



# NVQ CERTIFICATE & DIPLOMA BUSINESS & ADMINISTRATION



## BENEFITS OF THE QUALIFICATIONS

Business & Administration NVQs benefit both employers and employees in a variety of ways.

### FOR EMPLOYERS THE QUALIFICATION CAN:

- ▶ Improve business performance and help win contracts
- ▶ Maximise company profits and revenues
- ▶ Reduce costs, variation and waste
- ▶ Assist with recruitment and staff retention
- ▶ Boost employee morale and motivation
- ▶ Demonstrate the quality of the workforce to existing and potential customers
- ▶ Help reduce workplace accidents

### FOR EMPLOYEES THE QUALIFICATION CAN:

- ▶ Provide evidence of ability to do a particular job
- ▶ Help improve career development/promotion chances
- ▶ Give a sense of achievement
- ▶ Be gained on the job
- ▶ Be completed at a time and place to suit

## ▶ NVQ LEVEL 2 CERTIFICATE BUSINESS & ADMINISTRATION

This qualification provides evidence of competence of being in a supporting role in an office environment.

Optional units provide opportunity to show understanding and skills in a variety of areas. Learners can progress to the Level 2 Diploma, or to a Level 3 qualification.

### TRAINING UNIT OPTIONS FOR BUSINESS & ADMINISTRATION CERTIFICATE

You will undertake four mandatory units and a selection of optional units to a total credit value of 12.

#### MANDATORY UNITS

Manage own performance in a business environment

Improve own performance in a business environment

Work in a business environment

Communicate in a business environment

#### OPTIONAL UNITS

##### WORK RESPONSIBILITIES

Work with other people in a business environment

Solve business problems

##### DOCUMENT PRODUCTION

Produce documents in a business environment

Prepare text from notes

##### COMMUNICATIONS

Make and receive telephone calls

Use electronic message systems

Use diary systems

Take minutes

##### CUSTOMER SERVICE

Provide reception services

Meet and welcome visitors

##### BUSINESS RESOURCES

Use office equipment

Maintain and issue stationary stock

Order products and services

##### MANAGE INFORMATION AND DATA

Research information

Organise & report data

Store & retrieve information

Archive information

##### IT

Use bespoke (company) software

## > NVQ LEVEL 3 DIPLOMA BUSINESS & ADMINISTRATION

Learners can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of an office. It is aimed at those who wish to specialise in business and administration functions; perhaps in, or preparing for a line management role.

### TRAINING UNIT OPTIONS FOR BUSINESS & ADMINISTRATION LEVEL 3 DIPLOMA

You will undertake four mandatory units and a selection of optional units to a total credit value of 27.

#### MANDATORY UNITS

Manage own performance in a business environment

Evaluate and improve own performance in a business environment

Work in a business environment

Communicate in a business environment

#### OPTIONAL UNITS

##### WORK RESPONSIBILITIES

Work with other people in a business environment

Contribute to decision making in a business environment

Solve business problems

##### DOCUMENT PRODUCTION

Design and produce documents in a business environment

Prepare text from notes

##### EVENTS AND MEETINGS

Plan and organise meetings

Co-ordinate an event

Organise business travel or accommodation

##### COMMUNICATIONS

Use electronic message systems

Develop a presentation

Deliver a presentation

##### MANAGE INFORMATION AND DATA

Support the design and development of an information system

Monitor information systems

Analyse and report data

##### BUSINESS RESOURCES

Order products and services

Agree a budget

##### INNOVATION AND CHANGE

Respond to change in a business environment

Contribute to innovation in a business environment

## > NVQ LEVEL 4 DIPLOMA BUSINESS & ADMINISTRATION

In the Level 4 Diploma learners can choose from a bank of optional units which show their ability to manage projects, problem-solve, negotiate, recruit and supervise, manage and run an office. This qualification is a competence based qualification. It is aimed at people who already have experience of office-based skills and wish to specialise in business and administration functions. Learners must be employed in a management role with their company.

### TRAINING UNIT OPTIONS FOR BUSINESS & ADMINISTRATION LEVEL 4 DIPLOMA

You will undertake six mandatory units and a selection of optional units to a total credit value of 19.

#### MANDATORY UNITS

Manage and be accountable for own performance in a business environment

Evaluate and improve own performance in a business environment

Support the purpose and values of an organisation

Support sustainability in a business environment

Assess, manage and monitor risk in a business environment

Communicate in a business environment

#### OPTIONAL UNITS

##### BUSINESS SUPPORT SERVICES

Prepare, co-ordinate and monitor operational plans

##### EVENTS AND MEETINGS

Plan and organise meetings

##### MANAGE INFORMATION AND DATA

Support the design and development of an information system

##### BUSINESS RESOURCES

Manage budgets

##### INNOVATION AND CHANGE

Implement, monitor and review change

##### LEADERSHIP AND MANAGEMENT

Recruit staff in own area of responsibility

### WANT TO KNOW MORE? CONTACT THE BUSINESS COLLEGE



Call us: **08454 66 46 08**



Email us: **info@tamesidebusinesscollege.co.uk**



Visit us: **www.tamesidebusinesscollege.co.uk**