

# Business & Administration NVQ

This NVQ is for senior administration and support personnel. It develops a broad range of skills and provides valuable professional recognition and career progression.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 9 – 12 months
- Assessed through observation, discussion, testimony, workplace evidence and personal statements
- Supported by e.learning and optional in-company workshops

To achieve the NVQ, candidates complete a total of *six* units, including at least *three* units from Group B.

## Level 4

<b>Mandatory units</b>
■ Carry out your responsibilities at work
■ Work within your business environment
<b>Optional units - Group A</b>
■ Manage and evaluate customer relations
■ Research, analyse and report information
<b>Optional units – Group B</b>
■ Manage an office facility
■ Manage contracts
■ Negotiate and agree budgets
■ Monitor and review the implementation of corporate objectives, strategies and policies
■ Inform and facilitate corporate decision making
■ Evaluate internal and external factors and promote partnership working
■ Manage risk
■ Create and manage information systems
■ Manage projects
■ Chair meetings
■ Promote innovation and change
■ Develop productive working relationships with colleagues and stakeholders
■ Allocate and monitor the progress and quality of work in your area of responsibility
■ Recruit, select and keep colleagues
■ Provide learning opportunities for colleagues
■ Provide leadership in your area of responsibility

### Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors