



AIMQUALIFICATIONS

Handbook
for centre staff



AIM Qualifications

Suite of Skills for Working in Business, Administration and Customer Service Industries (AIMVOCs) Qualifications

Version 10 - July 2022

“ I would like to convey my thanks to you all at AIM for the support and guidance you have provided during our first year as a training centre. I am aware we have asked a lot of questions and sent a lot of emails and you have dealt with every query swiftly and efficiently combined with a lot of patience.

It has been a roller coaster of a year setting up everything from scratch but it has been made easier by having access to you all.

Carol Harmston, AIM Centre

”

Document Version History

Version Number	Date	Description
3	26/03/2019	Addition of 'Guidance for using Entry 1 Assessment Continuum and Exemplar Learner Transcripts' in appendices (page 71).
4	September 2019	Rebrand - 'AIM Awards' changed to 'AIM Qualifications' Qualification family added to qualification details grid (pages 10-14)
5	June 2021	Additional information added following the implementation of new optional online Multiple Choice Question (MCQ) assessment method: Page 15: Resource requirements Page 67: How these qualifications are assessed Page 69: Scheduling learners for the online Multiple Choice Question (MCQ) assessments Page 70: Delivering the MCQ assessments Page 70: At the end of the MCQ assessments
6	February 2022	New component available: Understanding the Business of Retail L1 (F/650/1420) (page 29)
7	March 2022	An optional MCQ assessment method has been added to the following components: Business Terminology (H/616/9778), Building Confidence and Self Esteem (A/616/0360), Understanding Business Organisations (J/616/9840), Bullying and Harassment in the Workplace (L/616/0363), Introduction to Business, Administration and Customer Service Industries (R/616/0641)



Version Number	Date	Description
8	September 2021	<p>Qualification withdrawal dates added (pages 11-15) for:</p> <p>Entry 1 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1559/3 Entry 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1560/X</p> <p>Entry 2 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1575/1 Entry 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1576/3 Entry 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1577/5 Entry 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1578/7 Entry 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries 603/1579/9</p> <p>Entry 3 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1581/7 Entry 3 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1583/0</p> <p>Level 2 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1591/X Level 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1592/1 Level 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1593/3 Level 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1594/5 Level 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries 603/1595/7</p>

Version Number	Date	Description
9	June 2022	<p>The review date has been updated to 31/07/2025 for the following qualifications:</p> <p>AIM Qualifications Entry 3 Award in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Entry 3 Certificate in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Entry 3 Diploma in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Level 1 Award in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Level 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Level 1 Certificate in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Level 1 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries AIM Qualifications Level 1 Diploma in Skills for Working in Business, Administration and Customer Service Industries</p>
10	July 2022	Component Equality and Diversity at Work (A/616/0472) added to the component list page 52



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Introduction

Welcome to the AIM Qualifications Suite of Skills for Working in Business, Administration and Customer Service Industries Qualification Handbook.

AIM Qualifications Entry Level 1 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1559/3 *(expiring)*

AIM Qualifications Entry Level 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1560/X *(expiring)*

AIM Qualifications Entry Level 2 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1575/1 *(expiring)*

AIM Qualifications Entry Level 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1576/3 *(expiring)*

AIM Qualifications Entry Level 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1577/5 *(expiring)*

AIM Qualifications Entry Level 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1578/7 *(expiring)*

AIM Qualifications Entry Level 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries 603/1579/9 *(expiring)*

AIM Qualifications Entry Level 3 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1580/5

AIM Qualifications Entry Level 3 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1581/7 *(expiring)*

AIM Qualifications Entry Level 3 Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1582/9

AIM Qualifications Entry Level 3 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1583/0 *(expiring)*

AIM Qualifications Entry Level 3 Diploma in Skills for Working in Business, Administration and Customer Service Industries 603/1584/2

AIM Qualifications Level 1 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1585/4

AIM Qualifications Level 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1586/6

AIM Qualifications Level 1 Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1587/8

AIM Qualifications Level 1 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1588/X

AIM Qualifications Level 1 Diploma in Skills for Working in Business, Administration and Customer Service Industries 603/1589/1

AIM Qualifications Level 2 Award in Skills for Working in Business, Administration and Customer Service Industries 603/1591/X *(expiring)*

AIM Qualifications Level 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries 603/1592/1 *(expiring)*

AIM Qualifications Level 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1593/3 *(expiring)*

AIM Qualifications Level 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries 603/1594/5 *(expiring)*

AIM Qualifications Level 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries 603/1595/7 *(expiring)*

This Handbook contains everything you need to know about these qualifications and is intended for Tutors, Assessors, Internal Verifiers and other staff involved with the planning, delivery and assessment.

This is a live document and as such will be updated when required. You will be informed via email when changes are made and it is your responsibility to ensure the most up-to-date version of the Qualification Handbook is in use.

About Us

AIM is a national and international Awarding Organisation. We offer a large number of regulated qualifications at different levels and in a wide range of subject areas, Access to Higher Education Diplomas and End Point Assessments. Our products are flexible enough to be delivered in a range of settings, from small providers to large colleges and in the workplace both nationally and internationally. We pride ourselves on offering the best possible customer service, and are always on hand to help if you have any questions. Our organisational structure and business processes enable us to be able to respond quickly to the needs of customers to develop new products that meet their specific needs.

Section One

Qualification Overview



About these Qualifications

The AIM Qualifications Suite of AIMVOC qualifications are suitable for learners pre-and post-16, who wish to develop their knowledge and skills in a range of vocational areas:

- Animal Care
- Business, Administration and Customer Service
- Catering and Hospitality
- Child Care
- Construction and Building
- Creative and Design
- Hair and Beauty
- Horticulture

The AIM Qualifications Suite of Skills for Working in Business, Administration and Customer Service Industries (AIMVOCs) Qualifications provide opportunities for learners to develop their skills and knowledge to enable them to start or build on a career in a range of business, administration and customer service industries. These qualifications have been developed in conjunction with employers, training providers and subject matter experts.

This combination of knowledge and experience has resulted in a suite of qualifications which truly reflect the knowledge, skills and understanding which individuals require when employed in either a business administration or customer service role. Details about each qualification can be found later in this document, however, all qualifications are based on three guiding principles. These are as follows.

Vocational Teaching, Learning and Assessment

All qualifications have strong emphasis on vocational teaching, learning and assessment where learners develop a practical understanding of key competences based on fundamental underpinning knowledge.

This approach enables centres to deliver dynamic and interactive teaching where role plays, scenarios and demonstrations are key teaching, learning and assessment tools.

Flexible Curriculum

All qualifications present centres with an opportunity to determine the most appropriate content for a qualification where, through appropriate rules of combination, learners can engage with components above or below their primary level of study. This enables centres to select components which present both a challenge and variety to a learner's experience.

Developing Employability Skills

All qualifications present centres with an opportunity to combine (subject to rules of combination criteria) components focused on developing employability skills. These skills are aimed at meeting the expectations of employers and are transferable from one operational role to another.

Employability components will add further variety to curricula design which, when delivered in particular sequences, can support a learner's understanding of, and engagement with, vocationally specific components.

The Skills for Business, Administration and Customer Service qualifications range from Entry 1 to Level 2 of the Regulated Qualifications Framework (RQF). As such, these qualifications are recognised internationally as well as within the UK which will support a learner who is either seeking employment in a business administration or customer service role, or one who is seeking to progress within their role.

To ensure the Skills for Business, Administration and Customer Service suite maintains its currency and meets the requirements of employers, all qualifications are periodically reviewed. Representatives from employers training providers, subject matter experts and the broader subject sector area are key stakeholders in all periodic reviews.



Entry 1 Qualifications

	AIM Qualifications Entry 1 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries
Qualification Family	Flexibilities	
Grading	Pass/Fail	
Geographical Coverage	England	
Operational Start Date	1st May 2018	
Last Learner Registration Date	30th April 2022	30th April 2022
Last Certification End Date	30th April 2025	30th April 2025
Sector	15.2 Business Administration	
Qualification Number	603/1559/3	603/1560/X
Learning Aim Reference	60315593	6031560X
Guided Learning Hours	30	90
Total Qualification Time	30	90
Total Credits Required	3	9
Minimum Learner Age	N/A	N/A

Entry 2 Qualifications

	AIM Qualifications Entry 2 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Qualification Family	Flexibilities				
Grading	Pass/Fail				
Geographical Coverage	England				
Operational Start Date	1st May 2018				
Last Learner Registration Date	30th April 2022	30th April 2022	30th April 2022	30th April 2022	30th April 2022
Last Certification End Date	30th April 2025	30th April 2025	30th April 2025	30th April 2025	30th April 2025
Sector	15.2 Business Administration				
Qualification Number	603/1575/1	603/1576/3	603/1577/5	603/1578/7	603/1579/9
Learning Aim Reference	60315751	60315763	60315775	60315787	60315799
Guided Learning Hours	30	90	150	270	370
Total Qualification Time	30	90	150	270	370
Total Credits Required	3	9	15	27	37
Minimum Learner Age	N/A	N/A	N/A	N/A	N/A



Entry 3 Qualifications

	AIM Qualifications Entry 3 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Qualification Family	Flexibilities				
Grading	Pass/Fail				
Geographical Coverage	England				
Operational Start Date	1st May 2018				
Review Date	31st July 2025	N/A	31st July 2025	N/A	31st July 2025
Last Learner Registration Date	N/A	30th April 2022	N/A	30th April 2022	N/A
Last Certification End Date	N/A	30th April 2025	N/A	30th April 2025	N/A
Sector	15.2 Business Administration				
Qualification Number	603/1580/5	603/1581/7	603/1582/9	603/1583/0	603/1584/2
Learning Aim Reference	60315805	60315817	60315829	60315830	60315842
Guided Learning Hours	30	90	150	270	370
Total Qualification Time	30	90	150	270	370
Total Credits Required	3	9	15	27	37

Level 1 Qualifications

	AIM Qualifications Level 1 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Qualification Family	Flexibilities				
Grading	Pass/Fail				
Geographical Coverage	England				
Operational Start Date	1st May 2018				
Review Date	31st July 2025				
Sector	15.2 Business Administration				
Qualification Number	603/1585/4	603/1586/6	603/1587/8	603/1588/X	603/1589/1
Learning Aim Reference	60315854	60315866	60315878	6031588X	60315891
Guided Learning Hours	54	78	130	233	321
Total Qualification Time	60	87	146	261	360
Total Credits Required	6	9	15	26	36
Minimum Learner Age	N/A	N/A	N/A	N/A	N/A



Level 2 Qualifications

	AIM Qualifications Level 2 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Qualification Family	Flexibilities				
Grading	Pass/Fail				
Geographical Coverage	England				
Operational Start Date	1st May 2018				
Last Learner Registration Date	30th April 2022	30th April 2022	30th April 2022	30th April 2022	30th April 2022
Last Certification End Date	30th April 2025	30th April 2025	30th April 2025	30th April 2025	30th April 2025
Sector	15.2 Business Administration				
Qualification Number	603/1591/X	603/1592/1	603/1593/3	603/1594/5	603/1595/7
Learning Aim Reference	6031591X	60315921	60315933	60315945	60315957
Guided Learning Hours	48	69	115	206	293
Total Qualification Time	78	112	187	336	478
Total Credits Required	8	11	19	34	48
Minimum Learner Age	N/A	N/A	N/A	N/A	N/A

Total Qualification Time and Guided Learning Hours

Total Qualification Time (TQT) is the number of notional hours it takes a typical learner to achieve the full qualification and is made up of two elements:

- the minimum number of Qualification Guided Learning Hours (GLH) - the number of Tutor-supervised contact hours
- the number of hours spent on preparation, studying and the assessment that is non-supervised

For example, the number of tutor-led contact hours (GLH) for a qualification is 30 and the number of hours spent by the learner (non-GLH) on preparation, studying and the assessment is 6 hours. Therefore the Total Qualification Time (TQT) for the qualification is 36 hours.

Progression Opportunities

Learners can progress within the suite of Skills for Business, Administration and Customer Service or exit this pathway at any point to undertake a qualification at the same or higher level and within the same subject area.

At Level 2, learners have the opportunity to progress onto a Level 3 apprenticeship in business, administration and customer service or onto a Level 3 apprenticeship in another, but similar, subject.

Entry Guidance

There are no entry requirements for these qualifications.

Qualification Dates

The qualification review date is the date by which we will have carried out a review of the qualification. We work with employers, industry experts and training providers to make any changes necessary to ensure validity and reflect recent developments. We will post information relating to changes or extensions to qualifications on our website and centres approved to offer the qualification will be kept updated. The certification end date will be three years from the operational end date.

Resource Requirements

You must ensure that your centre has appropriate resources in place to deliver the components in these qualifications. If your centre uses the online Multiple Choice Question (MCQ) assessment method, they must ensure they have the appropriate resources in place to deliver the externally set, invigilated assessment. Further information on our requirements can be found in Section 3: Assessment.



Section Two

Qualification Structure and Components

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Qualification Structure: Entry 1 Qualifications

	AIM Qualifications Entry 1 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries
Total Credits Required	3	9
Minimum Credits from Business, Administration and Customer Service Group	3	6
Maximum Credits allowed from Employability Group (at Entry 1 only)	0	3

Full Description of Rules of Combination	<i>Learners must achieve a minimum of 3 credits from the Business, Administration and Customer Service Group at Entry 1 only.</i>	<i>Learners must achieve 9 credits.</i> <i>A minimum of 6 credits must be achieved from the Business, Administration and Customer Service Group, up to 3 credits of these may be achieved at Entry 2.</i> <i>A maximum of 3 credits may be achieved from the Employability Group, at Entry 1 only.</i>
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Qualification Structure: Entry 2 Qualifications

	AIM Qualifications Entry 2 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Total Credits Required	3	9	15	27	37
Minimum Credits from Business, Administration and Customer Service Group	3	6	10	17	25
Maximum Credits allowed from Employability Group (at Entry 2 only)	0	3	5	10	12

Full Description of Rules of Combination	<i>Learners must achieve a minimum of 3 credits from the Business, Administration and Customer Service Group at Entry 2 only.</i>	<i>Learners must achieve 9 credits.</i> <i>A minimum of 6 credits must be achieved from the Business, Administration and Customer Service Group, up to 3 credits of these may be achieved at Entry 1 and/or Entry 3.</i> <i>A maximum of 3 credits may be achieved from the Employability Group, at Entry 2 only.</i>	<i>Learners must achieve 15 credits.</i> <i>A minimum of 10 credits must be achieved from the Business, Administration and Customer Service Group, up to 5 credits of these may be achieved at Entry 1 and/or Entry 3.</i> <i>A maximum of 5 credits may be achieved from the Employability Group, at Entry 2 only.</i>	<i>Learners must achieve 27 credits.</i> <i>A minimum of 17 credits must be achieved from the Business, Administration and Customer Service Group, up to 10 credits of these may be achieved at Entry 1 and/or Entry 3.</i> <i>A maximum of 10 credits may be achieved from the Employability Group, at Entry 2 only.</i>	<i>Learners must achieve 37 credits.</i> <i>A minimum of 25 credits must be achieved from the Business, Administration and Customer Service Group, up to 12 credits of these may be achieved at Entry 1 and/or Entry 3</i> <i>A maximum of 12 credits may be achieved from the Employability Group, at Entry 2 only.</i>
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Qualification Structure: Entry 3 Qualifications

	AIM Qualifications Entry 3 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Entry 3 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Total Credits Required	3	9	15	27	37
Minimum Credits from Business, Administration and Customer Service Group	3	6	10	17	25
Maximum Credits allowed from Employability Group (at Entry 3 only)	0	3	5	10	12

Full Description of Rules of Combination	<i>Learners must achieve a minimum of 3 credits from the Business, Administration and Customer Service Group at Entry 3 only.</i>	<i>Learners must achieve 9 credits.</i> <i>A minimum of 6 credits must be achieved from the Business, Administration and Customer Service Group, up to 3 credits of these may be achieved at Entry 2 and/or Level 1.</i> <i>A maximum of 6 credits may be achieved from the Employability Group, at Entry 3 only.</i>	<i>Learners must achieve 15 credits.</i> <i>A minimum of 10 credits must be achieved from the Business, Administration and Customer Service Group, up to 5 credits of these may be achieved at Entry 2 and/or Level 1.</i> <i>A maximum of 5 credits may be achieved from the Employability Group, at Entry 3 only.</i>	<i>Learners must achieve 27 credits.</i> <i>A minimum of 17 credits must be achieved from the Business, Administration and Customer Service Group, up to 10 credits of these may be achieved at Entry 2 and/or Level 1.</i> <i>A maximum of 10 credits may be achieved from the Employability Group, at Entry 3 only.</i>	<i>Learners must achieve 37 credits.</i> <i>A minimum of 25 credits must be achieved from the Business, Administration and Customer Service Group, up to 12 credits of these may be achieved at Entry 2 and/or Level 1.</i> <i>A maximum of 12 credits may be achieved from the Employability Group, at Entry 3 only.</i>
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Qualification Structure: Level 1 Qualifications

	AIM Qualifications Level 1 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 1 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Total Credits Required	6	9	15	26	36
Minimum Credits from Business, Administration and Customer Service Group	6	6	10	16	24
Maximum Credits allowed from Employability Group (at Level 1 only)	0	3	5	10	12

Full Description of Rules of Combination	<i>Learners must achieve a minimum of 6 credits from the Business, Administration and Customer Service Group at Level 1 only.</i>	<i>Learners must achieve 9 credits.</i> <i>A minimum of 6 credits must be achieved from the Business, Administration and Customer Service Group, up to 3 credits of these may be achieved at Entry 3 and/or Level 2.</i> <i>A maximum of 3 credits may be achieved from the Employability Group, at Level 1 only.</i>	<i>Learners must achieve 15 credits.</i> <i>A minimum of 10 credits must be achieved from the Business, Administration and Customer Service Group, up to 5 credits of these may be achieved at Entry 3 and/or Level 2.</i> <i>A maximum of 5 credits may be achieved from the Employability Group, at Level 1 only.</i>	<i>Learners must achieve 26 credits.</i> <i>A minimum of 16 credits must be achieved from the Business, Administration and Customer Service Group, up to 10 credits of these may be achieved at Entry 3 and/or Level 2.</i> <i>A maximum of 10 credits may be achieved from the Employability Group, at Level 1 only.</i>	<i>Learners must achieve 36 credits.</i> <i>A minimum of 24 credits must be achieved from the Business, Administration and Customer Service Group, up to 12 credits of these may be achieved at Entry 3 and/or Level 2.</i> <i>A maximum of 12 credits may be achieved from the Employability Group, at Level 1 only.</i>
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Qualification Structure: Level 2 Qualifications

	AIM Qualifications Level 2 Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Extended Award in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Extended Certificate in Skills for Working in Business, Administration and Customer Service Industries	AIM Qualifications Level 2 Diploma in Skills for Working in Business, Administration and Customer Service Industries
Total Credits Required	8	11	19	34	48
Minimum Credits from Business, Administration and Customer Service Group	8	7	13	23	33
Maximum Credits allowed from Employability Group (at Level 2 only)	0	4	6	11	15

Full Description of Rules of Combination	<i>Learners must achieve a minimum of 8 credits from the Business, Administration and Customer Service Group at Level 2 only.</i>	<i>Learners must achieve 11 credits. A minimum of 7 credits must be achieved from the Business, Administration and Customer Service Group, up to 4 credits of these may be achieved at Level 1 and/or Level 3. A maximum of 4 credits may be achieved from the Employability Group, at Level 2 only.</i>	<i>Learners must achieve 19 credits. A minimum of 13 credits must be achieved from the Business, Administration and Customer Service Group, up to 6 credits of these may be achieved at Level 1 and/or Level 3. A maximum of 6 credits may be achieved from the Employability Group, at Level 2 only.</i>	<i>Learners must achieve 34 credits. A minimum of 23 credits must be achieved from the Business, Administration and Customer Service Group, up to 11 credits of these may be achieved at Level 1 and/or Level 3. A maximum of 11 credits may be achieved from the Employability Group, at Level 2 only.</i>	<i>Learners must achieve 48 credits. A minimum of 33 credits must be achieved from the Business, Administration and Customer Service Group, up to 15 credits of these may be achieved at Level 1 and/or Level 3. A maximum of 15 credits may be achieved from the Employability Group, at Level 2 only.</i>
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Components

Please refer to Section 2 for the rules of combinations for the specific qualification sizes and levels. Components with the same title at different levels are barred against each other. The full list of components for these qualifications are displayed in the following groups:

Business, Administration and Customer Service Group; which includes

- *Business Administration (page 24)*: this group covers day-to-day business administration tasks, such as handling mail, filing skills, using the telephone, using the photocopier etc.
- *Business Management (page 24)*: learners will look at topics such as leaderships skills, managing sustainability in business, business and the economy and choosing suppliers.
- *Customer Service Skills (page 25)*: provides the opportunity for learners to know the importance of good customer service. They will look at the impact/consequences of both good and bad customer service and how to interact positively with customers.
- *Enterprise Skills (page 26)*: learners are given the opportunity to develop, present and/or manage business enterprise ideas.
- *Exploring Careers (page 29)*: this component group provides learners with the opportunity to explore their options for their future and their personal preferences to different careers.
- *Marketing (page 45)*: learners are given the opportunity to look at the marketing environment and how to market products and/or services.

Employability Group; which includes

- *Accessing Services (page 31)*: looks at the commercial and financial services used within an employment setting, for example banks.
- *Assertiveness and Decision Making Skills (page 31)*: provides the opportunity for learners to develop their assertiveness and decision making skills. Learners will learn the importance of speaking up for themselves, developing negotiation skills and the benefits of assertiveness.
- *Behaviour in the Workplace (page 32)*: learners will develop their knowledge and skills in behaving appropriately at work. This component group includes looking at the consequences of bullying and harassment at work, how to deal with difficult situations and the importance of professional behaviour in the workplace.
- *Career Planning and Job Searching (page 33)*: this component group provides learners with the opportunity to explore their options for their future by looking at their own personal strengths and qualities, and their personal preferences to different careers. They will also develop their practical skills in searching for jobs and will look at how to apply for job vacancies.

- *Continuing Professional Development (CPD) (page 36)*: this component group includes looking at career development, own current situation in terms of training needs, planning for progression and how to get the most out of training.
- *CV Writing (page 39)*: this group will develop practical skills in presenting Information about themselves to a prospective employer and also looks at the use of online profiles for career planning.
- *Discrimination at Work (page 40)*: these components aim to raise a learner's awareness of discrimination at work by gaining an understanding of discriminatory words and actions, possible consequences and ways to avoid this happening.
- *Employability Skills (page 44)*: this group provides learners with an opportunity to develop a range of desired employability skills, such as using tools and equipment for work tasks and working to standards.
- *Environmental Awareness in the Workplace (page 45)*: raises awareness of environmental awareness in the workplace, allowing learners to undertake activities taking responsibility for the environment.
- *Health and Safety in the Workplace (page 45)*: aims to introduce learners to health and safety in the workplace, including potential hazards and risks, common basic safety signs, safe practices and protective equipment.
- *ICT (page 46)*: where applicable, these components are mapped to the Functional Skills Criteria for ICT (2011).
- *Induction to Work (page 48)*: aims to provide learners with an induction to their workplace, how to adjust to their new work setting and introduces their role in the workplace.
- *Interview Techniques (page 49)*: this component group develops the learner's skills and knowledge in undertaking a recruitment interview.



- *Literacy (page 50): these components are based on the National Standards for Adult Literacy and are fully referenced to the Adult Literacy Core Curriculum.*
- *Maths (page 52): these components are based on the National Standards for Adult Numeracy and are fully referenced to the Adult Numeracy Core Curriculum.*
- *Mentoring (page 54): enables learners to develop their ability in mentoring others with a focus on developing good practice.*
- *Problem Solving in the Workplace (page 55): provides learners with an introduction to the range of problems that might occur in a workplace, and enables them to develop, implement and reflect on possible solutions.*
- *Rights and Responsibilities at Work (page 56): this component group looks at an employee's responsibilities and rights at work, including the principles of their employment contract, pension schemes and pay.*
- *Setting Targets (page 57): learners are introduced to the importance of appraisals and setting targets to improve own performance at work.*
- *Speaking and Listening at Work (page 57): provides learners with an introduction into how to communicate effectively and appropriately in the workplace, taking into account the role of body language played in communication.*
- *Stress Management (page 58): enables learners to have a basic understanding of stress and issues that can arise at work. Learners will explore a range of stress management techniques and coping strategies.*
- *Teamwork Skills (page 59): provides learners with an introduction on how to work in a team, how their own behaviour affects other group members and the various factors that motivate people in team situations.*
- *Time Management Skills (page 60): aims to make learners aware of how they spend their time and how to use time management as a way of reducing stress.*
- *Travelling to and from Work (page 61): introduces learners to the importance of getting to their place of work safely and on time.*

- *Using ICT in the Workplace (page 61): aims to develop learner's skills in using ICT to carry out workplace tasks.*
- *Using Money in the Workplace (page 62): this group introduces learners to using money in the workplace, including handling cash payments for products and services, how to deal with debt and the uses of banks and credit cards.*
- *Using Numeracy Skills in the Workplace (page 62): aims to develop learner's skills in using numeracy skills to carry out workplace tasks.*
- *Using Writing Skills in the Workplace (page 63): aims to develop learner's skills in using writing skills to carry out workplace tasks.*
- *Volunteering (page 64): this group provides learners with an understanding of what it means to be a volunteer. It covers the types of organisations where volunteering opportunities are available, the benefits of volunteering and the rights and responsibilities of volunteers.*
- *Work Experience (page 64): this group provides learners with an understanding for and the practical skills in undertaking work experience.*



Business, Administration and Customer Service Group

Business, Administration and Customer Service Group: Business Administration Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
J/616/9773	Business Administration and Customer Service Systems	1	2	18	✓	–	–	–	–	–
R/616/9775	Business Administration and Customer Service Systems	3	4	21	✓	–	–	–	–	–
J/616/9787	Communicating Using the Telephone	1	2	18	✓	–	✓	–	–	–
H/616/9795	Electronic Communication	E2	2	20	✓	–	✓	–	–	–
A/616/9804	Filing Skills	E2	1	10	✓	–	✓	–	–	–
F/616/9805	Filing Skills	1	3	27	✓	–	✓	–	–	–
J/616/9806	Handling Mail	E1	1	10	✓	–	✓	–	–	–
L/616/9807	Handling Mail	1	2	18	✓	–	✓	–	–	–

Business, Administration and Customer Service Group: Business Administration Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/9816	Maintaining the Workplace	E3	3	30	✓	–	✓	–	–	–
L/616/9824	Producing Business Documents	E3	3	30	✓	–	✓	–	–	–
A/616/9821	Planning and Organising an Activity or Event	E3	4	40	✓	–	✓	–	–	–
R/616/9825	Professional Behaviour in an Office Environment	1	2	18	✓	–	✓	–	–	–
D/616/9827	Reception and Filing Skills	E3	3	30	✓	–	✓	–	–	–
H/616/9831	Supporting Business Meetings	1	3	27	✓	–	✓	–	–	–
L/616/9841	Using Photocopiers	1	1	9	✓	–	✓	–	–	–
R/616/9842	Using the Photocopier	E1	1	10	✓	–	✓	–	–	–
Y/616/9843	Using the Shredder	E2	1	10	✓	–	✓	–	–	–
H/616/9845	Using the Telephone	E1	1	10	✓	–	✓	–	–	–
D/616/9844	Using the Telephone and Photocopier	E3	3	30	✓	–	✓	–	–	–
J/616/1222	Writing Notes and Emails	E3	1	10	✓	–	✓	–	–	–
L/616/1223	Writing Notes and Emails	1	1	9	✓	–	✓	–	–	–



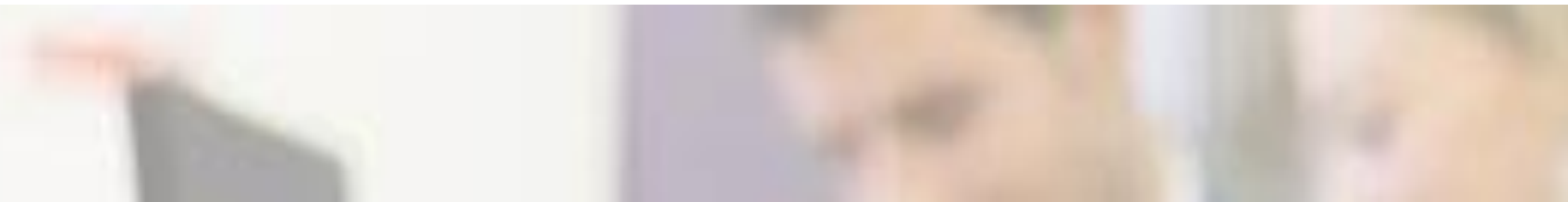
Business, Administration and Customer Service Group: Business Management Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
A/616/9771	Budgetary Control within a Business Environment	1	3	27	✓	–	–	–	–	–
D/616/9777	Business and The Economy	2	3	16	✓	–	–	–	–	–
H/616/9778	Business Terminology	1	3	27	✓	–	–	–	✓	–
F/616/9786	Choose Supplies and Suppliers for your Business	2	1	8	✓	–	–	–	–	–
L/616/9788	Communication Skills for Business	2	3	16	✓	–	✓	–	–	–
K/616/9815	Leadership Fundamentals	2	3	16	✓	–	✓	–	–	–
D/616/9830	Solving a Business Problem	1	2	18	✓	–	✓	–	–	–
M/616/9833	Sustainability in Business	2	1	8	✓	–	–	–	–	–
J/616/9840	Understanding Business Organisations	2	3	16	✓	–	–	–	✓	–
F/650/1420	Understanding the Business of Retail	1	1	8	✓	–	–	–	–	–

Business, Administration and Customer Service Group: Customer Service Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/0436	Customer Service Skills	E1	2	20	✓	–	–	–	–	–
T/616/0437	Customer Service Skills	E2	2	20	✓	–	–	–	–	–
A/616/0438	Customer Service Skills	E3	3	30	✓	–	–	–	–	–
F/616/0439	Customer Service Skills	1	3	27	✓	–	–	–	✓	–
L/616/9967	Customer Service Skills	2	4	24	✓	–	–	–	–	–
R/616/9792	Dealing with Queries and Requests	E2	2	20	✓	–	✓	–	–	–
Y/616/9793	Dealing with Queries and Requests	E3	3	30	✓	–	–	–	–	–
K/616/9829	Sales Activities in a Call Centre	2	4	24	✓	–	✓	–	–	–
R/616/9808	Handling Stock in a Retail Environment	E3	3	30	✓	–	✓	–	–	–
R/616/9811	Improving the Customer Experience	3	5	28	✓	–	✓	–	–	–
K/616/9846	Welcoming Visitors	1	2	18	✓	–	✓	–	–	–

Business, Administration and Customer Service Group: Enterprise Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
A/616/9799	Establishing a Business Enterprise	2	4	24	✓	–	✓	–	–	–
H/616/9800	Establishing and Managing a Business Enterprise	1	4	36	✓	–	✓	–	–	–
M/616/9802	Exploring Enterprise Ideas	E2	2	20	✓	–	✓	–	–	–
T/616/9817	Managing a Business Enterprise	2	4	24	✓	–	–	–	–	–
F/616/9822	Presenting an Enterprise Idea	E2	1	10	✓	–	✓	–	–	–

Business, Administration and Customer Service Group: Exploring Careers Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
T/616/9803	Exploring Working in Business Administration and Customer Service Sectors	E1	1	10	✓	–	✓	–	–	–
A/616/9849	Working in Business Administration and Customer Service	E3	2	20	✓	–	✓	–	–	–
M/616/9850	Working in Business Administration and Customer Service	1	3	27	✓	–	✓	–	–	–
T/616/9851	Working in Business Administration and Customer Service	3	4	21	✓	–	–	–	–	–
A/616/9852	Working in the Retail Sector	1	2	18	✓	–	✓	–	–	–

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Business, Administration and Customer Service Group: Marketing Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
J/616/0863	Marketing Products and Services	E1	2	20	✓	–	✓	–	–	–
L/616/0864	Marketing Products and Services	E2	2	20	✓	–	✓	–	–	–
T/616/9820	Marketing Skills for Business	1	3	27	✓	–	–	–	–	–
A/616/9835	The Marketing Environment	2	4	24	✓	–	–	–	–	–
J/616/9837	The Selling Process	1	2	18	✓	–	–	–	–	–



Employability Group

Employability Group: Assertiveness and Decision Making Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/616/0347	Assertiveness and Decision Making Skills	E3	3	30	✓	–	✓	–	–	–
Y/616/0348	Assertiveness and Decision Making Skills	1	3	27	✓	–	✓	–	–	–
L/616/9953	Assertiveness and Decision Making Skills	2	4	24	✓	–	✓	–	–	–
D/616/0450	Decision Making Skills	2	1	8	✓	–	–	–	–	–
M/616/0453	Developing Assertiveness	E1	2	20	✓	–	–	–	–	–
T/616/0454	Developing Assertiveness	E2	2	20	✓	–	–	–	–	–

Employability Group: Behaviour in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
J/616/0362	Bullying and Harassment in the Workplace	E3	1	10	✓	–	–	–	–	–
L/616/0363	Bullying and Harassment in the Workplace	1	1	9	✓	–	–	–	✓	–
A/616/0391	Conduct at Work	E1	2	20	✓	–	✓	–	–	–
F/616/0392	Conduct at Work	E2	2	20	✓	–	✓	–	–	–
Y/616/0446	Dealing with Difficult Situations at Work	E3	1	10	✓	–	✓	–	–	–
D/616/0447	Dealing with Difficult Situations at Work	1	1	9	✓	–	✓	–	–	–
F/616/0876	Personal Manner and Conduct	E2	2	20	✓	–	✓	–	–	–
T/616/0910	Relationships and Behaviour in the Workplace	E2	2	20	✓	–	–	–	–	–
D/616/0920	Responsible Work Practice	1	2	18	✓	–	✓	–	–	–
H/616/0921	Responsible Work Practice	2	1	8	✓	–	–	–	–	–

Employability Group: Career Planning and Job Search Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
T/616/0342	Applying for Jobs or Courses	E1	2	20	✓	–	✓	–	–	–
A/616/0343	Applying for Jobs or Courses	E2	2	20	✓	–	✓	–	–	–
R/616/0364	Career Planning	E3	3	30	✓	–	✓	–	–	–
Y/616/0365	Career Planning	1	3	27	✓	–	–	–	–	–
M/616/0582	Exploring Occupational Areas	E1	2	20	✓	–	–	–	–	–
T/616/0583	Exploring Occupational Areas	E2	2	20	✓	–	–	–	–	–
F/616/0585	Exploring the World of Work	E1	2	20	✓	–	–	–	–	–
J/616/0586	Exploring the World of Work	E2	2	20	✓	–	–	–	–	–
L/616/0587	Finding Jobs or Courses	E1	2	20	✓	–	–	–	–	–
R/616/0588	Finding Jobs or Courses	E2	2	20	✓	–	–	–	–	–
L/616/0816	Job Applications	E3	1	10	✓	–	✓	–	–	–
Y/616/0818	Job Applications	1	1	9	✓	–	✓	–	–	–
D/616/0819	Job Seeking Skills	E3	1	10	✓	–	–	–	–	–
Y/616/0821	Job Seeking Skills	1	3	27	✓	–	–	–	✓	–

Employability Group: Career Planning and Job Search Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
K/616/9958	Job Seeking Skills	2	4	24	✓	–	–	–	✓	–
K/616/0855	Making Informed Career Choices	E1	2	20	✓	–	–	–	–	–
M/616/0856	Making Informed Career Choices	E2	2	20	✓	–	–	–	–	–
K/616/1214	Working Patterns	1	1	9	✓	–	–	–	–	–



Employability Group: Communication in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/0372	Communication in the Workplace	E1	2	20	✓	–	✓	–	–	–
T/616/0373	Communication in the Workplace	E2	2	20	✓	–	✓	–	–	–
A/616/0374	Communication in the Workplace	E3	3	30	✓	–	✓	–	–	–
J/616/0376	Communication in the Workplace	1	3	27	✓	–	–	–	–	–

Employability: Confidence and Self Esteem Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
A/616/0357	Building Confidence and Self Esteem	E1	2	20	✓	–	–	–	–	–
F/616/0358	Building Confidence and Self Esteem	E2	2	20	✓	–	–	–	–	–
J/616/0359	Building Confidence and Self Esteem	E3	3	30	✓	–	–	–	–	–
A/616/0360	Building Confidence and Self Esteem	1	3	27	✓	–	–	–	✓	–
M/616/9962	Building Confidence and Self Esteem	2	4	24	✓	–	–	–	–	–

Employability: Continuing Professional Development (CPD) Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
K/616/0337	Action Planning to Improve Performance at Work	E1	2	20	✓	–	–	–	–	–
M/616/0338	Action Planning to Improve Performance at Work	E2	2	20	✓	–	–	–	–	–
H/616/0451	Developing a Personal Learning Programme	E3	3	30	✓	–	–	–	–	–
K/616/0452	Developing a Personal Learning Programme	1	3	27	✓	–	–	–	–	–
T/616/0597	Getting the Most Out of Training	E3	1	10	✓	–	✓	–	–	–

Employability: Continuing Professional Development (CPD) Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
F/616/0599	Getting the Most Out of Training	1	1	9	✓	–	✓	–	–	–
A/616/9964	Improving Own Learning and Performance	2	4	24	✓	–	–	–	–	–
K/616/0631	Induction to a Training Course	E3	3	30	✓	–	–	–	–	–
J/616/0636	Induction to a Training Course	1	3	27	✓	–	–	–	–	–
F/616/0859	Managing Study	E3	3	30	✓	–	✓	–	–	–
T/616/0860	Managing Study	1	3	27	✓	–	✓	–	–	–
J/616/0880	Planning for Progression	E3	1	10	✓	–	–	–	–	–
T/616/0924	Reviewing Your Situation at Work	E3	1	10	✓	–	–	–	–	–
A/616/0925	Reviewing Your Situation at Work	1	1	9	✓	–	–	–	–	–
K/616/1116	Transferable Skills and Training Needs	E3	3	30	✓	–	–	–	–	–
M/616/1117	Transferable Skills and Training Needs	1	3	27	✓	–	–	–	–	–
A/616/1167	Understanding Progression Opportunities	E3	1	10	✓	–	–	–	–	–

Employability: Continuing Professional Development (CPD) Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
F/616/1168	Understanding Progression Opportunities	1	1	9	✓	–	–	–	–	–
F/616/9965	Undertaking Professional Development	2	4	24	✓	–	✓	–	–	–

Employability: CV Writing Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
D/616/0352	Building a Personal Career Portfolio	1	3	27	✓	–	–	–	–	–
R/616/9968	Building a Personal Career Portfolio	2	4	24	✓	–	–	–	–	–
R/616/0428	Creating a Tailored Curriculum Vitae (CV)	1	3	27	✓	–	–	–	–	–
Y/616/9969	Creating a Tailored Curriculum Vitae (CV)	2	4	24	✓	–	–	–	–	–
H/616/0434	Creating an Online Profile for Career Planning	1	3	27	✓	–	✓	–	–	–
L/616/9970	Creating an Online Profile for Career Planning	2	4	24	✓	–	✓	–	–	–
A/616/0441	CV Writing	E3	1	10	✓	–	–	–	✓	–
J/616/0474	Exploring a Curriculum Vitae (CV)	E1	2	20	✓	–	–	–	–	–
L/616/0475	Exploring a Curriculum Vitae (CV)	E2	2	20	✓	–	–	–	–	–
R/616/0896	Presenting Information about Self to an Employer	E1	2	20	✓	–	✓	–	–	–
Y/616/0897	Presenting Information about Self to an Employer	E2	2	20	✓	–	✓	–	–	–
F/616/1218	Writing a Curriculum Vitae (CV)	E1	1	10	✓	–	✓	–	–	–
J/616/1219	Writing a Curriculum Vitae (CV)	E2	1	10	✓	–	✓	–	–	–

Employability: Discrimination at Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
L/616/0458	Discrimination at Work	E3	3	30	✓	–	–	–	–	–
R/616/9971	Discrimination at Work	2	4	24	✓	–	–	–	–	–

Employability: Employability Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/0369	Carrying out Market Research	E2	2	20	✓	–	✓	–	–	–
K/616/0371	Carrying out Work Tasks	E2	4	40	✓	–	✓	–	–	–
A/616/0455	Developing Meeting Skills	E3	2	20	✓	–	✓	–	–	–
F/616/0456	Developing Meeting Skills	1	2	18	✓	–	✓	–	–	–
D/616/9973	Developing Meeting Skills	2	3	16	✓	–	✓	–	–	–
K/616/0466	Employment Skills	E3	3	30	✓	–	✓	–	–	–
M/616/0467	Employment Skills	1	3	27	✓	–	✓	–	✓	–
H/616/0594	Following Instructions in the Workplace	E1	2	20	✓	–	✓	–	–	–
K/616/0595	Following Instructions in the Workplace	E2	2	20	✓	–	✓	–	–	–

Employability: Employability Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/0596	Following Instructions in the Workplace	E3	2	20	✓	–	✓	–	–	–
H/616/0675	Introduction to Guiding Visitors	E1	2	20	✓	–	✓	–	–	–
K/616/0676	Introduction to Guiding Visitors	E2	2	20	✓	–	✓	–	–	–

Employability: Employability Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
D/616/0867	Motivation	1	1	9	✓	–	–	–	–	–
H/616/0868	Negotiation Skills	1	6	54	✓	–	✓	–	–	–
T/616/9977	Negotiation Skills	2	8	48	✓	–	✓	–	–	–
D/616/0870	Participate in an Occupational Taster	E1	2	20	✓	–	✓	–	–	–
H/616/0871	Participate in an Occupational Taster	E2	2	20	✓	–	✓	–	–	–
A/616/9995	Participating in Vocational Tasters	2	8	48	✓	–	✓	–	–	–
R/616/1224	Presentation Skills	E3	2	20	✓	–	✓	–	–	–
Y/616/1225	Presentation Skills	1	2	18	✓	–	✓	–	–	–
F/616/9996	Presentation Skills	2	3	16	✓	–	✓	–	–	–
F/616/0912	Report Writing	2	1	8	✓	–	–	–	–	–
D/616/0917	Research Skills	1	3	27	✓	–	–	–	–	–
J/617/0017	Research Skills	2	4	24	✓	–	–	–	–	–



Employability: Employability Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
T/616/0938	Self Advocacy	E1	3	30	✓	–	✓	–	–	–
A/616/0939	Selling Skills	E2	2	20	✓	–	✓	–	–	–
L/617/0018	Small Scale Research Project	2	8	48	✓	–	–	–	–	–
L/616/1044	Supporting Workers Whose First Language is not English	1	3	27	✓	–	✓	–	–	–
J/617/0020	Take Part in a Work Activity	2	3	16	✓	–	✓	–	–	–
R/616/1188	Use of Materials for a Work Task	1	2	18	✓	–	✓	–	–	–
L/616/1190	Use Tools and Equipment for a Work Task	1	3	27	✓	–	✓	–	–	–
M/616/1215	Working to Standards	E1	2	20	✓	–	–	–	–	–
T/616/1216	Working to Standards	E2	2	20	✓	–	–	–	–	–
A/616/1217	Working to Standards	E3	3	30	✓	–	–	–	–	–

Employability: Enterprise Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
H/616/0580	Exploring Enterprise	E1	2	20	✓	–	✓	–	–	–
K/616/1178	Undertaking an Enterprise Project	1	6	54	✓	–	✓	–	–	–
Y/617/0023	Undertaking an Enterprise Project	2	8	48	✓	–	✓	–	–	–

Employability: Environmental Awareness in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
T/616/0468	Environmental Awareness in the Workplace	E1	2	20	✓	–	✓	–	–	–
A/616/0469	Environmental Awareness in the Workplace	E2	2	20	✓	–	✓	–	–	–
M/616/0470	Environmental Awareness in the Workplace	E3	2	20	✓	–	–	–	–	–

Employability: Health and Safety in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
D/616/0593	Follow Health and Safety Procedures in the Workplace	2	1	8	✓	–	✓	–	–	–
H/617/0025	Health and Safety in the Workplace	2	4	24	✓	–	–	–	✓	–

Employability: ICT Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
L/616/1237	Computer Basics	E3	3	30	✓	–	–	–	–	–
R/616/1238	Computer Security and Privacy	E3	3	30	✓	–	–	–	–	–
A/617/0080	Creating and Publishing Websites	2	5	32	✓	–	–	–	–	–
R/616/1241	Data Management Software Skills	E3	2	20	✓	–	–	–	–	–
Y/616/1242	Data Management Software Skills	1	2	18	✓	–	–	–	–	–
F/617/0081	Data Management Software Skills	2	4	24	✓	–	–	–	–	–
H/616/1244	Database Software Skills	E3	3	27	✓	–	–	–	–	–
K/616/1245	Database Software Skills	1	3	27	✓	–	–	–	–	–
J/617/0082	Database Software Skills	2	5	32	✓	–	–	–	–	–
D/616/1257	Developing and Presenting Information Using ICT	E2	2	20	✓	–	✓	–	–	–
K/616/1259	Email Skills	E3	1	10	✓	–	✓	–	–	–
D/616/1260	Email Skills	1	2	18	✓	–	✓	–	–	–
T/617/0076	Email Skills	2	4	24	✓	–	✓	–	–	–



Employability: ICT Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/1439	Enter and Save Information Using ICT	E1	1	10	✓	–	✓	–	–	–
K/616/1441	Find Information Using ICT	E1	1	10	✓	–	✓	–	–	–
Y/616/1273	Following Safe and Healthy Working Practices When Using ICT	E1	2	20	✓	–	✓	–	–	–
D/616/1274	Following Safe and Healthy Working Practices When Using ICT	E2	2	20	✓	–	✓	–	–	–
T/616/1278	Internet Safety for IT Users	1	3	27	✓	–	✓	–	✓	–
A/616/1279	IT Communications	1	2	18	✓	–	✓	–	–	–
K/617/0026	IT Communications	2	3	16	✓	–	✓	–	–	–
A/616/1282	IT Maintenance for Users	E3	2	20	✓	–	✓	–	–	–
T/616/1281	IT Maintenance for Users	1	2	18	✓	–	✓	–	–	–
L/616/1285	Presentation Software Skills	E3	2	20	✓	–	✓	–	–	–
R/616/1286	Presentation Software Skills	1	3	27	✓	–	✓	–	–	–
A/617/0077	Presentation Software Skills	2	5	32	✓	–	✓	–	–	–
D/616/1288	Selecting Information Using the Internet	E3	1	10	✓	–	✓	–	–	–
T/616/1443	Send and Receive Information Using ICT	E1	1	10	✓	–	✓	–	–	–
L/616/1304	Spreadsheet Software Skills	E3	2	20	✓	–	✓	–	–	–
R/616/1305	Spreadsheet Software Skills	1	3	27	✓	–	✓	–	–	–

Employability: ICT Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/617/0027	Spreadsheet Software Skills	2	5	32	✓	–	✓	–	–	–
D/616/1307	The Internet and World Wide Web	E3	3	30	✓	–	✓	–	–	–
T/617/0028	Use E-Sources to Select Information	2	4	24	✓	–	✓	–	–	–
F/616/1445	Using ICT: Safe Working Practices	E2	2	20	✓	–	–	–	–	–
M/616/1313	Using the Internet	1	3	27	✓	–	✓	–	–	–
A/617/0029	Using the Internet	2	5	32	✓	–	✓	–	–	–
L/616/1318	Word Processing Software Skills	E3	2	20	✓	–	✓	–	–	–
R/616/1319	Word Processing Software Skills	1	3	27	✓	–	✓	–	–	–
M/617/0030	Word Processing Software Skills	2	5	32	✓	–	✓	–	–	–

Employability: Induction to Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
K/616/0340	Adjusting to a New Work Setting	E1	3	30	✓	–	✓	–	–	–
M/616/0341	Adjusting to a New Work Setting	E2	3	30	✓	–	✓	–	–	–
L/616/0637	Induction to the Workplace	E1	2	20	✓	–	–	–	–	–
L/616/1450	Induction to the Workplace	E2	2	20	✓	–	–	–	–	–

Employability: Equality and Diversity at Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
A/616/0472	Equality and Diversity at Work	1	3	27	✓	–	–	–	✓	–



Employability: Interview Techniques Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
Y/616/0883	Preparation for a Recruitment Interview	E3	2	20	✓	–	✓	–	–	–
D/616/0884	Preparation for a Recruitment Interview	1	1	9	✓	–	✓	–	–	–
A/617/0032	Preparation for a Recruitment Interview	2	3	16	✓	–	✓	–	–	–
J/616/0894	Preparing for an Interview	E1	2	20	✓	–	–	–	–	–
L/616/0895	Preparing for an Interview	E2	2	20	✓	–	–	–	–	–
K/616/1181	Undertaking an Interview	E1	1	10	✓	–	✓	–	–	–
M/616/1182	Undertaking an Interview	E2	1	10	✓	–	✓	–	–	–

Employability: Introduction to Vocational Industries at Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/616/0638	Introduction to Business, Administration and Customer Service Industries	E1	2	20	✓	–	–	–	–	–
Y/616/0639	Introduction to Business, Administration and Customer Service Industries	E2	2	20	✓	–	–	–	–	–
L/616/0640	Introduction to Business, Administration and Customer Service Industries	E3	2	20	✓	–	–	–	–	–
R/616/0641	Introduction to Business, Administration and Customer Service Industries	1	2	18	✓	–	–	–	✓	–
L/617/0147	Introduction to Business, Administration and Customer Service Industries	2	3	16	✓	–	–	–	–	–

Employability: Literacy Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
L/616/1321	Engage in Discussion	E1	2	20	✓	–	✓	–	–	–
R/616/1322	Engage in Discussion	E2	2	20	✓	–	✓	–	–	–
Y/616/1323	Engage in Discussion	E3	2	20	✓	–	✓	–	–	–
D/616/1324	Engage in Discussion	1	2	18	✓	–	✓	–	–	–
F/617/0033	Engage in Discussion	2	3	16	✓	–	✓	–	–	–
K/616/1326	Listen and Respond	E1	2	20	✓	–	✓	–	–	–
M/616/1327	Listen and Respond	E2	2	20	✓	–	✓	–	–	–
T/616/1328	Listen and Respond	E3	2	20	✓	–	✓	–	–	–
A/616/1329	Listen and Respond	1	2	18	✓	–	✓	–	–	–
J/617/0034	Listen and Respond	2	3	16	✓	–	✓	–	–	–
A/616/1332	Read for Information	E2	3	30	✓	–	✓	–	–	–
F/616/1333	Read for Information	E3	3	30	✓	–	✓	–	–	–
J/616/1334	Read for Information	1	3	27	✓	–	✓	–	–	–
L/617/0035	Read for Information	2	4	24	✓	–	✓	–	–	–
F/616/1350	Read for Purpose and Meaning	E2	3	30	✓	–	✓	–	–	–

Employability: Literacy Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
J/616/1365	Read for Purpose and Meaning	E3	3	30	✓	–	✓	–	–	–
L/616/1366	Read for Purpose and Meaning	1	3	27	✓	–	✓	–	–	–
R/617/0036	Read for Purpose and Meaning	2	4	24	✓	–	✓	–	–	–
D/616/1369	Speak to Communicate	E2	2	20	✓	–	✓	–	–	–
R/616/1370	Speak to Communicate	E3	2	20	✓	–	✓	–	–	–
Y/616/1371	Speak to Communicate	1	2	18	✓	–	✓	–	–	–
Y/617/0037	Speak to Communicate	2	3	16	✓	–	✓	–	–	–
Y/616/1385	Write Accurately	E2	3	30	✓	–	✓	–	–	–
H/616/1387	Write Accurately	E3	3	30	✓	–	✓	–	–	–
M/617/0044	Write Fluently and Accurately	2	4	24	✓	–	✓	–	–	–
M/616/1375	Write to Communicate	E2	3	30	✓	–	✓	–	–	–

Employability: Literacy Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
T/616/1376	Write to Communicate	E3	3	30	✓	–	✓	–	–	–
J/616/1379	Write to Communicate	1	3	27	✓	–	✓	–	–	–
D/617/0038	Write to Communicate	2	4	24	✓	–	✓	–	–	–
L/616/1383	Write with Accuracy	1	3	27	✓	–	✓	–	–	–

Employability: Maths Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/1392	Addition, Subtraction and Multiplication	E2	3	30	✓	–	✓	–	–	–
A/616/1394	Making Calculations	E3	3	30	✓	–	✓	–	–	–
J/616/1396	Making Calculations	1	3	27	✓	–	✓	–	–	–
T/617/0045	Making Calculations	2	4	24	✓	–	✓	–	–	–



Employability: Maths Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
L/616/1402	Money, Time and Temperature	E2	3	30	✓	–	✓	–	–	–
Y/616/1404	Money, Time and Temperature	E3	3	30	✓	–	✓	–	–	–
H/616/1406	Money, Time and Temperature	1	3	27	✓	–	✓	–	–	–
A/617/0046	Money, Time and Temperature	2	4	24	✓	–	✓	–	–	–
M/616/1408	Numbers, Decimals, Fractions and Percentages	1	3	27	✓	–	✓	–	–	–
J/617/0048	Numbers, Decimals, Fractions and Percentages	2	4	24	✓	–	✓	–	–	–
F/617/0050	Numerical Relationships, Algebra and Ratio	2	3	16	✓	–	✓	–	–	–
M/616/1411	Numerical Relationships, Algebra and Ratios	1	2	18	✓	–	✓	–	–	–
T/616/1412	Using and Communicating Data	E1	3	30	✓	–	✓	–	–	–
A/616/1413	Using and Communicating Data	E2	3	30	✓	–	✓	–	–	–
F/616/1414	Using and Communicating Data	E3	3	30	✓	–	✓	–	–	–
J/616/1415	Using and Communicating Data	1	3	27	✓	–	✓	–	–	–
J/617/0051	Using and Communicating Data	2	4	24	✓	–	✓	–	–	–
R/616/1417	Using Probability	1	2	18	✓	–	✓	–	–	–

Employability: Maths Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
L/617/0052	Using Probability	2	3	16	✓	–	✓	–	–	–
D/616/1419	Using Size, Shape and Measures	E3	3	30	✓	–	✓	–	–	–
Y/616/1421	Using Size, Shape and Space	1	3	27	✓	–	✓	–	–	–
Y/617/0054	Using Size, Shape and Space	2	4	24	✓	–	✓	–	–	–
H/616/1423	Using Whole Numbers	E1	2	20	✓	–	✓	–	–	–
T/616/1426	Using Whole Numbers and Fractions	E2	2	20	✓	–	✓	–	–	–
F/616/1431	Using Whole Numbers, Decimals, Fractions and Percentages	E3	2	20	✓	–	✓	–	–	–

Employability: Mentoring Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/616/0865	Mentoring	2	1	8	✓	–	✓	–	–	–
D/617/0055	Mentoring Practice	2	3	16	✓	–	–	–	–	–
H/617/0056	The Mentoring Process	2	4	24	✓	–	✓	–	–	–

Employability: Rights and Responsibilities at Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/616/0462	Employment Contract and Payslip Basics	E3	1	10	✓	–	–	–	–	–
Y/616/0463	Employment Rights, Contracts and Pay	1	3	27	✓	–	–	–	✓	–
M/617/0058	Employment Rights, Contracts and Pay	2	4	24	✓	–	–	–	✓	–
A/616/1119	Understand Employment Responsibilities and Rights in Business, Administration and Customer Service Industries	1	3	27	✓	–	–	–	–	–
R/617/0148	Understand Employment Responsibilities and Rights in Business, Administration and Customer Service Industries	2	4	24	✓	–	–	–	–	–
D/616/1162	Understanding Pensions	E3	1	10	✓	–	–	–	–	–
M/616/1165	Understanding Pensions	1	1	9	✓	–	–	–	✓	–

Employability: Setting Targets Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
F/616/0344	Appraisals and Setting Targets	E3	3	30	✓	–	✓	–	–	–
J/616/0345	Appraisals and Setting Targets	1	3	27	✓	–	✓	–	–	–
K/617/0060	Appraisals and Setting Targets	2	4	24	✓	–	✓	–	–	–
K/616/0922	Reviewing and Reflecting on Own Progress	E1	3	20	✓	–	✓	–	–	–
M/616/0923	Reviewing and Reflecting on Own Progress	E2	3	30	✓	–	✓	–	–	–
M/616/0940	Setting Work-Related Targets	E1	2	20	✓	–	–	–	–	–
T/616/0941	Setting Work-Related Targets	E2	2	30	✓	–	–	–	–	–

Employability: Speaking and Listening at Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
K/616/1228	Speaking and Listening at Work	E1	3	30	✓	–	✓	–	–	–
M/616/1229	Speaking and Listening at Work	E2	3	30	✓	–	✓	–	–	–
H/616/1230	Speaking and Listening at Work	E3	3	30	✓	–	✓	–	–	–
K/616/1231	Speaking and Listening at Work	1	3	27	✓	–	✓	–	–	–

Employability: Stress Management Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
Y/616/0396	Coping Strategies at Work	E1	2	20	✓	–	✓	–	–	–
D/616/0397	Coping Strategies at Work	E2	2	20	✓	–	✓	–	–	–
H/616/0398	Coping Strategies at Work	E3	2	20	✓	–	✓	–	–	–
L/616/0427	Coping Strategies at Work	1	2	18	✓	–	✓	–	–	–
K/616/1018	Stress Management	E3	3	30	✓	–	–	–	–	–
Y/616/1029	Stress and Stress Management Techniques	1	3	27	✓	–	✓	–	–	–
M/617/0061	Stress and Stress Management Techniques	2	4	24	✓	–	✓	–	–	–



Employability: Teamwork Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/616/0350	Being Part of a Group	E1	2	20	✓	–	✓	–	–	–
Y/616/0351	Being Part of a Group	E2	2	20	✓	–	✓	–	–	–
D/616/0383	Communication Skills for Group and Teamwork	E3	3	30	✓	–	–	–	–	–
H/616/0384	Communication Skills for Group and Teamwork	1	3	27	✓	–	✓	–	–	–
A/617/0063	Team Building Skills	2	4	24	✓	–	–	–	–	–
J/617/0065	Team Motivation	2	4	24	✓	–	–	–	–	–
L/617/0066	Teamwork Skills	2	4	24	✓	–	✓	–	–	–

Employability: Time Management Skills Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
A/616/0861	Managing Your Time	E1	2	20	✓	–	✓	–	–	–
F/616/0862	Managing Your Time	E2	2	20	✓	–	✓	–	–	–
L/616/1108	Time Management	E3	3	30	✓	–	–	–	–	–
R/616/1109	Time Management	1	3	27	✓	–	–	–	–	–
R/617/0067	Time Management	2	4	24	✓	–	–	–	–	–
D/616/1114	Time Management Skills	E1	1	10	✓	–	–	–	–	–
H/616/1115	Time Management Skills	E2	1	10	✓	–	–	–	–	–



Employability: Travelling to and From Work Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
D/616/1002	Skills for Travelling To and From Work	E1	2	20	✓	–	✓	–	–	–
H/616/1003	Skills for Travelling To and From Work	E2	2	20	✓	–	✓	–	–	–
T/616/1006	Skills for Travelling To and From Work	E3	1	10	✓	–	✓	–	–	–

Employability: Using ICT in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
D/616/1193	Using ICT in the Workplace	E2	2	20	✓	–	✓	–	–	–
K/616/1195	Using ICT in the Workplace	1	3	27	✓	–	✓	–	–	–
D/617/0069	Using ICT in the Workplace	2	4	24	✓	–	✓	–	–	–
A/616/1198	Using ICT to Support Writing	1	1	9	✓	–	✓	–	–	–

Employability: Using Money in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
L/616/0444	Dealing with Debt	E3	3	30	✓	–	–	–	–	–
R/616/0445	Dealing with Debt	1	3	27	✓	–	–	–	–	–
M/616/0601	Handling Payment for Goods and Services	E3	3	30	✓	–	✓	–	–	–
T/616/0602	Handling Payment for Goods and Services	1	3	27	✓	–	✓	–	–	–
R/617/0070	Handling Payment for Goods and Services	2	4	24	✓	–	✓	–	–	–
L/616/1156	Understanding Banks and Credit Cards	E3	3	30	✓	–	–	–	–	–
D/616/1159	Understanding Banks and Credit Cards	1	3	27	✓	–	–	–	–	–
K/616/1200	Using Money in the Workplace	E2	2	20	✓	–	✓	–	–	–

Employability: Using Numeracy Skills in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
M/616/1201	Using Numeracy Skills in the Workplace	E1	2	20	✓	–	✓	–	–	–
T/616/1202	Using Numeracy Skills in the Workplace	E2	2	20	✓	–	✓	–	–	–
A/616/1203	Using Numeracy Skills in the Workplace	E3	3	30	✓	–	✓	–	–	–
F/616/1204	Using Numeracy Skills in the Workplace	1	3	27	✓	–	✓	–	–	–
Y/617/0071	Using Numeracy Skills in the Workplace	2	4	24	✓	–	✓	–	–	–

Employability: Using Writing Skills in the Workplace Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/616/1207	Using Writing Skills in the Workplace	E2	2	20	✓	–	✓	–	–	–
A/616/1220	Writing Needs at Work	E3	1	10	✓	–	–	–	–	–
F/616/1221	Writing Needs at Work	1	1	9	✓	–	–	–	–	–
J/616/1222	Writing Notes and Emails	E3	1	10	✓	–	✓	–	–	–
L/616/1223	Writing Notes and Emails	1	1	9	✓	–	✓	–	–	–

Employability: Volunteering Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
D/617/0072	Learning from Volunteering	2	3	16	✓	–	–	–	–	–
Y/616/1208	Volunteering	E1	2	20	✓	–	–	–	–	–
D/616/1209	Volunteering	E2	2	20	✓	–	–	–	–	–
R/616/1210	Volunteering	E3	2	20	✓	–	–	–	–	–
Y/616/1211	Volunteering	1	1	9	✓	–	–	–	–	–

Employability: Work Experience Components					Assessment set by the centre			Assessment set by AIM		
Component Code	Component Title	Level	Credit Value	GLH	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
Y/616/0849	Learning from Work Placement	E1	2	20	✓	–	✓	–	–	–
M/616/0887	Preparation for a Work Placement	E1	2	20	✓	–	✓	–	–	–
A/616/0892	Preparation for Work Experience	1	1	9	✓	–	✓	–	–	–
F/616/0893	Preparation for Work Experience	2	1	8	✓	–	✓	–	–	–
H/617/0073	Undertaking Work Experience	2	4	24	✓	–	✓	–	–	–

Section Three

Assessment

How these Qualifications are Assessed

These qualifications may be assessed through:

- 1) an internally set, internally marked and externally verified portfolio of evidence. Guidance on our expectations is available in 'A Guide to Assessing AIM Qualifications' available in Section 5: Appendices.
- 2) an externally set, externally marked online multiple choice exam (for particular components only). The online multiple choice exam must be invigilated by an AIM approved invigilator.

Centres may use one or both of the above assessment methods in the assessment of the qualification.

Where a multiple choice exam is available for a particular component, this will be stated on the individual component. Where a component may be assessed through either a portfolio of evidence, or an externally set, externally marked online multiple choice exam, the centre must choose one of these assessment methods in the assessment of that component.

Entry 1 Achievement Continuum

Learners completing Entry 1 components within these qualifications are assessed using the **Entry 1 Achievement Continuum**. The Continuum describes the characteristics the learner should display at each of the 10 stages, from Encounter to Application.

Assessors may record their assessment judgements on the **Entry 1 Learner Transcript Template** indicating the stage on the continuum at which the learner has achieved the assessment. Where possible, the Assessor statement should use the terminology of the Achievement Continuum to reflect what the learner has achieved.

A full version of the Entry 1 Achievement Continuum and Entry 1 Achievement Continuum Component Transcript template can be found in Section 5: Appendices.

Use of the Entry 1 Learner Transcript Template is optional.



Operational Guidance

Section Four

Offering this Qualification

Centres wishing to offer this qualification must be an AIM recognised centre. New centres can apply to become a centre using the centre recognition application process on our website (www.aim-group.org.uk).

We can advise centres of the best and most efficient methods for offering this qualification. All procedures for the use of this qualification, including approval, registration of learners, verification and certification will be completed through AIM and all centres will have an allocated customer experience advisor to support them.

Approval to Offer the Qualification

Centres wishing to offer this qualification must complete and submit a Qualification Approval request (found on the AIM website). Some qualifications require centres to have specific resources in place and/or their assessors/ internal verifiers should hold certain qualifications. Where this is the case, centres must provide evidence of resources/staff qualifications when completing the Qualification Approval request.

Registration and Certification

Once your centre has approval to offer a qualification, you will be able to register learners using the AIM portal. Learners must be registered onto the correct qualification via the portal. Centres then select their chosen components.

For all registration and certification processes, please refer to the portal guidance document which can be downloaded from our website (www.aim-group.org.uk). Details of assessment, internal verification and external verification can be found in Appendix 1 - A guide to assessing AIM qualifications of this handbook.

Learners achieving a qualification will be issued with a qualification certificate detailing the achieved qualification and components. Learners who have not achieved a qualification will, on request, be issued with a component certificate detailing the components achieved.

Scheduling learners for the online Multiple Choice Question (MCQ) assessments

Once your learners have been registered against the relevant qualification(s) using the process above, you are now able to schedule your learners for the MCQ assessments using XAMS. Please refer to the XAMS centre guidance document for details.

Please note you need to schedule your learners at least 48 hours before the planned time of assessment.



Delivering the MCQ assessments

Assessments must be delivered following the requirements in the AIM invigilation guidance for external assessments.

At the end of the MCQ assessment

Once the learner has completed the assessment, you can check the result in the results screen on XAMs. The results are automatically sent to AIM, and where learners have met the rules of combination for the particular qualification, they will be issued with a qualification certificate with details of the qualification and components achieved. Please refer to the Being an AIM centre document for service standard times on the issuing of learner certificates.

Fees and Charges

The AIM Fees and Charges brochure includes all qualification charges and is available on our website. Please note that registrations will not be processed if centre fees have not been paid.



Section Five

Appendices

APPENDICES AND LINKS

Select an appendix from the list below to view the document.

Appendix

1. A Guide to Assessing AIM Qualifications
2. Entry 1 Achievement Continuum
3. Entry 1 Learner Transcript Template
4. Guidance for using Entry 1 Assessment Continuum and Exemplar Learner Transcripts





+44 (0)1332 341822



enquiries@aim-group.org.uk



www.aim-group.org.uk

AIM Qualifications and Assessment Group

3 Pride Point Drive

Pride Park

Derby

DE24 8BX