

National 2 Business in Practice (Course Code: C709 72)

SCQF Level 2 (18 Credit Points)

Why study Business in Practice?

Business affects every aspect of our lives and is an important part of the economy. This practical course will help you to understand how business works in a real life context. On completing this course, you will be more aware of business and the importance of customer care skills for the successful operation of a business enterprise. You will also develop other important skills such as decision making and problem solving skills.

These skills are useful in work and life. They are particularly valuable if you are interested in working in business, whether as a business owner or employee.

What do I need to get in?

The school or college will decide on the entry requirements for the course.

What will I study?

The course aims to develop: a knowledge and understanding of how business works; basic business concepts; customer care skills; and ICT skills which are relevant to a business enterprise. It is practical in nature, and develops a wide range of skills for learning, skills for life, and skills for work.

The course has **three** compulsory units.

Taking Part in a Business Enterprise (6 SCQF credit points)

In this unit you will:

- develop the skills, knowledge and understanding required to take part in a small enterprise activity
- learn through project activities such as: marketing of a product or service, working within a community café, or working for a charity or other non-profit organisation
- develop interpersonal skills and skills for work by working with others.

Customer Care (6 SCQF credit points)

In this unit you will:

- develop the skills required to look after customers
- learn through activities such as: demonstrating appropriate behaviour when dealing with a customer, assisting in dealing with a customer's complaint and/or in organising a customer refund
- develop a range of communication and interpersonal skills.

Using ICT in Business (6 SCQF credit points)

In this unit you will:

- develop basic skills required to use software and ICT (information and communications technology) to support a business enterprise
- use word processing, presentation and spreadsheet packages. You will also use email and search the internet.

Note: You can study the Taking Part in a Business Enterprise unit with a Scottish Context option.

How will I be assessed?

You will be given practical work and other tasks to do when your teacher thinks you are ready. Your finished work should be kept in a folder. This is the record you keep of what you have done and how well you are doing.

If you do not pass a task first time you will be able to try again after more practice and help or advice from your teacher.

Your teacher will tell you how you are getting on. You will get the pass marked on your certificate.

You must pass all the required units to get the National 2 Business in Practice qualification.

Study Materials

What can I go on to next?

If you complete the course successfully, it may lead to:

- **National 3 Business**
- **National 3 Administration and IT**

Further study, training or employment in:

- Administration and Management
- Hospitality, Leisure and Tourism