

Level 1 Business & Administration NVQ/SVQ

Qualification Structure

To achieve a Level 1 qualification you must complete four units including the two mandatory core units.

Mandatory Core (2 units)

- Unit 101 Carry out your responsibilities at work
- Unit 102 Work within your business environment

Group A (8 units)

- Unit 103 Welcome visitors
- Unit 104 Handle mail
- Unit 105 Store and retrieve information
- Unit 106 Use IT to exchange information 1
- Unit 107 Word processing software 1
- Unit 108 Make and receive telephone calls
- Unit 109 Use office equipment
- Unit 110 Ensure your own actions reduce risks to health and safety

Level 2 Business & Administration NVQ/SVQ

Qualification Structure

To achieve a Level 2 qualification you must complete five units including the two mandatory core units. It is also possible for a candidate to take an additional unit but this would not count towards the qualification.

Mandatory Core (2 units)

Unit 201	Carry out your responsibilities at work
Unit 202	Work within your business environment

Group A (32 units)

Unit 110	Ensure your own actions reduce risks to health and safety
Unit 203	Maintain customer relations
Unit 204	Manage diary systems
Unit 205	Organise business travel and accommodation
Unit 206	Deal with visitors
Unit 207	Process customer financial transactions
Unit 208	Operate credit control procedures
Unit 209	Store, retrieve and archive information
Unit 210	Research and report information
Unit 211	Organise and support meetings
Unit 212	Use IT Systems 2
Unit 213	Use IT to exchange information 2
Unit 214	Word processing software 2
Unit 215	Spreadsheet software 2
Unit 216	Database software 2
Unit 217	Presentation software 2
Unit 218	Specialist or bespoke software 2
Unit 219	Use a telephone system
Unit 220	Operate office equipment
Unit 221	Prepare text from notes
Unit 222	Prepare text from shorthand
Unit 223	Prepare text from recorded audio instructions
Unit 224	Produce documents
Unit 225	Work effectively with other people
Unit 226	Calculate critical dates for sentences
Unit 227	Make administrative arrangements for the appearance of individuals at court
Unit 228	Make administrative arrangements for the movement of individuals outside the custodial establishment
Unit 229	Administer documentation for the appeals process
Unit 230	Administer personal money for individuals in custody
Unit 231	Prepare documentation to help authorities decide the conditions on which to release individuals from custody
Unit 232	Make administrative arrangements for the release of individuals from custody
Unit 233	Contribute to maintaining security and protecting individuals' rights in the custodial environment
Unit 235	Administer Parking Dispensations

Additional National Occupational Standards

HSC234	Ensure your own actions support the equality, diversity, rights and responsibilities
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Level 3 Business & Administration NVQ/SVQ

Qualification Structure

To achieve a Level 3 qualification you must complete six units including the two mandatory core units. At least three units must be chosen from Group B.

Mandatory Core (2 units)

- Unit 301 Carry out your responsibilities at work
- Unit 302 Work within your business environment

Group A (11 units)

- Unit 110 Ensure your own actions reduce risks to health and safety
- Unit 204 Manage diary systems
- Unit 205 Organise business travel and accommodation
- Unit 212 Use IT Systems 2
- Unit 213 Use IT to exchange information 2
- Unit 216 Database software 2
- Unit 217 Presentation software 2
- Unit 218 Specialist or bespoke software 2
- Unit 221 Prepare text from note
- Unit 227 Make administrative arrangements for the appearance of individuals at court
- Unit 233 Contribute to maintaining security and protecting individuals' rights in the custodial environment

Group B (30 units)

- Unit 303 Supervise an office facility
- Unit 304 Procure products and services
- Unit 305 Manage and evaluate customer relations
- Unit 306 Manage the payroll function
- Unit 307 Complete year-end procedures
- Unit 308 Monitor information systems
- Unit 309 Plan and run projects
- Unit 310 Research, analyse and report information
- Unit 311 Plan, organise and support meetings
- Unit 312 Make a presentation
- Unit 313 Organise and coordinate events
- Unit 314 Word processing software 3
- Unit 315 Spreadsheet software 3
- Unit 316 Website software 2
- Unit 317 Artwork and imaging software 2
- Unit 318 Design and produce documents
- Unit 319 Plan and implement innovation and change
- Unit 320 Develop productive working relationships with colleagues
- Unit 321 Provide leadership for your team
- Unit 323 Prepare text from shorthand
- Unit 324 Prepare text from recorded audio instructions
- Unit 325 Calculate and verify critical dates for sentences
- Unit 326 Verify the release process
- Unit 327 Maintain agricultural and horticultural records and prepare claims for subsidies



- Unit 328 Administer legal files
- Unit 329 Administer parking and traffic challenges, representations and civil parking appeals
- Unit 330 Administer statutory parking and traffic appeals
- Unit 331 Administer case files
- Unit 332 Administer appeals
- Unit 333 Investigate cases
- Unit 334 Provide administrative support in schools
- Unit 335 Administer parking and traffic debt recovery

Level 4 Business & Administration NVQ/SVQ

Qualification Structure

To achieve a Level 4 qualification you must complete six units including the two mandatory core units. At least three units must be chosen from Group B.

Mandatory Core (2 units)

- Unit 401 Carry out your responsibilities at work
- Unit 402 Work within your business environment

Group A (2 units)

- Unit 305 Manage and evaluate customer relations
- Unit 310 Research, analyse and report information

Group B (16 units)

- Unit 403 Manage an office facility
- Unit 404 Manage contracts
- Unit 405 Negotiate and agree budgets
- Unit 406 Monitor and review the implementation of corporate objectives, strategies and policies
- Unit 407 Inform and facilitate corporate decision making
- Unit 408 Evaluate internal and external factors and promote partnership working
- Unit 409 Manage risk
- Unit 410 Create and manage information systems
- Unit 411 Manage projects
- Unit 412 Chair meetings
- Unit 413 Promote innovation and change
- Unit 414 Develop productive working relationships with colleagues and stakeholders
- Unit 415 Allocate and monitor the progress and quality of work in your area of responsibility
- Unit 416 Recruit, select and keep colleagues
- Unit 417 Provide learning opportunities for colleagues
- Unit 418 Provide leadership in your area of responsibility