

## Appendix 4

### 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 (MSC)
- 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 (MSC)
- Unit 415 Allocate and monitor the progress and quality of work in your area of responsibility (MSC)
- Unit 416 Recruit, select and keep colleagues (MSC)
- Unit 417 Provide learning opportunities for colleagues (MSC)
- Unit 418 Provide leadership in your area of responsibility (MSC)