

# Business & Administration NVQ Level 4

This nationally recognised qualification is for management level administration and support professionals. It develops a broad range of skills and provides valuable professional recognition and career progression opportunities.

- Course duration: 9 – 12 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 Manage and evaluate customer relations	
4 Research, analyse and report information	
Group B Optional Units ( <i>choose at least 3 units</i> )	
5 Manage an office facility	13 Manage projects
6 Manage contracts	14 Chair meetings
7 Negotiate and agree budgets	15 Promote innovation and change
8 Monitor and review the implementation of corporate objectives, strategies and policies	16 Develop productive working relationships with colleagues and stakeholders
9 Inform and facilitate corporate decision making	17 Allocate and monitor the progress and quality of work in your area of responsibility
10 Evaluate internal and external factors and promote partnership working	18 Recruit, select and keep colleagues
11 Manage risk	19 Provide learning opportunities for colleagues
12 Create and manage information systems	20 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
- No written exams or tests

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