

# ADMINISTRATION LEVEL 1



This qualification is for individuals working in an office environment who undertake administration duties on a daily basis and require supervision. This qualification can only be completed on a Foundation Learning Programme.



# THE QUALIFICATION STRUCTURE

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## Level 1 NVQ Certificate in Business and Administration

To achieve the Level 1 NVQ Certificate in Business and Administration the learner must achieve

- a minimum of 15 credits overall
- 7 credits from the two mandatory units in Group A
- plus a minimum of 4 credits from optional units in Group B
- a maximum of 4 credits are allowed from optional units in Group C (this is not compulsory).

### Mandatory Units (7 Credits)

- 103 Work in a business environment
- 104 Communicate in a business environment

### Optional Units in Group B (minimum of 4 Credits)

- 101 Manage own performance in a business environment
- 102 Improve own performance in a business environment
- 105 Solve business problems
- 106 Work with other people in a business environment
- 107 Make and receive telephone calls
- 108 Assist in handling mail
- 109 Prepare text from notes using touch typing (20 wpm)
- 110 Use a filing system
- 111 Archive information
- 221 Use office equipment
- 225 Support the organisation of business travel or accommodation
- 229 Meet and welcome visitors

### Optional Units in Group C (maximum of 4 Credits)

- 112 Use occupational health and safety guidelines when using keyboards
- 113 Using email
- 114 Word processing software

# ADMINISTRATION LEVEL 2



This qualification is for individuals working in an office environment who undertake administration duties on a daily basis and require supervision. This qualification can be completed as part of an Apprenticeship Framework



# THE QUALIFICATION STRUCTURE

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## Level 2 NVQ Certificate in Business and Administration

To achieve the Level 2 NVQ Certificate in Business and Administration the learner must achieve:

- a minimum of 21 credits overall, of which a minimum of 14 credits must be at level 2
- 9 credits must be from the four mandatory units in Group A
- a minimum of 7 credits must be from optional units in Group B
- a maximum of 5 credits are allowed from optional units in Group C (this is not compulsory)

### Mandatory Units (9 Credits)

- 201 Manage own performance in a business environment
- 202 Improve own performance in a business environment
- 203 Work in a business environment
- 204 Communicate in a business environment

### Optional Units in Group B (minimum of 17 Credits)

- 107 Make and receive telephone calls
- 205 Solve business problems
- 206 Work with other people in a business environment
- 207 Use electronic message systems
- 208 Use a diary system
- 209 Take minutes
- 210 Handle mail
- 211 Provide reception services
- 212 Produce documents in a business environment
- 213 Prepare text from notes
- 214 Prepare text from notes using touch typing (40 wpm)
- 215 Prepare text from shorthand (60 wpm)
- 216 Prepare text from recorded audio instruction (40 wpm)
- 217 Organise and report data
- 218 Research information
- 219 Store and retrieve information
- 220 Archive information
- 221 Use office equipment
- 222 Maintain and issue stationery stock items
- 223 Support the organisation of an event
- 224 Support the co-ordination of an event
- 225 Support the organisation of business travel or accommodation
- 226 Support the organisation of meetings

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## Optional Units in Group B (minimum of 17 Credits)

- 227 Respond to change in a business environment
- 228 Support the management and development of an information system
- 229 Meet and welcome visitors
- 230 Administer human resource records
- 231 Administer the recruitment and selection process
- 243 Administer parking dispensations
- 310 Develop a presentation
- 311 Deliver a presentation
- 312 Design and produce documents in a business environment
- 313 Prepare text from notes using touch typing (60 wpm)
- 314 Prepare text from shorthand (80 wpm)
- 315 Prepare text from recorded audio instruction (60wpm)
- 316 Support the design and development of an information system
- 317 Monitor information systems
- 318 Analyse and report data
- 319 Order products and services
- 320 Plan and organise an event
- 321 Co-ordinate an event
- 322 Plan and organise meetings
- 326 Contribute to innovation in a business environment
- 327 Contribute to running a project
- 328 Deliver, monitor and evaluate customer service to internal customers
- 329 Deliver, monitor and evaluate customer service to external customers
- 330 Agree a budget

## Optional Units in Group C (maximum of 5 Credits)

- 112 Use occupational health and safety guidelines when using keyboards
- 114 Word processing software
- 115 Bespoke software
- 116 Data management software
- 117 Database software
- 118 Improving productivity using IT
- 119 IT security for users
- 120 Presentation software
- 121 Set up an IT system
- 122 Spreadsheet software
- 123 Using collaborative technologies
- 124 Website software

# THE QUALIFICATION STRUCTURE

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## Optional Units in Group C (maximum of 5 Credits)

- 232 Bespoke software
- 233 Data management software
- 234 Database software
- 235 Improving productivity using IT
- 236 IT security for users
- 237 Presentation software
- 238 Set up an IT system
- 239 Spreadsheet software
- 240 Using collaborative technologies
- 241 Website software
- 242 Word processing software

# ADMINISTRATION LEVEL 3



This qualification is for individuals working in an office environment who undertake administration duties on a daily basis. This Qualification can be completed as part of an Advanced Apprenticeship Framework



# THE QUALIFICATION STRUCTURE

## Level 3 NVQ Certificate in Business and Administration

To achieve the Level 3 NVQ Certificate in Business and Administration the learner must achieve

- a minimum of 30 credits overall, of which a minimum of 20 credits must be at level 3
- 13 credits from the four mandatory units in Group A
- a minimum of 11 credits from optional units in Group B
- a maximum of 6 credits are allowed from optional units in Group C (this is not compulsory).

### Mandatory Units (13 Credits)

- 301 Manage own performance in a business environment - level 3
- 302 Evaluate and improve own performance in a business environment
- 303 Work in a business environment - level 3
- 304 Communicate in a business environment - level 3

### Optional Units in Group B (minimum of 11 Credits)

- 207 Use electronic message systems
- 208 Use a diary system
- 209 Take minutes
- 210 Handle mail
- 211 Provide reception services
- 212 Produce documents in a business environment
- 213 Prepare text from notes
- 214 Prepare text from notes using touch typing (40 wpm)
- 215 Prepare text from shorthand (60 wpm)
- 216 Prepare text from recorded audio instruction (40 wpm)
- 217 Organise and report data
- 218 Research information
- 219 Store and retrieve information
- 220 Archive information
- 221 Use office equipment
- 222 Maintain and issue stationery stock items
- 223 Support the organisation of an event
- 224 Support the co-ordination of an event
- 225 Support the organisation of business travel or accommodation
- 226 Support the organisation of meetings
- 227 Respond to change in a business environment
- 228 Support the management and development of an information system
- 229 Meet and welcome visitors
- 230 Administer human resource records
- 231 Administer the recruitment and selection process

# THE QUALIFICATION STRUCTURE

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## Optional Units in Group B (minimum of 11 Credits)

- 243 Administer parking dispensations
- 305 Solve business problems - level 3
- 306 Work with other people in a business environment - level 3
- 307 Contribute to decision-making in a business environment
- 308 Negotiate in a business environment
- 309 Supervise a team in a business environment
- 310 Develop a presentation
- 311 Deliver a presentation
- 312 Design and produce documents in a business environment
- 313 Prepare text from notes using touch typing (60 wpm)
- 314 Prepare text from shorthand (80 wpm)
- 315 Prepare text from recorded audio instruction (60wpm)
- 316 Support the design and development of an information system
- 317 Monitor information systems
- 318 Analyse and report data
- 319 Order products and services
- 320 Plan and organise an event
- 321 Co-ordinate an event
- 322 Plan and organise meetings
- 323 Organise business travel or accommodation
- 324 Evaluate the organisation of business travel or accommodation
- 325 Supervise an office facility
- 326 Contribute to innovation in a business environment
- 327 Contribute to running a project
- 328 Deliver, monitor and evaluate customer service to internal customers
- 329 Deliver, monitor and evaluate customer service to external customers
- 330 Agree a budget
- 331 Use customer service as a competitive tool
- 332 Monitor and solve customer service problems
- 344 Administer legal files
- 345 Build case files
- 346 Manage case files
- 347 Provide administrative support in schools
- 348 Administer parking and traffic challenges, representations and civil parking appeals
- 349 Administer statutory parking and traffic appeals
- 350 Administer parking and traffic debt recovery
- 410 Design and develop an information system
- 411 Manage and evaluate an information system
- 418 Contribute to innovation in a business environment - level 4
- 419 Plan change for a team

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## Optional Units in Group C (maximum of 6 Credits)

- 112 Use occupational and safety guidelines when using keyboards
- 232 Bespoke software
- 233 Data management software
- 234 Database software
- 235 Improving productivity using IT
- 236 IT security for users
- 237 Presentation software
- 238 Set up an IT system
- 239 Spreadsheet software
- 240 Using collaborative technologies
- 241 Website software
- 242 Word processing software
- 333 Bespoke software - level 3
- 334 Data management software - level 3
- 335 Database software - level 3
- 336 Improving productivity using IT - level 3
- 337 IT security for users - level 3
- 338 Presentation software - level 3
- 339 Set up an IT system - level 3
- 340 Spreadsheet software - level 3
- 341 Using collaborative technologies - level 3
- 342 Website software - level 3
- 343 Word processing software - level 3
- 421 Manage physical resources
- 422 Manage the environmental impact of work activities
- 423 Provide leadership and direction for own area of responsibility
- 424 Support learning and development within own area of responsibility
- 425 Develop working relationships with colleagues and stakeholders

# ADMINISTRATION LEVEL 4



This qualification is for individuals working in an office environment who undertake administration duties on a daily basis and require supervision. This qualification is not funded.



# THE QUALIFICATION STRUCTURE

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## Level 4 NVQ Certificate in Business and Administration

To achieve the Level 4 NVQ Certificate in Business and Administration the learner must achieve:

- a minimum of 30 credits overall, of which a minimum of 30 credits must be at level 4
- 20 credits must be from the six mandatory units in Group A
- a minimum of 10 credits must be from optional units in Group B

### Mandatory Units (20 Credits)

- 401 Manage and be accountable for own performance in a business environment
- 402 Evaluate and improve own performance in a business environment
- 403 Support the purpose and values of an organisation
- 404 Support sustainability in a business environment
- 405 Assess, manage and monitor risk in a business environment
- 406 Communicate in a business environment

### Optional Units in Group B (minimum of 20 Credits)

- 310 Develop a presentation
- 311 Deliver a presentation
- 316 Support the design and development of an information system
- 317 Monitor information systems
- 318 Analyse and report data
- 319 Order products and services
- 320 Plan and organise an event
- 321 Co-ordinate an event
- 322 Plan and organise meetings
- 323 Organise business travel or accommodation
- 324 Evaluate the organisation of business travel or accommodation
- 327 Contribute to running a project
- 328 Deliver, monitor and evaluate customer service to internal customers
- 329 Deliver, monitor and evaluate customer service to external customers
- 330 Agree a budget
- 331 Use customer service as a competitive tool
- 332 Monitor and solve customer service problems
- 401 Manage and be accountable for own performance in a business environment
- 402 Evaluate and improve own performance in a business environment
- 403 Support the purpose and values of an organisation
- 404 Support sustainability in a business environment
- 405 Assess, manage and monitor risk in a business environment
- 406 Communicate in a business environment
- 407 Evaluate and solve business problems
- 408 Make decisions in a business environment
- 409 Negotiate in a business environment
- 410 Design and develop an information system
- 411 Manage and evaluate an information system
- 412 Prepare specifications for contracts
- 413 Chair meetings
- 414 Manage an office facility
- 415 Propose and design administrative services

- 416 Prepare, co-ordinate and monitor operational plans
- 417 Implement, monitor and maintain administrative services
- 418 Contribute to innovation in a business environment
- 419 Plan change for a team
- 420 Manage budgets
- 421 Manage physical resources
- 422 Manage the environmental impact of work activities
- 423 Provide leadership and direction for own area of responsibility
- 424 Support learning and development within own area of responsibility
- 425 Develop working relationships with colleagues and stakeholders
- 426 Plan, organise and control customer service operations
- 501 Invite tenders and select contractors
- 502 Monitor and evaluate contracts
- 503 Plan change across teams
- 504 Implement, monitor and review change
- 505 Manage a project
- 506 Recruit staff in own area of responsibility
- 507 Monitor and review business processes