of the public sector	1.1 Describe the types of organisations that operate within the public sector 1.2 Describe the main differences between organisations that operate within the public sector 1.3 Describe how a public sector organisation's aims feed into the wider objectives of the public sector 1.4 Describe how local and central government work together to provide public services 1.5 Compare the key features of public, private and not-for profit sectors 1.6 Explain the key points of legislation relating to a public sector organisation
2. Understand how the public sector interacts with the UK political system and the purpose of accountability	2.1 Explain the role of elected members in determining public sector policy and activity 2.2 Explain how decisions of elected members affect a public sector organisation's activities 2.3 Explain the purpose of accountability in the public sector
3. Understand the role of the public sector in providing services and how an individual's role contributes to provision	3.1 Describe the customers of the public sector and an individual public sector organisation 3.2 Describe how to identify the needs of a public sector organisation's customers 3.3 Explain the purpose of responding to the needs of a public sector organisation's customers 3.4 Explain how public service provision can adapt to changes in customer needs 3.5 Explain the difference between 'statutory' and 'non-statutory' requirements when providing public services 3.6 Describe how to take equality and diversity into account when providing public services 3.7 Explain the purpose of ensuring equality and diversity is reflected in public service provision and how to do so 3.8 Describe how a diverse workforce can contribute to the work of the public sector in providing public services 3.9 Explain how an individual's work contributes to the work of their organisation and the wider public sector
4. Understand finances in the public sector	4.1 Explain how the public sector and a chosen public sector organisation are financed 4.2 Explain the importance of ensuring money is spent efficiently in the public sector 4.3 Describe how budgets and limited resources impact upon planning decisions and service provision

Learning outcomes The learner will:	Assessment criteria The learner can:
5. Understand how public sector organisations work together and with other organisations	5.1 Explain the purposes of partnership working within the public sector and public-private partnerships 5.2 Describe the types of organisations that a public sector organisation works with to meet customer needs 5.3 Describe how a public sector organisation works with other public sector and non-public sector organisations and the purpose of doing so
6. Understand how performance is monitored and measured in the public sector and the purpose of doing so	6.1 Explain the purposes of measuring performance in the public sector 6.2 Explain how, and by which organisations, the performance of a chosen public sector organisation or department is monitored 6.3 Explain how individual performance can be monitored within a public sector organisation and the purpose of doing so 6.4 Explain how evaluation of service provision is used to drive improvements in a public sector organisation