

Level 3 Award in Business Processes (9628-10)

Version (2.0) April 2018

Qualification Handbook

Qualification at a glance

Industry area	IT Professional
City & Guilds number	9628
Age group	16+
Assessment	Online multiple choice test
Approvals	Approval application required. Please see www.cityandguilds.com for details.
Registration and certification	Registration and certification of this qualification is through the Walled Garden, and is subject to end dates.

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 3 Award in Business Processes	18	50	9628-10	603/0623/3

Version and date	Change detail	Section
3.0 April 2018	Test specification updated	4 Assessment

Contents

Qualification at a glance	2
Contents	3
1 Introduction	4
Structure	5
Total Qualification Time	5
2 Centre requirements	6
Approval	6
Resource requirements	6
Learner entry requirements	7
Age restrictions	7
3 Delivering the qualification	8
Initial assessment and induction	8
4 Assessment	9
Summary of assessment methods	9
Assessment strategy	9
5 Administration	11
Quality assurance	11
Other issues	11
6 Units	12
Availability of units	12
Structure of the units	12
Unit 310 Business Processes	13
Appendix 1 Relationships to other qualifications	19
Appendix 2 Sources of general information	20
Appendix 3 Useful contacts	22

1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	This qualification is designed to support learners to develop a full range of underpinning knowledge that can be used in a variety of businesses and industries that demonstrate confidence and transferability in a Digital Technology Environment.
What does the qualification cover?	The primary role of an Infrastructure Technician is to provide support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and troubleshoot non-routine problems. This qualification covers business processes, information security requirements and the services to support IT operations.
What opportunities for progression are there?	This qualification is part of the Digital Industries apprenticeship programme and is not offered as a standalone product. On achieving this qualification the learner will have completed a section of the knowledge element as part of their apprenticeship journey.
Who did we develop the qualification with?	It was developed in collaboration with employers, sector experts and training providers using the Standard as the baseline. The Standards have been created by The Tech Partnership and their Employer Groups for the specific areas. The qualification embodies the required learning for an apprentice to have the opportunity to successfully gain the relevant knowledge for their chosen career path in a Digital Technology environment.
Is it part of an apprenticeship framework or initiative?	Yes – 9648 Infrastructure Technician

Structure

Total Qualification Time

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but, unlike Guided Learning, not under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other, appropriate provider of education or training.

Title and level	GLH	TQT
Level 3 Award in Business Processes	18	50

2 Centre requirements

Approval

Fast Track Approval is offered to existing City & Guilds Centres offering the SASE framework for the Apprenticeship, Advanced Apprenticeship and/or Higher Apprenticeship for IT, Software, Web and Telecoms through City & Guilds. See the separate document on our website that provides details of the Fast Track Process and actions to be taken. Please note the Fast Track form will list the Apprenticeship package under 9648 which relates to the Apprenticeship Standards. The form will automatically approve centres to this qualification and the other knowledge qualifications that sit in the Apprenticeship Standard.

City & Guilds is offering the opportunity for existing City & Guilds centres delivering SASE framework for the Advanced and/or Higher Level Apprenticeship for IT, Software, Web and Telecoms with other Awarding Organisations to gain approval for these Apprenticeship Standards through the Common Approval Framework. See the separate document at www.cityandguilds.com which provides details of the New Programme Process and actions to be taken.

Centres that are not currently with City & Guilds will need to complete a Customer Application Form for the parent package 9648-03 and once accepted they will be asked to complete the Centre Approval Process. Please note that approval to the 9648 package will automatically approve you to this qualification and the other knowledge qualifications in this package - centres will not need to register onto the individual knowledge qualifications and therefore do not need direct approval. See the separate document on our website that provides details of the New Centre Approval Process and actions to be taken.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Resources

Please see the individual unit information for any resources required.

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

While the Assessor/Verifier (A/V) units/TAQA are valued as qualifications for centre staff, they are not currently a requirement for these qualifications. However, City & Guilds encourage trainers and assessors to qualify to the current TAQA standard. Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Continuing Professional Development (CPD)

Centres are expected to support their staff in ensuring that their knowledge and/or practice remains current. This includes currency within the occupational area and of best practice in delivery, mentoring, training, assessment and quality assurance. It should also take account of any national, international policy and legislative developments.

Internal quality assurance is key to ensuring that the assessment of evidence for units is of consistent and appropriate quality. They should:

- be occupationally competent or technically knowledgeable in the area for which they are internally quality assuring
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training
- have a CV available demonstrating relevant experience and any qualifications held.

In certain circumstances, City & Guilds will recognise non-accredited learning and experience as equivalent as follows:

- If the Internal Quality Assurer does not hold a qualification they must be able to demonstrate evidence of working to their own organisation's internal quality assurance standards which clearly link to V1/TAQA or other equivalent standards for internal quality assurance.

Learner entry requirements

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that learners have the potential and opportunity to gain the qualifications successfully and that they have the full engagement of the employers for the full programme.

Age restrictions

City & Guilds cannot accept any registrations for learners under 16 as these qualifications are not approved for learners under 16.

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualification, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

Recording documents

Learners and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, Learning Assistant, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by learners and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

4 Assessment

Summary of assessment methods

Candidates must:

- successfully complete one assessment for the mandatory unit

Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
310	Business Processes	Multiple Choice questions – online evolve test	www.cityandguilds.com

Assessment strategy

Test Specifications

The way the knowledge is covered by each test is laid out in the table below:

Assessment type: Multiple-choice online test

Assessment conditions: Invigilated examination conditions

Duration: 30 minutes

Number of questions: 20

Pass mark: 12/20 (60%)

Grading: Pass/Fail

	Learning Outcome	Number of marks	%
Unit 310	1. Understand business processes and information security requirements that apply to IT function	9	45
	2. Understand IT skills and services that support business operations	11	55
	Total	20	100

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience, or qualifications which have already been achieved, to contribute to a new qualification.

For this qualification, RPL is not allowed.

5 Administration

Quality assurance

Internal quality assurance

Registered centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance.

Standards and rigorous quality assurance are maintained by the use of:

- internal quality assurance
- City & Guilds external moderation.

In order to carry out the quality assurance role, Internal Quality Assurers must have appropriate teaching and vocational knowledge and expertise.

Access arrangements

We can make arrangements so that learners with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before the examination. For example, we can produce a Braille paper for a learner with visual impairment.

Language of examinations

We will provide this specification in English only.

Other issues

European Dimension

City & Guilds has taken account of the 1988 Resolution of the Council of the European Community in preparing this specification and associated specimen units.

Environmental Education

City & Guilds has taken account of the 1988 Resolution of the Council of the European Community and the Report Environmental Responsibility: An Agenda for Further and Higher Education 1993 in preparing this specification and associated specimen units.

Avoidance of bias

City & Guilds has taken great care in the preparation of this specification and specimen units to avoid bias of any kind.

6 Units

Availability of units

The unit information can be found in this document.

Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Learning outcomes, which are comprised of a number of topics.

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use.

Unit 310 Business Processes

LEVEL:	3
GLH:	18

What is this unit about?

This unit provides learners with an understanding of the business processes and information security requirements to support IT operations, and the IT skills and services that support business operations.

The primary role of an Infrastructure Technician is to provide support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and troubleshoot non-routine problems. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisation's productivity.

Upon completion, learners studying this unit will have gained the knowledge to support the competencies of an Infrastructure Technician. Specific competencies supported by this unit include being able to undertake the following tasks:

- Support the implementation of the business strategy for IT functions within the organisation
- Apply and promote security requirements to IT as designated by the organisation's SOPs
- Prioritise support to business systems based on the business strategy and SOPs
- Communicate technical knowledge to provide first line support to the organisation.

Learning outcomes

In this unit, learners will be able to

- 1 Understand business processes and information security requirements that apply to IT function
- 2 Understand IT skills and services that support business operations

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

Learning outcome

- 1 Understand business processes and information security requirements that apply to IT function
-

Topics

- 1.1 Business system life cycle
- 1.2 Information Security

Depth

In this learning outcome the learner will explore business processes and their fundamental elements that apply to IT functions within an organisation

Topic 1.1

In this learning outcome the learner will explore business processes and information security requirements that underpin IT operations within an organisation.

- Business system lifecycle
 - o Strategy
 - o Design
 - o Transition
 - o Operations
 - o Continual Improvement
- Standard Operating Procedures

Topic 1.2

The learner will be able to describe common information security requirements that underpin IT operations.

- Organisation procedures
 - o JML (Joiner, Mover, Leaver)
 - o Awareness
 - o Training (induction, etc)
 - o Information security
- Legislation
 - o Human Rights Act
 - o Data Protection Act
 - o Computer Misuse Act
- Information security(CIA framework)
 - o Confidentiality

- o Integrity
- o Availability

Learning outcome

2 Understand IT skills and services that support business operations

Topics

- 2.1 IT systems and platforms
- 2.2 IT service management skills

Depth

In this learning outcome the learners will explore the fundamental IT service requirements of organisations, including systems, platforms and service management skills.

Topic 2.1

The learner will be able to describe the nature and importance of IT systems and platforms required by an organisation to operate

- Cross-functional
 - o Desktop applications
 - o Messaging systems
 - o Document management
- HR systems
- Sales/Marketing (e.g. CRM)
- Finance systems (e.g. ERP)
- Production flow systems

Topic 2.2

The learner will be able to identify the service management skills required for delivery of IT services.

- Customer service skills
 - o Customer relationships
 - o Stakeholder management
- Technical skills
 - o Analytics
 - o Testing
 - o Design/architecture
- Service strategy skills
 - o Business modelling
 - o Business analysis
 - o Business process
 - o Business continuity
- Service operation skills

- o Operation management
- o Service desk
- o Problem management
- o Incident management
- o Security/access management
- o Facilities management

Guidance for delivery

When delivering this unit, it should be recognised that the learner needs to understand their role within an organisation, or any project that they are involved in, taking into consideration how they apply their knowledge of business processes to the Infrastructure Technician role. At this level, an Infrastructure Technician would not necessarily lead a project, but would certainly need to know their role within it.

This unit can be taught either within or outside of the workplace or organisation as appropriate, providing the learner with paper based, or hands on practical exercises and case studies representative of the Infrastructure Technician competencies in operation.

Learners should be encouraged to explore and use as wide a range of hardware and software as possible, this should also include researching and utilising new and emerging technologies where available.

Employer engagement

Employer engagement is essential in order to maximise the value of learners' experience. A partnership approach should be adopted where possible with relevant employers in the sector.

When delivering the learning, the organisation or employer should aim to maintain contact with the wider industry to help with keeping the examples of legislation, policies and codes of practice used in the taught content, up to date. Mentors/tutors should also undertake regular CPD activities in the industry to maintain knowledge of current industry practice.

1. Local branches of BCS The Chartered Institute for IT can often provide access to local employers, since many members will be senior practitioners and leaders in organisations that employ IT professionals. The BCS has an extensive branch network of volunteers operating across the UK, Channels Islands and Isle of Man.
<http://www.bcs.org/category/5897>
2. Invite local businesses to visit the workplace or organisation that is delivering the apprenticeship programme to talk about their experience in using Digital Technology for IT system support, especially in respect of their dealing with issues regarding networking and architecture. Ask the learner to identify aspects of the IT support practices of local business that may be considered 'good practice'.
3. The Computing/IT faculty of every university will have links to employers in the local economy and their faculty staff may be willing to introduce the workplace or organisation that is delivering the apprenticeship programme to major employers of IT skilled graduates and apprentices. Such links should be developed by the workplace or organisation that is delivering the apprenticeship programme so as to better understand the skills needs and career options for IT practitioners at all levels (i.e. think of how your learner can develop their career)
4. Tech Partnership, the UK sector skills council for the IT/Telecoms industry, have an extensive list of small/medium sized employers of IT skilled apprentices and college leavers. They also provide a wealth of free resources to enable better engagement with local employers. <https://www.thetechpartnership.com/>

5. The Computing Technology Industry Association (CompTIA) is a non-profit, international trade association representing more than 2,000 members, 3,000 academic and training partners and tens of thousands of registered users spanning the entire information communications and technology (ICT) industry. Anyone can sign up to become a registered user and gain access to a vast library of resources that includes cutting edge research into technology trends from the UK and around the world.

Suggested learning resources

Books

ITIL for Beginners The Complete Beginner's Guide to ITIL
Published by: CreateSpace Independent Publishing Platform, 2015
ISBN: 978-1508769941

ITIL Foundation Exam Study Guide Gallacher L, Morris H
Published by: Sybex, 2012
ISBN: 978-1119942757

Appendix 1 Relationships to other qualifications

Links to other qualifications

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centres and Training Providers homepage on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates

- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Appendix 3 Useful contacts

UK learners

General qualification information

E: learnersupport@cityandguilds.com

International learners

General qualification information

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com
