

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)

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

Group A (32 units)

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| 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 |

Additional National Occupational Standards

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| 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 representations
- Unit 330 Administer the appeals process
- Unit 331 Administer case files
- Unit 332 Administer appeals
- Unit 333 Investigate cases
- Unit 334 Provide administrative support in schools

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