

## **Business and Administration Level 3**

### **Who Are Administration NVQs For?**

Administration NVQs are aimed at staff working in administration across all occupations and sectors of employment.

### **How Do I Achieve A NVQ?**

Like all NVQs, this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

### **How Do I Know What Level Of Nvq Is Best For Me?**

### **Who Should Do Level 3?**

The level 3 qualification is intended for individuals whose role involves carrying out administrative duties with a considerable amount of responsibility and autonomy. The individual will be contributing to the development and implementation of administrative services within the organisation, and have a substantial amount of administrative experience. Their administrative duties will include: contributing to co-ordinating administrative services, using IT to research, process and present information, developing effective services for customers, and dealing with financial information.

This qualification is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

### **What Units Do I Have To Complete?**

#### **Level 3**

To gain a full award, candidates must achieve a total of six units, comprising of two mandatory units and four optional units. At least three units must be from optional group B.

Unit Titles:

#### **Mandatory Units**

- Unit 301 Carry out your responsibilities at work
- Unit 302 Work within your business environment

### Optional Group A

- 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 systems
- Unit 213 Use IT to exchange information
- Unit 216 Database software
- Unit 217 Presentation software
- Unit 218 Specialist or bespoke software

At least 3 of the following units

### Optional 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 the year-end procedures
- Unit 308 Monitor information systems
- Unit 309 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 and stakeholders
- Unit 321 Provide leadership for your team
- Unit 322 Prepare text from notes
- Unit 323 Prepare text from shorthand
- Unit 324 Prepare text from recorded audio instructions
- Unit 325 Calculate and verify critical dates for sentences
- Unit 326 Maintain agricultural records and prepare claims for subsidies
- Unit 327 Verify the release process
- Unit 328 Administer legal files
- Unit 329 Administer representations
- Unit 330 Administer the appeals process
- Unit 331 Administer case files
- Unit 332 Administer appeals
- Unit 333 Investigate cases
- Unit 334 Provide administrative support in schools

## **Business and Administration Modern Apprenticeship**

**You Must Achieve Level 3 Administration**

**Plus Two Of The Following:**

Additional optional units from Administration Level 3

Or

Units from other relevant NVQs at Level 2 or above

Or

Core skills at a higher level than required (see below)

Plus

The following Core Skills:

Numeracy – Access 3

Information Technology – Intermediate 1

Problem Solving – Intermediate 1

Working with Others – Intermediate 1