

Business & Administration NVQ Level 3

This nationally recognised qualification is for experienced and supervisory level administration and support staff. It develops skills and confidence – providing valuable recognition for achieving high standards in the workplace.

- Course duration: 3 – 6 months
- Assessed through observation, workplace documentation, testimony and personal statement
- Supported through e.learning and optional in-company workshops
- To achieve this qualification, candidates must complete a total of *six* units
- Candidates must complete at least *three* units from Group B

Mandatory Units	
1 Carry out your responsibilities at work	
2 Work within your business environment	
Group A Optional Units	
3 Reduce risks to health and safety	7 Use IT to exchange information
4 Manage diary systems	8 Database software
5 Organise business travel and accommodation	9 Presentation software
6 Use IT systems	10 Specialist or bespoke software
Group B Optional Units (<i>choose at least 3 units</i>)	
11 Supervise an office facility	20 Make a presentation
12 Procure products and services	21 Organise and co-ordinate events
13 Manage and evaluate customer relations	22 Word processing software
14 Managing the payroll function	23 Spreadsheet software
15 Complete year end procedures	24 Design and produce documents
16 Monitor information systems	25 Plan and implement innovation and change
17 Run projects	26 Develop productive working relationships
18 Research, analyse and report information	27 Provide leadership for your team
19 Plan, organise and support meetings	28 Prepare text from recorded audio instruction

Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No written exams or tests

Best Practice Training & Development Ltd

t +44 (0)1923 225225
f +44 (0)1923 224100
info@bestpractice.uk.com
www.bestpractice.uk.com