



SFEDI[®]AWARDS
APPROVED CENTRE

LEVEL 5

Certificate in Professional Business &
Enterprise Support Services

about **EX², IOEE & SFEDI**



Excellence Squared Group works to create sustainable businesses that are effective in a changing world, with a focus on Leadership, Management, Customer Relationships, and Culture.

We take pride in challenging the norms of business and to use technology and other approaches to improve performance.

Excellence Squared Group (EX²) 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 at ioee.uk

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

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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 at sfediawards.com

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. All SFEDI qualifications are registered on the **Qualification Credit Framework (QCF)** which is the vehicle for recognising qualifications within England, Wales and Northern Ireland and, for most vocational qualifications, is a replacement to the National Qualification Framework (NQF). The QCF allows the Learner to work toward credits from units or qualifications.

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.

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.

More information about this qualification can be found [Here](#).

How you will be supported by ex² to achieve this qualification

Stage 1 - Induction

1.1 You will have a one-to-one induction to the qualification via a Skype / GoToMeeting with your nominated EX2 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 half-day workshop.)

1.2 Following your induction EX2 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. The two units being:

Deliver Business Support Services to Clients

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

- provide appropriate business support services to clients
- support clients in the development of action plans
- 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 services
- 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

1.3 Once completed, you will submit your self-evaluation, together with an up to date CV, Continuous Professional Development (CPD) Plan and Log to your EX2 SFEDI Assessor.

1.4 You will also be asked to complete and submit a learning styles questionnaire – again provided by EX2.

1.5 Your EX2 SFEDI Assessor will review your completed self-evaluation, CV, CPD Plan and Log and learning styles questionnaire and arrange a date and time to hold a professional discussion with you – this can be either face-to-face or via a Skype / GoToMeeting call. 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.

Guided Learning Hours: 16 hours

Stage 2 - Observation of Practice

2.1 You will need to organise a minimum of two, maximum of three observation opportunities with your clients where the EX2 SFEDI Assessor can shadow you and see you put your skills, knowledge and understanding into practice.

2.2 The observation session will conclude with your EX2 SFEDI Assessor providing oral feedback on what they observed. This will be aligned to the qualification assessment criteria. Your EX2 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.

2.3 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.

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

Guided Learning Hours: 20 hours

Stage 3 - Summative Assessment

3.1 On submission of all the requested evidence / documentation, your EX2 SFEDI Assessor will, after reviewing the submission, hold a professional discussion with you to confirm your skills, knowledge and understanding.

3.2 After your professional discussion, you will forward your updated CPD Plan to your EX2 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 EX2 SFEDI Assessor will complete a summative assessment report confirming that the requirements of the qualification have been met.

Guided Learning Hours: 4 hours

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.

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 EX2 SFEDI Assessor at all stages of the qualification

Timescales

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

Relevant policies

The following Excellence Squared Group policies are relevant to all Learners undertaking a SFEDI Awards qualification. If you wish to review any of the policies in full, please email our Academy Centre Manager Edwina Holmes

Anti-bribery Policy

Excellence Squared Group is 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 EX2 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 Assessors 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 Excellence Squared Group within 5 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

Excellence Squared Group are 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 Excellence Squared Group Ltd

This policy and associated FAQs can be found on the website <https://excellencesquared.com/general-data-protection/Impartiality Policy>

The definition of impartiality is “not favouring one side over another”.

On the basis of that definition, Excellence Squared Group 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

Excellence Squared Group 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 Excellence Squared Group is: **Edwina Holmes** (*Academy Centre Manager*)

Whistleblowing Policy

Excellence Squared Group 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

Assessment Appeals Policy

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are 3 stages in the Appeal Procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep copies of all the documents used in the Appeal Procedure as it progresses.

Key contact details

Here are some key contact details should you wish to contact Excellence Squared Group

Lead Internal Quality Assurer

Ruth Regan

ruth.regan@excellencesquared.com

Academy Centre Manager

Edwina Holmes

Edwina.homes@excellencesquared.com

Excellence Squared Group Registered Office
PO Box 14, Grantham, Lincolnshire, NG31 0EL

Contact Details: Telephone: 020 3880 5059

Email: info@excellencesquared.com