

**LEVEL 5**  
**CERTIFICATE IN**  
**PROFESSIONAL BUSINESS &**  
**ENTERPRISE SUPPORT**  
**SERVICES**

**INFORMATION FOR LEARNERS**



At Assessment Services Ltd our philosophy is that...

**We Care... We Assess... We Add Value**

Assessment Services is an Approved Academy Centre for the Institute of Enterprise and Entrepreneurs (IOEE) This means we are approved to deliver the IOEE Professional Qualifications and/or regulated qualifications provided through the strategic partnership between IOEE and SFEDI Awards. All our policies and procedures relating to our role as an Approved Academy can be found below.



The Institute of Enterprise and Entrepreneurs (IOEE) was founded in 2010 and is the recognised professional learning institute for enterprise and enterprising people and is part of the SFEDI Group, a UK recognised sector skills body. They set the National Standards for Enterprise and Enterprise Support.

Accredited qualifications with IOEE are both nationally and internationally recognised and have been designed to meet the latest standards and best practice which are built on the extensive research that underpins the standards. You can find out more about IOEE [Here](#)

By undertaking an IOEE qualification an individual (aged 18 years and over) is eligible to receive one-year study membership of the Institute.



SFEDI Awards founded in 2007, is a regulated Awarding Organisation that, through a strategic partnership with the IOEE, makes available regulated qualifications through IOEE Academies. These qualifications are developed and certificated by SFEDI Awards who also maintains the overall control of quality assurance of these regulated qualifications. You can find out more about SFEDI Awards [Here](#)

SFEDI work with three regulators; Ofqual, Qualifications Wales and Scottish Qualifications Authority, ensuring that their qualifications are widely accessible to all who wish to undertake them.

# **ABOUT THE LEVEL 5 CERTIFICATE IN PROFESSIONAL BUSINESS & ENTERPRISE SUPPORT SERVICES**

**This qualification is for those who wish to develop the broad base of skills, knowledge and understanding needed by business advisors.**

It is specifically for those working in the business support sector that help entrepreneurs who are starting up and developing businesses to review their progress, action plan improvements, implement changes to their existing or prospective business and develop their business skills and knowledge.

Learners must be within a business support role in order to ensure that they have the required experience to evidence the requirements of the qualification.

There are no formal entry requirements however, learners must be within a business support role in order to ensure that they have the required experience to evidence the requirements of the qualification.

## **HOW YOU WILL BE SUPPORTED TO ACHIEVE THIS QUALIFICATION**

### **Stage 1 – Induction**

#### **Guided Learning Hours: 20 hours**

1.1 You will have a one-to-one virtual induction to the qualification via a Zoom / Teams or Skype meeting with your nominated SFEDI Assessor.

This will provide you with all the information you need to proceed with your qualification and complete the relevant programme documentation.

If you have colleagues who are also working towards this qualification your induction may be undertaken as a group event.

1.2 Following your induction Assessment Services will provide you with a Self-Evaluation Workbook enabling you to explain your current skills, knowledge and understanding requirements described within each unit of the qualification.

1.3 The two units being:

#### **Deliver Business Support Services to a Client**

This unit contains 3 learning outcomes which will support you to be able to

- Provide appropriate business support services to a client
- Support a client in the development of an action plan
- Signpost clients to appropriate alternative services

- **Evaluate & Develop Own Practices in the Delivery of Professional Business & Enterprise Support Services**

This unit contains 4 learning outcomes which will support you to be able to

- Assess personal and professional skills required to deliver business and enterprise support skills
- Implement a personal development plan
- Develop own professional networks
- Evaluate the impact of personal development and network development activities on the quality of provision of business and enterprise support services

1.4 You will also be asked to complete and submit a learning styles questionnaire – again provided by Assessment Services.

- 1.5 Once completed, you will submit your Self-Evaluation Workbook, together with an up-to-date CV, Continuous Professional Development (CPD) Plan and Log to your SFEDI Assessor.
- 1.6 Your SFEDI Assessor will review your completed Self-Evaluation Workbook, CV, CPD Plan and Log and learning styles questionnaire and arrange a date and time to hold a virtual guided learning discussion with you.

An individual development plan will be produced outlining your next steps which will include for example signposting to further sources of learning / information, observations of practice, production of written evidence and securing witness testimonies

## Stage 2 – Evidence Gathering

### Guided Learning Hours: 20 hours

2.1 **Observations:** You will need to organise a **minimum of two**, maximum of three observation opportunities with your clients where your SFEDI Assessor can virtually shadow you and see you put your skills, knowledge and understanding into practice.

The virtual observation sessions will conclude with your SFEDI Assessor providing oral feedback on what they observed. This will be aligned to the qualification assessment criteria.

Your SFEDI Assessor will also produce a written formative assessment report following each observation summarising the oral feedback provided. They will also produce a 'next steps' action plan.

Where appropriate, there needs to be a minimum of four and maximum of six weeks between each observation to enable you to reflect on the feedback provided and undertake further CDP as necessary.

2.2 **Witness Testimonial:** You need to provide witness testimonials to show that you have demonstrated the skills required for mentoring. This can be from an organisation you are or have mentored or from your SFEDI Assessor.

2.3 **Client Case Study:** Product evidence from a minimum of three separate client interventions, must be evidenced. This can include that evidenced from the observations and a written client case study.

2.4 **CPD Log and Plan:** You need to keep a record of all the CPD / Reflection you engage in during the gaining of the qualification.

2.5 Ongoing Assessor guidance and support will be available via email or phone

## Stage 3 – Summative Assessment

### Guided Learning Hours: 4 hours

3.1 On submission of all the requested evidence / documentation, your SFEDI Assessor will, after reviewing the submission, hold a professional discussion with you to confirm your skills, knowledge and understanding.

**NB:** Observation, Witness Testimony, Guided Knowledge Discussions and a CPD Plan and Log are key assessment methods and need to be evidenced to gain the qualification.

3.2 After your professional discussion, you will forward your updated CPD Plan to your SFEDI Assessor for comment.

3.3 Following the completion of the professional discussion and the submission of your CPD Plan (and any further evidence / documentation requested), your SFEDI Assessor will complete a summative assessment report confirming that the requirements of the qualification have been met

Examples of evidence include:

- Product evidence from three clients
- Professional discussion
- Recognition of prior achievement
- Recognition of prior learning
- Witness testimony

## **Stage 4 –Quality Assurance & Certification**

4.1 On completion of the summative assessment, your evidence pack and assessment documentation will be subject to relevant Internal and External Quality Assurance before any certificate can be issued.

### **Timescales**

Completion is anticipated within a minimum of four and maximum of ten months from your induction.

### **Total Qualification Hours**

You will require additional time to prepare for your observations and undertake personal development and research activities highlighted by the feedback provided by the SFEDI Assessor at all stages of the qualification

## **RELEVANT POLICIES**

The following Assessment Services Ltd policies are relevant to all Learners undertaking a SFEDI Awards qualification. If you wish to review any of the policies in full, please contact Assessment Services.

### **Anti-bribery Policy**

Assessment Services Ltd committed to the highest standards of ethical conduct and integrity in its business activities in the UK and overseas.

#### **Scope of Policy**

- The Bribery Act 2010
- What is Prohibited
- Records
- Working Overseas
- Facilitation Payments
- Corporate Entertainment, Gifts and Hospitality
- Reporting Suspected Bribery

### **Cancellation / Postponement Policy**

Once dates are agreed between the Learner and the SFEDI Assessor, any cancellation / postponement may incur additional costs. Each request for a cancellation and/or postponement will be examined on a case-by-case basis, considering the Assessor's time and involvement surrounding the request.

### **Compliments, Comments, Complaints & Appeals Policy**

As an organisation we are committed to providing a customer focused, consistent, credible and continuously improving portfolio of services and as such are committed to listening and responding to our customers, associates and partners.

#### **Scope of policy**

- Comments and Compliments
- Complaints
- Appeals

If you wish to make an appeal against an Assessor decision, you will do so in writing either by email or a letter to Assessment Services Ltd within five working days of notification of the outcome of the Assessment. The appeal must state clearly the grounds upon which you are appealing against the outcome of the Assessment.

### **Diversity and Equal Opportunities Policy**

Assessment Services Ltd is committed to a work environment where everyone is treated with dignity and respect and where we value the differences that a diverse workforce brings.

#### **Scope of Policy**

- Policy statement
- Policy objectives
- Support and advice
- Responsibilities
- Summary of relevant Acts

### **General Data Protection Regulation for Assessment Services Ltd**

This policy and associated FAQs can be found on the website [assessmentservices.com](http://assessmentservices.com)

### **Impartiality Policy**

The definition of impartiality is “not favouring one side over another”. On the basis of that definition, Assessment Services Ltd hereby confirms implementation and adherence to its impartiality policy:

### **Learner Registration & Certification Policy**

#### **Scope of the Policy**

- To register individual Learners to the correct programme within agreed timescales
- To claim valid Learner certificates within agreed timescales
- To construct a secure, accurate and accessible audit trail to ensure that individual Learner registration and certification claims can be tracked to the certificate which is issued for each Learner

### **Retention of Records Policy**

Assessment Services Ltd recognises that by efficiently managing its records, it will be able to comply with its legal and regulatory obligations and contribute to the effective overall management of the organisation.

#### **Scope of the Policy**

- Responsibilities
- Procedures and guidelines
- Records disposition and destruction
- Relationships with existing policies

### **Safeguarding Policy**

This policy is about safeguarding children and vulnerable adults with whom Excellence Squared Group, or those acting on our behalf, come into contact.

#### **Scope of policy**

- Policy Statement
- What is safeguarding
- The Safeguarding Officer for Assessment Services Ltd is: Lorna Bainbridge

### **Whistleblowing Policy**

Assessment Services Ltd is committed to the highest standards of openness, probity and accountability.

#### **Scope of Policy**

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or Statutes
- Dangers to Health & Safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour
- Attempts to conceal any of these

## KEY CONTACT DETAILS

Here are some key contact details should you wish to contact Assessment Services.

Lead Internal Quality Assurer –

Ruth Regan:

[ruth.regan@assessmentservices.com](mailto:ruth.regan@assessmentservices.com)

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Grantham, Lincolnshire,

NG31 0EL

Contact Details: Telephone: 020 3880 5059

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