Department for Education

Business

Level 2 Foundation Certificate subject content

DRAFT FOR CONSULTATION

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1. Introduction

Foundation Certificates are qualifications that will be taken as part of the one-year Further Study pathway. They are level 2, high-quality qualifications that prepare students for progression to further study to all level 3 options, including V Levels, T Levels or A Levels. These qualifications allow students to develop their knowledge and skills before moving up to the next level.

The Department does not set mandatory prior learning requirements for Foundation Certificates. Foundation Certificate content is set at level 2; providers may set their own entry requirements at level 2 and for progression to level 3, including any GCSEs required.

Foundation Certificate subject content sets out the national learning outcomes (LOs) and the knowledge, understanding and skills common to all Foundation Certificate qualification specifications in this subject.

This subject content is built on clear underlying principles, ensuring a consistent approach is taken across Foundation Certificates in all subjects.

Foundation Certificate overall content must be able to be taught within the range of 240 to 300 guided learning hours (GLH). The size of each Foundation Certificate subject is determined through the content development process.

This subject content provides the framework within which the awarding organisations (AOs) create the detail of their qualification specification.

2. Aims

The Foundation Certificate in Business provides students with a broad introduction to how businesses and other organisations operate. Students will develop introductory knowledge and understanding of organisational functions and activities, business administration, finance, marketing, people, operations, communication, information and data, and the legal and regulatory requirements that affect organisations. Students will apply this knowledge and understanding to business-related situations and develop the foundational skills required for progression to further study at level 3.

Organisational scenarios used within the content should be varied and inclusive, and representative of the breadth of the sector. These scenarios should draw on examples from a range of sectors, local labour markets and organisational contexts, to ensure accessibility for all learners. Reliance on prior experience or sector-specific knowledge should be avoided.

The purpose of this qualification is to enable students to:

Apply their knowledge, understanding and skills to achieve the following:

- LO1: Understand how organisations operate and achieve their aims
- LO2: Carry out business administration activities to support an organisation
- LO3: Communicate with customers, colleagues and other stakeholders
- LO4: Use business and financial information to support organisational activities and decisions
- LO5: Explore key business functions and activities
- LO6: Respond to business situations and requirements

Through these learning outcomes, students will develop transferable skills, including:

- analysing – examining business information, data and situations to identify relevant information, patterns and relationships
- communicating – presenting and exchanging information appropriately with different audiences using written, verbal and digital methods
- critical thinking – considering information, evidence and different perspectives when responding to business situations
- decision making – using relevant information and evidence to select and justify actions and responses
- evaluating – assessing information, evidence and possible responses against relevant requirements to reach reasoned conclusions
- investigating - finding and using relevant information to understand business issues and situations.

Students should continue to develop literacy, numeracy and digital skills through their application within the context of achieving the learning outcomes.

Students will develop the following literacy skills:

- reading and interpreting business information and documents
- identifying and extracting relevant information from different sources
- using appropriate business terminology
- producing clear, accurate and appropriately structured written communications for different purposes and audiences
- communicating information, ideas and reasoned responses clearly

Students will develop numeracy skills, including:

- interpreting numerical information presented in business documents, tables, charts and graphs
- calculating costs, revenue, profit and loss
- calculating and interpreting percentages when analysing business costs, revenue, profit and financial information
- interpreting financial information from budgets, profit and loss accounts and balance sheets
- checking the accuracy and reasonableness of numerical information
- presenting and communicating numerical information accurately and appropriately

Students will develop the following essential digital skills:

- using digital devices, applications and systems to complete business activities
- creating, editing, organising, storing and retrieving digital information and documents
- communicating and collaborating using appropriate digital tools
- entering, managing, analysing and presenting data using appropriate digital applications
- using digital information securely and responsibly, including protecting personal and organisational information

Students will develop knowledge and understanding of the key theories and principles which support effective practice in the subject:

- the purposes, structures and functions of private, public and third-sector organisations
- how organisational activities are influenced by internal and external factors
- the principles and processes that support effective business administration
- the principles of effective communication and customer service in organisational contexts
- the purpose, use and management of business information, data and records
- the use of digital technologies and systems to support organisational activities
- the purpose and role of marketing and sales activities in identifying and responding to customer needs

- the role of people within organisations and how recruitment, development, motivation and teamwork support organisational aims
- the principles of operations, including the use of resources, quality and the delivery of goods and services
- the purpose of finance within organisations, including costs, revenue, profit and loss, budgets, profit and loss accounts and balance sheets
- the role of suppliers, procurement and supply chains in supporting organisational activities
- the influence of ethical and sustainability considerations on business activities and decisions
- the legal and regulatory requirements that affect organisations, including contractual, employment and consumer rights, responsibilities and obligations
- the principles of problem solving, decision making and escalation when responding to business situations
- the principles of reviewing own work and identifying areas for improvement

The aspects listed above are indicative of the scope and intent of the qualification and are not intended to be exhaustive.

2.1 Co-teaching Opportunities

The content identifies genuine co-teaching opportunities between Foundation Certificates and Occupational Certificates through shared learning outcomes, common knowledge, understanding and skills and consistent terminology and language, where appropriate. This mapping enables education providers and awarding organisations to more easily identify where the content could support co-teaching, while maintaining the distinct purpose and identity of each qualification. It can be used by awarding organisations when considering designing qualifications, and by education providers when considering planning and delivering co-teaching, where this is appropriate within their settings. Annex B sets out the content mapping illustrating subject content alignment across qualifications, that may support co-teaching opportunities.

2.2 Progression

Foundation Certificates aim to encourage student motivation and interest in progressing to further study in a relevant subject. They provide a broad and applied understanding of the sector that intentionally avoids narrow specialisation. This is to inform student choice about which further study option they want to pursue and the subject areas to specialise in, when they progress to the next level.

The content provides both a strong conceptual foundation for the subject and the basis for developing a deeper understanding, through applying knowledge, understanding and skills to achieve practical work-related Learning Outcomes.

This combination of theory and practice and the transferable skills students develop, will provide a stepping-stone that effectively prepares them for a wide range of related further study options. This may include progression to further study at level 3, including V Levels, T Levels or A Levels.

3. Subject Content

3.1 Guidance for awarding organisations

All content, unless specified otherwise, must be included in qualification specifications.

Lists of content which start with a colon ':'

This denotes that all the content in the list is compulsory and must be included in awarding organisations' qualification specifications.

Lists of content which start with 'including'

This denotes that all the content in the list is compulsory and must be included in awarding organisations' qualification specifications. The list is a minimum; awarding organisations can choose to add to the list. To ensure comparability between awarding organisations' qualification specifications in a subject, DfE will use this approach in limited instances where additional relevant content could reasonably be added without affecting the comparability of qualification specifications and assessments.

Use of 'e.g.'

This is used to exemplify what is meant by the content statement. It is used to ensure awarding organisations have a clear and consistent understanding of the term; to signal that the example in use now may be superseded by more up-to-date examples; or where different examples could reasonably be included without affecting the comparability of qualification specifications and assessments. Awarding organisations can use the cited example, where it remains relevant and appropriate.

Organisational scenarios

The DfE Subject Content will indicate where learning should be contextualised to organisational scenarios. The content will not specify the specific scenarios. Scenarios provided by awarding organisations within qualification specifications should be varied and inclusive, drawing on examples from a range of sectors, local labour markets and organisational contexts to avoid reliance on prior workplace experience or sector specific knowledge.

3.2 Optionality

There are no optional or elective elements through which students can meet the mandatory minimum content required for this Foundation Certificate subject.

3.3 Content size

This Foundation Certificate subject content has been designed to be achievable in 300GLH, which has been determined through the content development process.

The scope of content for each LO may vary; they are not expected to each be delivered in the order specified in the subject content or be the same 'size' in terms of GLH. However, together they will align with the overall GLH for this qualification.

3.4 Learning outcomes

Learning outcomes describe what students will be able to do after a period of learning.

We have set out, below each learning outcome, the knowledge and understanding and skills:

- knowledge and understanding – the theoretical facts, principles, concepts, and procedures that students should acquire
- skills – the subject-specific and transferable skills needed to achieve a learning outcome

Students are expected to apply knowledge, understanding and skills to demonstrate authentic work-related learning outcomes. Content specified is expected to be demonstrated through applied activity, rather than separately.

The subject content assumes no prior learning or qualification in the subject and introduces concepts from foundational level where required.

All students are to develop the knowledge, understanding and skills to be able to demonstrate all learning outcomes by the end of the programme, as the mandatory minimum content for this subject.

For each learning outcome, a rationale is provided for contextual explanation only. It is not part of the subject content that awarding organisations are required to include in their specifications.

References to work-related behaviours that may be demonstrated through engagement with each learning outcome have been signposted and may be set out by awarding organisations in specifications for teaching and learning but are not expected to be assessed.

The learning outcomes can be delivered independently of each other, or together in combination.

LO1: Understand how organisations operate and achieve their aims

Rationale:

Understanding how organisations operate provides a foundation for further study in business and related subjects. Students will explore private, public and third-sector organisations, structures and functions, and the internal and external factors that influence how they operate. They will consider how organisational functions and stakeholders contribute to organisational aims and apply this understanding to organisations operating in different sectors and contexts. This provides a foundation for understanding the business functions and activities developed through subsequent learning outcomes.

To do this, students are expected to apply the following knowledge and understanding:

- the purposes and characteristics of private, public and third-sector organisations
- the financial aims of organisations: profitability, revenue growth and cost control; and non-financial aims: customer satisfaction, quality of goods and services, and social or environmental responsibility
- organisational structures: functional, hierarchical, flat and matrix, and how roles and responsibilities are organised within them
- the purpose and activities of the following organisational functions: administration, finance, human resources, marketing, sales, operations and customer service
- how organisational functions work together to support organisational aims and activities through sharing information, coordinating resources and meeting customer and stakeholder needs
- the interests of internal stakeholders: owners, managers and employees
- the interests of external stakeholders: customers, suppliers, government, regulators and local communities
- how the following internal factors can influence organisational activities: workforce availability and skills; financial resources; physical and technological resources; and organisational policies
- how the following external factors can influence organisational activities: economic, social, technological, environmental and legal factors
- how digital technologies affect organisational operations and interactions with stakeholders through digital communication, information sharing, record management and the automation of routine activities

In working to achieve the learning outcome, students must be able to:

- identify the type, purpose, aims and key functions of an organisation
- interpret information about an organisation's purpose, aims, functions and activities, and the interests of its internal and external stakeholders
- explain how different organisational functions contribute to organisational aims

- analyse how stakeholder interests and internal and external factors influence organisational activities and decisions
- communicate information about an organisation using business terminology relevant to the audience and purpose

Transferable skills to be developed and demonstrated through this learning outcome, include:

- analysing – examine information about organisations to identify their purposes, structures, functions, stakeholder interests and factors affecting their activities
- communicating – present information about organisations clearly and accurately, using business terminology relevant to the audience and purpose
- critical thinking – consider how organisational aims, stakeholder interests and internal and external factors influence business activities and decisions

Work-related behaviours that may be demonstrated through engagement with this learning outcome, but not expected to be assessed, include:

- attention to detail – examine organisational information carefully to identify relevant details, errors and inconsistencies
- professional – demonstrate appropriate conduct and communication when discussing organisations, their activities and stakeholder relationships
- responsible – handle organisational information securely and follow organisational procedures when completing business-related activities
- respectful – recognise and consider the different roles, responsibilities and perspectives of individuals and stakeholders within organisations
- inclusive – recognise the different needs and circumstances of stakeholders and consider how organisations can respond appropriately

LO2: Carry out business administration activities to support an organisation

Rationale:

Effective business administration supports the day-to-day operation of organisations and contributes to the achievement of organisational aims. Students will develop knowledge and understanding of administrative processes, systems and activities used to organise work, manage information and support colleagues and stakeholders. They will apply this knowledge to complete business administration activities accurately, securely and professionally using digital tools and systems. They will also review their work and recognise when an issue requires escalation or support. This provides a practical foundation for further study in business and related areas.

To do this, students are expected to apply the following knowledge and understanding:

- the purpose and importance of business administration within private, public and third-sector organisations
- the purpose and requirements of business administration activities: producing business documents; maintaining records; organising meetings and appointments; handling correspondence; and coordinating routine administrative tasks
- how business administration activities contribute to the effective operation of an organisation
- the purposes and formats of business documents and records: business letters and emails; meeting agendas and minutes; appointment schedules; and administrative records
- methods for organising, storing, retrieving and maintaining information and records: paper-based filing and indexing systems; digital folders and file-naming conventions; document version control; and updating and archiving records
- the purpose and use of digital applications for administrative activities: word processing, spreadsheets, presentations, email, calendars, document management, instant messaging and collaborative workspaces; instant messaging supports communication and coordination; collaborative workspaces support shared access to documents, co-authoring, comments and review
- methods for planning and prioritising administrative activities by considering requirements, deadlines, resources and dependencies
- procedures for organising meetings and appointments: scheduling; preparing and distributing information; and recording outcomes
- the importance of accuracy, consistency and attention to detail when reviewing business administration activities: checking accuracy and completeness; identifying errors, delays and duplication; considering feedback; and identifying improvements to routine administrative processes
- the requirements for protecting confidential and personal information during business administration activities: authorised access; secure storage and sharing;

accurate handling of personal information; and reporting suspected information security breaches through established reporting channels

- the uses and limitations of artificial intelligence (AI) and automation in business administration: generating draft documents and correspondence; categorising and organising administrative information; automating repetitive administrative tasks; risks of inaccurate, incomplete or misleading outputs; the need for human checking and verification; and risks associated with entering confidential or personal information into AI systems
- circumstances requiring support or escalation during business administration activities: tasks beyond individual responsibility or authority; conflicting priorities or deadlines; errors that cannot be resolved independently; and suspected breaches of confidentiality or information security

In working to achieve the learning outcome, students must be able to:

- plan and prioritise administrative activities by considering task requirements, deadlines, available resources and dependencies between tasks
- produce business letters, emails, meeting agendas, minutes and appointment schedules using formats suited to their purpose, accurate information and business conventions
- organise, store, retrieve and maintain business information and records using paper-based filing systems, digital folders, file-naming conventions and document version control procedures
- organise meetings and appointments by scheduling dates and times, preparing and distributing agendas and supporting information, and recording meeting outcomes
- use word-processing, spreadsheet, presentation, email, calendar, document-management, messaging and collaboration applications to produce, organise and share business information, exchange messages, co-author documents and respond to comments when completing administrative activities
- carry out administrative activities in accordance with organisational requirements for task completion, deadlines and document formats, recognising when to seek support or escalate issues
- apply confidentiality, data protection and information security requirements when handling business information: restricting access to authorised individuals; storing and sharing information securely; and reporting suspected information security breaches in accordance with organisational procedures
- check and review administrative documents, records and AI-generated outputs for accuracy, completeness, consistency and suitability for their intended purpose; verify AI-generated information against reliable sources; identify errors, make corrections and suggest improvements to routine administrative processes

Transferable skills to be developed and demonstrated through this learning outcome, include:

- planning - organise and prioritise administrative activities, identify required resources and sequence tasks to meet task requirements and deadlines.
- recording - record, organise and maintain business information accurately using documents, records and digital systems suited to the information being handled.
- self-managing - organise and manage own workload, monitor progress and adjust priorities to complete allocated administrative activities within agreed timescales

Work-related behaviours that may be demonstrated through engagement with this learning outcome, but not expected to be assessed, include:

- attention to detail - check documents, records and completed administrative work carefully to identify errors, omissions and inconsistencies
- professional - demonstrate courteous conduct, clear communication and discretion when carrying out administrative activities and handling organisational information
- reliable - complete allocated administrative tasks consistently, accurately and within agreed timescales
- responsible - take accountability for decisions and actions within own responsibilities, recognise the limits of individual authority and escalate matters that require further guidance or specialist advice
- takes initiative - recognise when administrative tasks require attention and take appropriate action within own responsibilities, seeking guidance when necessary

LO3: Communicate with customers, colleagues and other stakeholders

Rationale:

Effective communication supports positive working relationships and enables organisations to meet the needs of customers and other stakeholders. Students will develop knowledge and understanding of verbal, written, non-verbal and digital communication and the principles of customer service. They will understand how communication should be adapted for different purposes, audiences and situations. They will apply this understanding to communicate information clearly, accurately, professionally and accessibly in organisational contexts, providing a foundation for further study in business and related areas.

To do this, students are expected to apply the following knowledge and understanding:

- the purpose and importance of effective communication within organisations
- the characteristics and uses of verbal, written, non-verbal and digital communication
- how purpose, audience, urgency, accessibility, confidentiality and complexity of information influence the choice of communication method
- the characteristics of clear and professional business communication: accurate information; clear and concise language; appropriate tone and terminology; logical structure; and correct spelling, punctuation and grammar
- how communication can be adapted for customers, colleagues and other stakeholders
- barriers to effective business communication: language differences; unclear or incomplete information; inappropriate communication methods; environmental distractions; and accessibility needs
- the purpose and use of active listening and questioning techniques in business communication: paying attention; clarifying information; summarising understanding; and using open and closed questions
- the principles of effective customer service: identifying customer needs; providing accurate and timely information; communicating courteously and professionally; managing customer expectations; and recognising when to refer enquiries or concerns to others
- procedures for responding to customer enquiries and complaints: acknowledging the enquiry or complaint; gathering and checking relevant information; providing accurate responses; recording details and actions taken; and referring matters beyond individual responsibility or authority
- standards of professional conduct in business communication: courtesy and respect; honesty and accuracy; appropriate language and tone; maintaining professional boundaries; and following organisational communication procedures
- requirements for maintaining confidentiality and information security in business communication: verifying recipients; sharing information only with authorised

individuals; using secure communication methods; recognising digital communication risks such as phishing, incorrect recipients and unauthorised access; and reporting suspected information security breaches
- principles of inclusive and accessible business communication: using clear and respectful language; avoiding jargon and discriminatory language; considering language and communication needs; and adapting communication formats to meet accessibility requirements

In working to achieve the learning outcome, students must be able to:

- select a communication method based on the purpose, audience, urgency, accessibility, confidentiality and complexity of the information
- communicate business information clearly and professionally, using accurate information, appropriate business terminology and tone, logical structure, and correct spelling, punctuation and grammar
- adapt communication to meet the needs of customers, colleagues and other stakeholders
- listen, question and respond to obtain, clarify and confirm information
- respond to customer enquiries and complaints by identifying customer needs, acknowledging the enquiry or complaint, gathering and checking relevant information, providing accurate and courteous responses, recording details and actions taken in accordance with organisational procedures, and referring matters beyond individual responsibility or authority
- apply professional standards when communicating with customers, colleagues and other stakeholders by demonstrating courtesy, respect and honesty, using language and tone suited to the audience and purpose, maintaining professional boundaries and observing organisational requirements for professional communication
- apply confidentiality and information security requirements when communicating business information by verifying recipients, sharing information only with authorised individuals, using secure communication methods and recognising potential risks to the confidentiality, integrity and security of business and financial information
- review the effectiveness of business communication by checking clarity, accuracy, tone, suitability for the intended audience and purpose, and identifying improvements

Transferable skills to be developed and demonstrated through this learning outcome, include:

- communicating - exchange information clearly and accurately with customers, colleagues and other stakeholders, adapting communication methods and terminology to the audience, purpose and situation

- critical thinking - consider information, communication requirements and stakeholder needs to determine appropriate responses to enquiries, requests and business situations

Work-related behaviours that may be demonstrated through engagement with this learning outcome, but not expected to be assessed, include:

- empathetic – recognise and consider the feelings, circumstances and needs of others when communicating and responding to enquiries
- helpful – provide appropriate assistance and information to customers, colleagues and other stakeholders, recognising when additional support is required
- inclusive – consider different communication needs and preferences, adapting approaches to support accessibility and participation
- polite – use courteous language and appropriate manners when communicating with customers, colleagues and other stakeholders
- professional – demonstrate courteous conduct, clear communication and discretion when representing an organisation and interacting with others
- respectful – treat others with consideration, recognising different perspectives, needs and circumstances
- responsive – respond appropriately and within agreed timescales to enquiries, requests, feedback and changing communication needs

LO4: Use business and financial information to support organisational activities and decisions

Rationale:

Organisations rely on accurate and relevant information and data to support their activities and inform decisions. Students will develop knowledge and understanding of how business and financial information and data are collected, recorded, checked, organised, interpreted and presented. They will apply this understanding to use qualitative, quantitative and financial information accurately and securely to support organisational activities and decisions, providing a foundation for further study in business and related areas.

To do this, students are expected to apply the following knowledge and understanding:

- the characteristics and uses of qualitative and quantitative business information and data
- sources of business and financial information: internal business records, sales records, invoices, budgets, financial statements, customer feedback and external market information
- the characteristics of reliable and useful information: accuracy, relevance, currency and completeness
- methods used to collect, record, organise, store and retrieve business information and data
- methods of presenting business information and data: tables, charts, graphs and business documents
- the purpose and use of financial information in business: costs; revenue; profit and loss; budgets; percentage increases and decreases in costs and revenue; and budget variances
- the purpose and content of budgets, profit and loss accounts and balance sheets: budgets showing planned income and expenditure; profit and loss accounts showing revenue, costs and profit or loss over a reporting period; and balance sheets showing assets, liabilities and equity at a particular date
- how business information and data are used to identify patterns and trends, compare performance and inform organisational decisions
- the purpose and use of digital applications for recording, organising, analysing and presenting information and data
- the requirements for protecting confidential, personal and commercially sensitive business and financial information: access controls for financial records; maintaining the accuracy and integrity of financial information; recognising discrepancies and unauthorised alterations; and recognising risks associated with inaccurate handling, unauthorised disclosure, loss or alteration of business and financial information

In working to achieve the learning outcome, students must be able to:

- collect and record business and financial information from internal business records and external sources, using tables, spreadsheets or other business records, ensuring accuracy and completeness
- organise business and financial information in spreadsheets and other digital applications by categorising data, arranging records and structuring information to support checking, interpretation and analysis.
- check and evaluate business and financial information for accuracy, relevance, currency, completeness and reliability, and determine its suitability for the intended business purpose
- calculate total costs, total revenue, profit or loss, percentage increases and decreases in costs and revenue, and budget variances using provided business and financial information
- interpret numerical and non-numerical business information presented in tables, charts, graphs and business documents to identify patterns, trends and differences
- interpret information presented in budgets, profit and loss accounts and balance sheets
- present business and financial information using tables, charts, graphs or business documents, selecting a format suited to the purpose of the communication and the needs of the intended audience
- use business and financial information to support decisions about costs, budgets, resource allocation or improvements to routine business activities, explaining how the information supports the decision
- apply data protection, confidentiality and information security requirements when handling business and financial information by checking access permissions for business and financial records, identifying inaccuracies or unauthorised alterations, and recognising risks to the confidentiality, accuracy and integrity of business and financial information

Transferable skills to be developed and demonstrated through this learning outcome, include:

- analysing – examine business and financial information to identify patterns, trends, differences and factors affecting organisational activities and decisions
- critical thinking – consider information from different sources, assess its usefulness and identify possible approaches to addressing business situations
- evaluating – assess business and financial information for accuracy, relevance and reliability, and consider how the information supports organisational activities and decisions
- recording – record information, decisions and supporting reasons accurately and clearly, following organisational procedures and requirements

Work-related behaviours that may be demonstrated through engagement with this learning outcome, but not expected to be assessed, include:

- attention to detail – check information and proposed responses carefully to identify errors, omissions and inconsistencies
- honest – provide accurate information and communicate findings and recommendations truthfully
- integrity – act ethically when handling business information, considering stakeholder interests and making decisions
- professional – demonstrate courteous conduct, clear communication and respect when handling and presenting business and financial information
- reliable – complete allocated activities consistently and meet agreed requirements and timescales
- responsible – take accountability for handling business and financial information accurately and securely, following organisational procedures and recognising when errors or information security concerns require reporting

LO5: Explore key business functions and activities

Rationale:

Organisations rely on a range of interconnected business functions and activities to achieve their aims and meet customer and stakeholder needs. Students will develop knowledge and understanding of entrepreneurship, marketing and sales, people, finance, operations and supply-chain activities and how these contribute to organisational performance. They will explore how business activities are influenced by customer needs, resources, technology and ethical and sustainability considerations. This provides a broad foundation for further study in business and related areas.

To do this, students are expected to apply the following knowledge and understanding:

- the role of entrepreneurship and marketing in business activity: identifying business opportunities; developing ideas for products and services; recognising customer needs; and using marketing activities to support organisational aims
- how organisations identify and understand customer needs using market research, customer feedback, sales information and customer purchasing patterns
- the purpose and use of the four elements of the marketing mix in marketing goods and services: product, price, place and promotion
- the purpose of sales activities and how organisations attract, engage and retain customers
- the role of people within organisations and how recruitment, induction, training and development support organisational aims
- how employee motivation, teamwork and effective working relationships contribute to organisational performance through productivity, quality of work, communication and achievement of organisational aims
- the role of finance in supporting organisational activities through planning income and expenditure, preparing and monitoring budgets, controlling costs, managing cash flow and monitoring financial performance
- the purpose of operations and how organisations use people, physical resources and technology to produce and deliver goods and services
- the importance of quality in producing and delivering goods and services, with reference to meeting customer requirements, maintaining consistent standards, reducing errors and avoiding waste
- the purpose of procurement and supply chains in supporting organisational activities through sourcing, transporting, storing and delivering goods and services; the role of suppliers in meeting requirements for cost, quality, quantity and delivery times; and the flow of information between suppliers, organisations and customers
- how digital technologies support business functions through customer relationship management systems in marketing and sales, human resources systems in

people management, accounting software in finance, and stock management and tracking systems in operations and supply chains
- how ethical and sustainability considerations influence business decisions relating to fair treatment of employees and customers, responsible sourcing, reducing waste and efficient use of resources

In working to achieve the learning outcome, students must be able to:

- identify the purpose and main activities of marketing and sales, human resources, finance, operations, procurement and supply chains within a given organisation
- explain how marketing and sales, human resources, finance, operations, procurement and supply chains contribute to organisational aims relating to sales, customer satisfaction, financial performance and efficient use of resources
- interpret customer feedback, market research findings, sales information and customer purchasing patterns to identify customer needs and support a given marketing or sales activity
- apply the four elements of the marketing mix - product, price, place and promotion to a given product or service, explaining how the selected approaches respond to customer needs
- interpret information about staffing requirements, employee skills, availability of equipment and materials to identify the people and physical resources needed to carry out a given business activity
- identify the staffing, equipment, materials, technology and quality requirements needed to produce and deliver a given good or service
- interpret supplier information relating to cost, quality, quantity and delivery times, and information about stock levels and delivery schedules, to identify how procurement and supply-chain activities support a given business requirement
- explain how digital technologies, fair treatment of employees and customers, responsible sourcing, waste reduction and efficient use of resources can affect costs, efficiency, quality and customer satisfaction in a given business activity
- explain how information from marketing and sales, human resources, finance, operations, procurement and supply chains can be used to identify relationships between business functions and factors affecting organisational performance

Transferable skills to be developed and demonstrated through this learning outcome, include:

- analysing – interpret business information to identify patterns, relationships and factors affecting organisational activities
- communicating – present information about business functions clearly, using accurate business terminology to explain how different functions contribute to organisational activities
- critical thinking – assess how the activities and requirements of different business functions may affect one another and influence organisational performance

PROPOSED SUBJECT CONTENT FOR CONSULTATION

Work-related behaviours that may be demonstrated through engagement with this learning outcome, but not expected to be assessed, include:

- adaptable – adjust approaches and actions in response to changing business situations and requirements
- inclusive – consider and respect the different needs, perspectives and contributions of others
- professional – demonstrate courteous communication, respectful conduct and discretion when carrying out business activities and interacting with others
- responsible – take accountability for allocated activities and complete tasks accurately, reliably and in accordance with agreed organisational requirements
- takes initiative – recognise opportunities to support the effective operation of business functions and take action within own responsibilities

LO6: Respond to business situations and requirements

Rationale:

Responding effectively to business situations requires students to draw on knowledge, information and skills developed across the qualification to identify issues, consider possible actions and determine reasoned responses. Students will apply their understanding of organisations, business administration, communication, business and financial information, business functions, and legal and regulatory responsibilities to a range of business situations. They will interpret relevant information, consider organisational procedures and stakeholder needs, compare possible responses, and communicate and justify decisions. This learning outcome provides opportunities to integrate and apply knowledge and skills developed across the qualification and supports progression to further study in business and related areas.

To do this, students are expected to apply the following knowledge and understanding:

- how organisational aims, procedures and stakeholder needs influence responses to business situations
- how to identify the purpose of a business situation, the problem or task to be addressed, the information required and any organisational constraints affecting the response
- sources of information used to understand and respond to business situations: organisational policies and procedures, business and financial information and data, communications, and legal and regulatory information; and how accuracy, relevance, currency and completeness affect the usefulness of information when determining a response
- how legal and regulatory requirements affect business decisions relating to contractual terms for goods, services, payment and delivery; employment responsibilities concerning equal treatment, pay and working conditions; consumer rights concerning the quality of goods, provision of services and remedies; and the potential consequences of failing to meet these requirements
- how information from business and financial records, organisational requirements and stakeholder needs can be used to justify a decision or recommendation, and how supporting reasons can be communicated clearly to an intended audience.
- how to identify and compare possible courses of action by considering their advantages, disadvantages, resource requirements, likely consequences, organisational requirements, stakeholder needs, available information, and legal and regulatory requirements
- how to determine whether a business issue can be resolved within own responsibilities, requires escalation to a colleague or manager, or requires referral for specialist advice, based on limits of individual authority, the complexity of the issue, potential risks and the responsibilities of relevant colleagues or specialists

- how to review a proposed response to a business situation by checking the accuracy of supporting information, compliance with applicable legal and regulatory requirements, alignment with organisational responsibilities and stakeholder needs, and potential consequences for the organisation and individuals involved

In working to achieve the learning outcome, students must be able to:

- identify the purpose of a business situation, the problem or task to be addressed, the information required and any organisational constraints affecting the response
- identify the organisational responsibilities, limits of authority and legal or regulatory requirements relevant to a business situation
- identify how contractual, employment and consumer rights and responsibilities affect responses to business situations, drawing on relevant information about contractual terms, employment responsibilities and consumer rights
- identify and compare possible courses of action in business situations, considering the needs and interests of customers, colleagues and other stakeholders, organisational requirements, available resources and likely consequences
- determine whether a business issue can be resolved within own responsibilities, requires escalation to a colleague or manager, or requires referral for specialist advice, by considering limits of individual authority, the complexity of the issue, potential risks and the responsibilities of relevant colleagues or specialists
- determine and justify a reasoned response to a business problem by considering relevant business information, stakeholder needs, organisational responsibilities, limits of authority and applicable legal and regulatory requirements
- communicate decisions, recommendations and supporting reasons using a method and terminology suited to the audience and purpose
- review a proposed response to a business situation by evaluating its alignment with stakeholder needs, organisational responsibilities and applicable legal and regulatory requirements, and identifying potential consequences for the organisation and individuals involved

Transferable skills to be developed and demonstrated through this learning outcome, include:

- analysing – interpret business information to identify issues, requirements and factors affecting possible responses
- communicating – present decisions and recommendations clearly, using terminology suited to the audience and purpose
- critical thinking – examine the assumptions, evidence and potential consequences associated with different responses to a business situation to identify strengths and limitations
- decision making – compare possible courses of action and select reasoned responses based on information and organisational requirements

- evaluating – assess proposed responses to business situations by considering stakeholder needs, relevant legal and regulatory requirements, organisational responsibilities and potential consequences
- investigating – select and examine information from business, financial, organisational and regulatory sources to understand business situations and identify relevant requirements

Work-related behaviours that may be demonstrated through engagement with this learning outcome, but not expected to be assessed, include:

- attention to detail – check information and completed work carefully to identify errors and ensure accuracy and completeness
- adaptable – adjust approaches and actions in response to changing business requirements and situations
- independent – complete tasks using own judgement and initiative, seeking guidance when necessary
- integrity – act honestly and ethically when handling business information and making decisions
- professional – demonstrate courteous conduct, clear communication and respect when carrying out business activities
- responsible – take accountability for decisions and actions within own responsibilities, recognise the limits of individual authority and seek guidance or escalate matters when required
- responsive – respond promptly to requests and feedback, adapting actions to changing business needs within own responsibilities
- takes initiative – recognise opportunities to respond to business situations and take action within own responsibilities, seeking guidance where authority or further expertise is required

Annex A: Glossary of Terms

Artificial intelligence (AI) – Digital technologies that can perform tasks commonly associated with human intelligence, such as generating, processing, analysing or presenting information.

Business administration activities – Activities undertaken to support the day-to-day operation of an organisation through producing documents, maintaining records, organising meetings and appointments, handling correspondence and supporting organisational activities.

Business functions – The areas of activity through which an organisation carries out its work and achieves its aims: administration, marketing and sales, human resources, finance, operations, procurement, supply chains and customer service.

Business information and data – Qualitative, quantitative and financial information and data used by an organisation to support its activities, monitor performance and inform decisions.

Business situation – A set of circumstances affecting an organisation's activities, customers, resources or operational requirements that may require information to be examined, issues to be identified and possible responses to be considered.

Customer – An individual or organisation that receives, purchases or uses goods or services provided by an organisation.

Digital tools and systems – Digital applications, software and systems used to communicate, create and manage documents, process and analyse business information, maintain records and support business functions such as finance, marketing, sales and operations.

Organisation – An entity established to achieve particular aims or purposes within the private, public or third sector.

Organisational procedures – Established methods and requirements that specify how activities should be carried out within an organisation.

Regulation – Rules or requirements established and enforced by an authorised body to govern activities, support compliance and protect individuals or organisations.

Stakeholder – An individual, group or organisation that has an interest in, is affected by, or can influence the activities or decisions of an organisation.

Supply chain – The connected activities and organisations involved in sourcing, transporting, storing and delivering goods and services, together with the flow of information between suppliers, organisations and customers.

Workplace situation – Circumstances arising within a working environment that involve organisational activities, responsibilities, procedures or interactions with others and may require issues to be identified, information to be considered, action to be taken or concerns to be escalated.

Note: This glossary is intended to ensure consistent interpretation of key terms across awarding organisations. Definitions are aligned to the scope of the introductory core content and do not prescribe delivery or assessment methods.

Annex B: Content Mapping

Co-teaching opportunities in Level 2 Foundation Certificate and Occupational Certificate subject content

This mapping identifies areas where content for this Foundation Certificate aligns with content in related subjects and sector content. It is intended to highlight areas of content alignment that may support genuine, meaningful opportunities for shared delivery and co-teaching, whilst maintaining the distinct purpose and progression pathways of each qualification.

It can be used by awarding organisations when considering how to design qualifications, and by education providers when considering where co-teaching opportunities could be built into the delivery of their learning programmes.

Content alignment across qualifications in the same subject area

The following Business Opertaions Foundation Certificate learning outcome(s):

- LO2: Carry out business administration activities to support an organisation
- LO3: Communicate with customers, colleagues and other stakeholders
- LO4: Use business and financial information to support organisational activities and decisions
- LO6: Respond to business situations and requirements

Are directly covered within the Occupational Certificates Business Operations: Finance or Business Operations: Digital Administration outcome(s):

- LO1: Communicate effectively with colleagues, customers and other stakeholders
- LO2: Use and manage information, records and digital systems securely
- LO3: Plan, organise, complete and review work
- LO4: Demonstrate professional conduct and contribute to effective team working
- LO5: Process and maintain routine financial transactions and records
- LO6: Check, reconcile and report financial information
- LO7: Create, manage and control digital information and administrative workflows
- LO8: Support users and improve routine digital administrative processes

PROPOSED SUBJECT CONTENT FOR CONSULTATION

The following subject content areas may support meaningful opportunities for shared delivery and co-teaching between qualifications. These areas may relate to corresponding learning outcomes, but they are not limited to learning outcomes that are identical and can extend to learning outcomes that differ in wording or scope:

Foundation Certificate content reference	**Occupational Certificate content reference**	**Potential co-teaching focus**	**Knowledge and understanding**	**Skills**	**Qualification-specific application differences**
Business LO3; relevant communication element of LO6	Business Operations LO1	Stakeholder communication	Purposes, methods and audiences for communication; adapting communication; active listening and questioning; accurate information; enquiries and complaints; confidentiality; records and review	Select and adapt communication for purpose and audience; listen and question; provide accurate information; respond to enquiries and complaints; record actions; review effectiveness	Foundation Certificate: applies communication across broad business, customer and stakeholder contexts and communicates decisions or recommendations. Occupational Certificate: applies communication within Finance or Digital Administration responsibilities, approved information, limits of authority and referral routes.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2	Business Operations LO2 and LO7	Administrative document production	Purpose, audience and format of business documents; accurate content; templates and consistent formatting; accessibility; document checking; file naming, storage and version control	Produce accurate, accessible and purpose-appropriate documents; apply formatting and templates; check suitability, accuracy and completeness; save and retrieve documents appropriately	Foundation Certificate: produces documents for broad routine business-administration activities. Occupational Certificate: applies occupational templates, naming conventions, permissions, review and approval stages and document-workflow controls.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2 and LO4	Business Operations LO2; relevant occupational-record, information-control and audit-trail elements of LO5 to LO7	Information and records management	Types and purposes of organisational records; naming, classification, storage, retrieval, version control, retention, authorised access, confidentiality, accuracy and audit trails	Create, organise, name, store, retrieve, check and securely share records; apply access and version controls; maintain accurate and traceable information	Foundation Certificate: manages broad business and financial information to support administration and organisational decisions. Occupational Certificate: manages Finance or Digital Administration records within specified classification, retention, permission, transaction and audit requirements.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2	Business Operations LO3; relevant workflow-dependency and process-change planning elements of LO7 to LO8	Planning and organisation	Task requirements; priorities; resources; sequencing; dependencies; deadlines; risks; progress monitoring; status information; completion and review	Confirm requirements; break down and sequence activities; identify resources and dependencies; prioritise work; monitor progress; update status; recognise risks and delays	Foundation Certificate: plans and prioritises routine administrative activities in broad business contexts. Occupational Certificate: plans allocated occupational work and retains specified status controls, quality risks, approvals, authority and escalation thresholds.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2 to LO4 and LO6	Business Operations LO1 to LO3; relevant checking and review elements of LO5 to LO8	Quality checking and review	Instructions, purpose, source evidence and quality criteria; accuracy, completeness, consistency and suitability; errors and exceptions; feedback; corrective action and improvement	Check outputs against requirements and evidence; identify and correct errors; record unresolved issues; use feedback; review effectiveness and identify improvements	Foundation Certificate: reviews administrative work, communications, business information and proposed responses. Occupational Certificate: applies the common checking process to occupational outputs and retains transaction, reconciliation, workflow, approval and audit controls.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2 and LO4	Business Operations LO2 and LO7	General digital capability	Purpose and features of word-processing, spreadsheet, presentation, email, calendar, document-management and collaboration applications; file formats; secure and responsible use	Select and use workplace applications to create, organise, communicate and present information; collaborate; manage files; check outputs	Foundation Certificate: uses common applications across broad business administration and information activities. Occupational Certificate: applies applications within Finance or Digital Administration systems and retains specialist permissions, forms, records and workflow controls.
Business LO2 to LO4	Business Operations LO1, LO2 and LO4; relevant secure-handling elements of LO5, LO7 and LO8	Confidentiality and information security	Confidentiality, privacy and data protection; information classifications; authorised access; authentication; secure storage and sharing; recipient verification; security risks, incidents and reporting routes	Apply authorised access; store and share securely; verify recipients; protect confidential information; recognise risks and incidents; record, report and escalate concerns	Foundation Certificate: applies secure information handling across business administration, communication and information use. Occupational Certificate: applies detailed occupational classification, authentication, permission, incident-record and referral requirements.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO4	Business Operations LO2, LO6 and LO7	Data checking and presentation	Data types and sources; accuracy, completeness and consistency; spreadsheet structure; calculations; validation; differences, patterns and trends; tables and charts	Organise and validate data; apply calculations; identify errors, differences and patterns; produce accurate tables and charts; check outputs against source information	Foundation Certificate: interprets business and financial information to support organisational understanding and decisions. Occupational Certificate: applies data handling to Finance reconciliation and reporting or Digital Administration workflow and progress information, with specified source and control requirements.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2, relevant administrative AI and automation element	Business Operations LO2; relevant AI-enabled elements of LO5 to LO7	AI and automation – introductory alignment	Appropriate and authorised uses of AI and automation; limitations; confidentiality; dependable sources; inaccurate, biased, misleading or fabricated outputs; human responsibility and accountability	Use AI-enabled tools for a defined purpose; protect confidential information; verify outputs against reliable sources and requirements; correct or reject unsuitable outputs; retain responsibility for final work	Foundation Certificate: introduces AI and automation for drafting, categorising, organising and supporting routine administration. Occupational Certificate: applies AI to specific Finance extraction, matching or coding and Digital Administration drafting or categorisation, and requires unaided completion of underlying tasks.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO2 and LO3; relevant professional-boundary, responsibility and escalation elements of LO6	Business Operations LO4	Professional practice – introductory alignment	Professional boundaries and conduct; responsibilities; limits of authority; accurate records; confidentiality; escalation and reporting routes	Work within responsibilities; maintain accurate records; recognise limits; seek support; report or escalate concerns appropriately	Foundation Certificate: embeds professional practice within broad business administration, communication and decision-making activity. Occupational Certificate: extends into explicit occupational ethics, conflicts of interest, whistleblowing, delegated authority, health and safety, wellbeing and continuing professional development.

Foundation Certificate content reference	Occupational Certificate content reference	Potential co-teaching focus	Knowledge and understanding	Skills	Qualification-specific application differences
Business LO3	Business Operations LO1	Customer service – introductory alignment	Customer or stakeholder needs; accurate information; professional enquiries and complaints; confidentiality; action records; referral and follow-up	Identify needs; provide accurate information; respond professionally to enquiries and complaints; record actions; refer matters outside responsibility	Foundation Certificate: applies customer service across broad business and customer contexts. Occupational Certificate: applies communication and service responses within Finance or Digital Administration authority, approved information and occupational referral routes.
Business LO2, relevant document element; LO3, relevant communication element	Business Operations LO1, LO2, LO4, LO7 and LO8, relevant accessibility elements	Accessibility – introductory alignment	Accessibility needs and barriers; clear language; inclusive formats; readable documents; alternative formats; accessibility features in documents, forms and systems	Identify accessibility needs; adapt communication; produce clear and inclusive documents; apply and check relevant accessibility features	Foundation Certificate: focuses on accessible business communication and document production. Occupational Certificate: extends into digital forms, alternative text, captions, reading order, system settings, accessibility checking and user guidance.

Mapping to level 3 qualifications

The level 2 Foundation Certificate content introduces foundational concepts and practices. Progression is characterised by increased complexity, independence and specialisation, moving from routine applications at level 2 to occupationally relevant technical practice at level 3.

Students progress from structured, clearly defined tasks at level 2, to more independent work at level 3, typically requiring students to interpret requirements, use judgement for informed decision-making and respond to a broader range of defined work-related contexts.

Alignment to V Level

The following aspects of this Foundation Certificate content directly relate to content specified in the Legal Services V Level, to provide a stepping-stone and clear line of sight from level 2 to level 3 study:

Foundation Certificate content reference	V Level content reference	Knowledge and understanding	Skills
LO2: Carry out business administration activities to support an organisation	WRP1: Legal documentation and case information	Business documents and records; organising, storing and retrieving information; digital systems; record keeping; confidentiality, data protection and information security; document and version control	Produce accurate documents; organise, store and retrieve information; maintain records; use digital systems; apply information-handling requirements; check and review work for accuracy and completeness
LO2: Carry out business administration activities to support an organisation	WRP5: Professional, regulatory and digital working practices	Planning and prioritising activities; digital tools and systems; confidentiality and information security; organisational procedures; emerging technologies	Plan and prioritise activities; use digital systems appropriately; apply organisational procedures; handle information securely; check digitally generated outputs

Foundation Certificate content reference	V Level content reference	Knowledge and understanding	Skills
LO3: Communicate with customers, colleagues and other stakeholders	WRP4: Client and stakeholder communication	Communication methods; audience needs; adapting communication; customer/client service; professional conduct; confidentiality; inclusive and accessible communication	Select communication methods based on purpose and audience; communicate clearly; adapt communication to different audiences; respond to enquiries and requests; apply professional standards
LO4: Use business and financial information to support organisational activities and decisions	WRP2: Legal research and analysis	Sources of information; reliability, relevance and currency of information; organising and interpreting information; use of digital tools; presenting findings	Collect and select relevant information; check reliability and relevance; interpret information; identify patterns and relationships; present information clearly
LO4: Use business and financial information to support organisational activities and decisions	WRP1: Legal documentation and case information	Information and records management; accuracy and completeness; digital applications; confidentiality, security and data protection	Record, organise, store and retrieve information; check accuracy and completeness; use digital applications; apply information-security requirements

Foundation Certificate content reference	V Level content reference	Knowledge and understanding	Skills
LO6: Respond to business situations and requirements	Core Knowledge and Understanding	Purpose and role of law; civil and criminal law; courts and tribunals; sources of law; contract, employment and consumer law; rights, responsibilities and obligations; dispute resolution; legal and regulatory requirements; technology-related legal and regulatory considerations	Interpret legal and regulatory information and apply foundational legal principles to specified contract, employment and consumer situations, providing a basis for more complex level 3 legal application
LO6: Respond to business situations and requirements	Core Knowledge and Understanding and WRP3: Applying legal principles and professional judgement	Legal and regulatory requirements affecting organisations; contractual relationships; employment and consumer rights and responsibilities; consequences of non-compliance; identifying relevant issues; evidence and reasoning; alternative responses	Identify relevant contractual, employment or consumer rights, responsibilities and obligations; interpret relevant information; identify legal or regulatory requirements; compare possible courses of action; make and communicate reasoned decisions

Foundation Certificate content reference	V Level content reference	Knowledge and understanding	Skills
LO6: Respond to business situations and requirements	WRP5: Professional, regulatory and digital working practices	Legal and regulatory requirements; compliance; professional responsibilities; escalation and consequences of non-compliance	Responsibilities; escalation and consequences of non-compliance. Identify applicable legal or regulatory requirements; identify potential issues; recognise when an issue requires escalation or specialist advice; explain potential consequences
LO6: Respond to business situations and requirements	WRP4: Client and stakeholder communication	Stakeholder needs; communication methods; adapting communication; professional communication and handling information appropriately	Analyse stakeholder needs; select communication approaches based on audience and purpose; communicate decisions and supporting reasons clearly

Alignment to T Level

The Foundation Certificate prepares students for progression to T Levels in Management and Administration and Legal Services, which build on and extend the foundational business knowledge and skills developed at level 2 into specialised technical knowledge and workplace application.

The following aspects of this Foundation Certificate content directly relate to content specified in the T Level qualifications 'core' content, to provide a stepping-stone and clear line of sight from level 2 to level 3 study:

Foundation Certificate reference	T Level reference	Knowledge and understanding	Skills
LO1: Understand how organisations operate and achieve their aims	Management and Administration – Core: Business context	Organisational purposes, structures and functions; stakeholders; internal and external factors affecting organisations.	Interpret organisational information; analyse factors affecting organisations; communicate organisational information using business terminology
LO2: Carry out business administration activities to support an organisation	Management and Administration – Core / Business Support	Business administration activities; business documents and records; digital systems; planning and prioritisation; organisational procedures.	Plan and prioritise activities; produce documents; organise information; use digital systems; check and review completed work.
LO3: Communicate with customers, colleagues and other stakeholders	Management and Administration – Core: Business context and behaviours	Communication methods; stakeholder and customer needs; professional communication; customer service.	Select and adapt communication; respond to stakeholders; communicate professionally.
LO4: Use business and financial information to support organisational activities and decisions	Management and Administration – Core / Business Support	Business and financial information and data; digital applications; accuracy, security and data protection; use of information to support decisions.	Record, organise, interpret and present information; use digital applications; use information and data to support organisational decisions

Foundation Certificate reference	T Level reference	Knowledge and understanding	Skills
LO6: Respond to business situations and requirements	Legal Services – Core: Fundamentals of law and regulation	Legal and regulatory requirements affecting organisations; contractual relationships; employment and consumer rights and responsibilities; compliance and consequences of non-compliance	Interpret legal and regulatory information; identify relevant rights, responsibilities and obligations; apply information to specified business situations
LO6: Respond to business situations and requirements	Legal Services – Core: Professionalism, ethics and regulation	Legal and regulatory responsibilities; compliance; professional responsibilities; escalation and consequences of non-compliance	Identify relevant legal and regulatory requirements; recognise when issues require escalation or specialist advice; communicate reasoned responses
LO6: Respond to business situations and requirements	Legal Services – Core: Research skills	Sources and relevance of information; research to understand legal and workplace issues.	Investigate and select information; interpret information; use evidence to support conclusions

Foundation Certificate reference	T Level reference	Knowledge and understanding	Skills
LO6: Respond to business situations and requirements	Management and Administration – Core	Organisational requirements; stakeholder needs; problem solving and decision making; business behaviours; compliance; recognising when issues require escalation	Analyse workplace situations; identify and compare possible courses of action; make reasoned decisions; recognise when escalation is required; recommend and communicate responses

Alignment to A Levels

The Foundation Certificate prepares students for progression to A Levels in Business and Law, which extend and deepen the introductory knowledge and skills developed at level 2. In Business, these include business strategy, marketing, accounting and finance, people in organisations, operations management, external influences, business analysis and change. In Law, students' progress to more detailed study of the English legal system, legal method and reasoning, criminal law, and areas of private and public law. This provides clear differentiation between level 2 and A Level study.

The following aspects of this Foundation Certificate content directly relate to content specified in the A Level Business and Law qualifications, to provide a stepping-stone and clear line of sight from level 2 to level 3 study:

Foundation Certificate reference	A Level reference	Knowledge and understanding	Skills
LO1: Understand how organisations operate and achieve their aims	A Level Business - Business objectives and strategy	Organisational aims and objectives; stakeholders; organisational context; internal and external influences	Interpret organisational information; analyse stakeholder interests and factors affecting organisations

Foundation Certificate reference	A Level reference	Knowledge and understanding	Skills
LO1: Understand how organisations operate and achieve their aims	A Level Business - People in organisations	Organisational structures, functions, roles and responsibilities	Explain how organisational functions contribute to aims; analyse organisational information
LO3: Communicate with customers, colleagues and other stakeholders	A Level Business - Marketing / stakeholder context	Customer needs and expectations; stakeholder relationships; communication in organisational contexts	Interpret stakeholder needs and adapt communication to different audiences and purposes
LO4: Use business and financial information to support organisational activities and decisions	A Level Business - Accounting and finance / business analysis	Costs, revenue, profit and loss, budgets, profit and loss accounts, balance sheets, and quantitative and qualitative business information	Calculate costs, revenue, profit and loss, percentages and budget variances; interpret and analyse business and financial information; use information to support organisational decisions
LO5: Explore key business functions and activities	A Level Business – Marketing	Customer needs; marketing activities; product, price, place and promotion; sales and customer engagement	Interpret customer information; explain how marketing principles relating to product, price, place and promotion apply to products, services and business activities
LO5: Explore key business functions and activities	A Level Business - People and operations	Recruitment, induction, training and development; motivation and teamwork; operations; resources; quality; suppliers and supply chains	Interpret information about people and resources; identify operational requirements; analyse factors affecting business activities

Foundation Certificate reference	A Level reference	Knowledge and understanding	Skills
LO6: Respond to business situations and requirements	A Level Business - Business analysis and decision making	Organisational issues; stakeholder interests; qualitative and quantitative information; factors influencing decisions	Analyse information and stakeholder needs; identify and compare courses of action; make reasoned decisions; communicate and justify recommendations
LO6: Respond to business situations and requirements	A Level Law - Legal method and reasoning	Legal and regulatory requirements affecting organisations; contractual relationships; employment and consumer rights, responsibilities and obligations	Interpret relevant legal and regulatory information; identify rights, responsibilities and obligations; apply legal and regulatory information to business situations; develop reasoned responses

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