

NVQ in Administration



These new, improved qualifications have been designed to provide your staff with essential administrative skills, from the basics of working within a business environment to informing and facilitating corporate decision making.



Course Content

A full range of administrative and information management skills at the appropriate level, e.g. Health and Safety, Organise and improve your work, Communicate using telephone and fax, Prepare documents using a computer, Filing and Stock Control.

Entry Qualifications

No specific qualifications needed for the course, but a good standard of English is desirable and you must be employed in a role that supports the level you wish to gain. An individual programme at the appropriate level can be negotiated depending on your previous experience and current employment.

Progression

OCR NVQ Administration Level 3 or 4.

Course Duration

Approximately 6-9 months.

Course Format

Competence-based assessments are carried out in the workplace throughout the programme.

How it all works

Level 2 is suitable for those with a degree of individual responsibility. Units in level 2 include managing diary systems, processing customers' financial information, producing documents and using IT systems.

Training Unit options for Administration Level 2

You will undertake two mandatory units and three optional units from the table below.

Mandatory Units

Optional Units

UNIT 202
Work within your
business environment

UNIT 201
Carry out your
responsibilities at work

UNIT 110 Ensure your own actions reduce risks to health and safety

UNIT 203 Manage customer relations

UNIT 204 Manage diary systems

UNIT 205 Organise business travel and accommodation

UNIT 206 Deal with visitors

UNIT 207 Process customer financial information

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

UNIT 213 Use IT to exchange information

UNIT 214 Word processing software

UNIT 215 Spreadsheet software

UNIT 216 Database software

UNIT 217 Presentation software

UNIT 218 Specialist or bespoke software

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 instruction

UNIT 224 Produce documents

UNIT 225 Work effectively with other people

How it all works

Level 3 for those with more complex and non-routine tasks and some degree of supervisory responsibility. With level 3 your staff need to have responsibility for duties such as supervise an office facility, procure products and services, manage the payroll, run projects, make presentations, organise and coordinate events and plan and implement innovation and change.

Training Unit options for Administration Level 3

You will undertake two mandatory units and four optional units from the table below

Mandatory Units

UNIT 301
Carry out your responsibilities at work

UNIT 302
Work within your business environment

Optional 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 system

UNIT 213 Use IT to exchange information

UNIT 216 Database software

UNIT 217 Presentation software

UNIT 218 Specialist or bespoke software

UNIT 221 Prepare text from notes

Optional Units - group B

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

UNIT 315 Spreadsheet software

UNIT 316 Website software

UNIT 317 Artwork and imaging software

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 instruction

NVQ in Administration

Benefits of the Qualifications

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

This qualification could be free under Train to Gain.

Want to know more?

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