



## Level 4 NVQ Diploma in Business Administration

### Overview:

The Level 4 NVQ Diploma in Business Administration qualification is designed for those who work with little or no support and supervision. It is aimed at candidates who work as part of a team and ensure the provision of information and resources to others. It's suitable for those working across a wide variety of sectors including NHS trusts, educational institutions, government departments, charities and the private sector.

This qualification is designed to support candidates already working in, or striving towards, advanced administrative positions. You will develop knowledge of performance management, communication, sustainability and risk management. You will then supplement this knowledge with a range of skills which suits you, in areas such as innovation and change management, budgeting, chairing meetings, and the preparation, design and implementation of operational plans, administrative services and information systems.

This qualification is based on national occupational standards and is recognised as the competence qualification of the Higher Apprenticeship in Business and Professional Administration.

### The benefits of this qualification for the candidate

For candidates this qualification provides an opportunity:

- To develop new skills and gain recognition of existing skills
- To develop knowledge and understanding
- For continual professional development
- Reflect on their working practices and help build confidence.

### The benefits of this qualification for business

For business the benefits include:

- Improved staff performance and motivation
- Improvement in the quality of service to customers.

### Who is this qualification suitable for?

Candidates that wish to undertake this qualification may be working on one of the following roles, although this list is not exhaustive.

- Administrator
- Event and exhibition organiser
- Legal secretary
- Local government committee administrator
- Secretary
- Office Manager
- Company Secretary

### **Delivery**

This qualification is competence based, this means that it is linked to the candidate's ability to completely perform a range of tasks connected with their work. Assessments will be carried out on their daily activities using a range of planned assessment methods.

### **Support**

Candidates will be allocated a tutor who is a subject specialist within the field of business administration. Their tutor will support and advise candidates throughout their qualification and will:

- Provide a comprehensive induction to the qualification
- Support candidates to select the most appropriate optional units
- Discuss with candidates the most appropriate methods of assessment, these may include: observation, work products, witness testimonies, discussion, written questions and answers
- Support candidates in developing their knowledge and understanding
- Plan with candidates how to meet the qualification requirements
- Review and feedback on the work candidates complete

### **Learning and assessment**

Candidates are required to demonstrate that they meet the requirements of the qualification by producing a portfolio of evidence. Candidates will be given an account for our web based learning and assessment system (iLearner). Via this system candidates are able to:

- Progress at a pace that best suits them
- View up-to-date, on-going progress
- Study when, and where, they want
- Have instant access to all of the learning materials needed to develop their knowledge and understanding
- Communicate with those important to them in achieving their qualification
- Use more exciting and innovative forms of evidence.

### **Qualification duration**

This is dependent upon candidate's individual circumstances but generally the qualification takes between 9 – 12 months to complete.

### **Qualification content**

To achieve this qualification candidates must achieve 57 credits.

### **Mandatory units**

18 credits will be achieved through the completion of the following four mandatory units:

- **Resolve administrative problems** - This unit aims to develop the knowledge and skills required to resolve administrative problems and introduces learners to the principles underpinning the resolution of administrative problems. Upon completion of this unit, learners will be able to identify and resolve administrative problems.
- **Manage the work of an administrative function** – This unit aims to develop the knowledge and skills required to manage and organise administrative functions and manage administrative workflows.

- **Communicate in a business environment** - This unit is about being able to communicate clearly and accurately, in writing and verbally, with other people in a business environment. The unit also covers written business communications.
- **Manage personal and professional development** - This unit aims to develop the knowledge and skills required to manage personal performance and development. Upon completion of this unit, learners will be able to manage their own performance, time and workload. They will also be able to identify their own development needs and fulfil a personal development plan.

### Optional units:

The remaining 39 credits are made up from a range of units. These optional units cover a variety of tasks and skills that candidates may perform in their role within the business environment and include:

- Contribute to the design and development of an information system
- Contribute to the improvement of business performance
- Negotiate in a business environment
- Analyse and present business data
- Manage knowledge in an organisation
- Prepare for and support quality audits
- Encourage learning and development
- Initiate and implement operational change
- Develop and implement an operational plan
- Manage team performance
- Champion customer service
- Recruitment, selection and induction practice

### Entry requirements

Candidates should be working within management level administration role and may find it useful if they've completed qualifications in a relevant area at level 3 and. Learners must be over 18 years old.

### Qualification start date

Candidates can start this qualification at any time.

### Resources

Candidates will be provided with all the resources needed to complete this qualification at no additional cost.

### Progression

This qualification can provide progression to further qualifications at Level 4 or higher in the same or related subject area and could include: Level 4 NVQ Diploma in Management or Level 4 NVQ Diploma in Customer Service.

### Questions

Please contact us:

- Call us on 0191 6600355
- Email us [info@roveconsultancy.co.uk](mailto:info@roveconsultancy.co.uk)
- Visit us: [www.roveconsultancy.co.uk](http://www.roveconsultancy.co.uk)