

NVQ Certificate & Diploma in Business & Administration

The Level 4 NVQ Certificate and Diploma in Business and Administration are for management level personnel in a business administration or office environment.

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

- Assessed through observation, discussion, testimony, workplace evidence and written questions.
- Supported by e.learning and optional in-company workshops
- Learners complete sufficient units to achieve the required number of credits

	Level 4 Certificate	Level 4 Diploma
Course duration	6 – 9 months	9 – 12 months
Total credits required	30 credits	39 credits
No. of units (typical)	8	10
Credits carried forward from Level 3	10 credits maximum	12 credits maximum

Level 4

Mandatory units (20 credits)
■ Manage and be accountable for own performance in a business environment (3)
■ Evaluate and improve own performance in a business environment (4)
■ Support the purpose and values of an organisation (3)
■ Support sustainability in a business environment (3)
■ Assess, manage and monitor risk in a business environment (4)
■ Communicate in a business environment (3)
Group B – Optional units
■ Evaluate and solve business problems (6)
■ Make decisions in a business environment (4)
■ Manage an office facility (6)
■ Implement, monitor and maintain administrative services (7)
■ Chair meetings (4)
■ Plan, organise and control customer service operations (10)
■ Contribute to innovation in a business environment (6)
■ Plan change for a team (6)
■ Develop working relationships with colleagues and stakeholders (4)
■ Provide leadership and direction for own area of responsibility (5)
■ Support learning and development within own area of responsibility (5)

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Progression

Candidates may progress to an NVQ Diploma in Management.