

# INTRODUCTION TO BUSINESS SUPPORT

**Unit Level**

5

**Unit Number**

5023

**Ofqual Reference**

R/503/7119

**Credit Value**

8

**Total Unit Time**

80

**Guided Learning Hours**

30

## LEARNING OUTCOMES

**1**

Understand the importance of communication skills in business support relationships

## ASSESSMENT CRITERIA

**1.1**

Evaluate a range of communication methods which a business support adviser may use

**1.2**

Identify the barriers which a business support adviser must consider when selecting the appropriate communication method

**1.3**

Evaluate the importance to the adviser/client relationship of employing questioning and listening skills

**1.4**

Explain the importance to the business support process of producing accurate records of the meetings, including recording follow up action points

**1.5**

Explain how a consultant can develop credibility for effective engagement with client organisations

<b>2</b>	Understand the business support process	<b>2.1</b>	Identify the key activities involved at each stage of the business support process
		<b>2.2</b>	Explain the planning process prior to starting the business support process
		<b>2.3</b>	Evaluate different methods of preparing a client to accept business support
		<b>2.4</b>	Explain the funding options available to clients
		<b>2.5</b>	Explain the importance of confidentiality in the business support process
<b>3</b>	Understand how to conduct and develop oneself as a business support adviser	<b>3.1</b>	Explain how a business support adviser gains the trust of the client within the boundaries of the business support practitioner's role
		<b>3.2</b>	Explain the importance of the principal behaviours, skills and competencies required of a business support adviser
		<b>3.3</b>	Assess current skills and competencies against the defined requirements of the business support adviser role
		<b>3.4</b>	Construct a personal development plan with achievable and challenging goals
		<b>3.5</b>	Evaluate the significance of continual professional development to the role of a business support adviser

## ADDITIONAL INFORMATION ABOUT THIS UNIT

### Unit Aims

This unit is about the core principles of business support.