



Level 4 NVQ Certificate/ Diploma in Business Administration Introduction to Qualification

The City & Guilds Level 4 NVQ Certificate and Diploma in Business Administration meet the needs of candidates who are employed in or wish to gain employment in a role with administrative management responsibilities. They provide the candidate with opportunity to gain the skills to develop and implement administrative services that can be applied to a wide range of businesses and organisations. The candidate will develop an understanding of management responsibilities and gain competencies in fulfilling these through a range of activities such as resource management, negotiation, agreeing budgets and promoting innovation and change.

The Certificate/Diploma Level 4 NVQ in Business Administration is a competence based qualification which means you learn practical, work related tasks designed to help you develop the skills and knowledge to do a job effectively.

Method of assessment can include Observations, providing naturally occurring work based evidence, providing personal statements and witness statements.

This qualification takes approximately 12 months to complete, however; the completion timescale will depend on what pathway is chosen. Pathways and credit values will be discussed with your assessor.

Qualification Structure:

To achieve the level 4 NVQ Certificate in Business Administration the learner must achieve

- a minimum of 30 credits overall, of which a minimum of 20 credits must be at level 4
- 20 credits for the six mandatory units in Group A
- plus a minimum of 10 credits from optional unit in Group B

To achieve the level 4 NVQ Diploma in Business Administration the learner must achieve

- a minimum of 39 credits overall, of which a minimum of 27 credits must be at level 4
- 20 credits from the six mandatory units in Group A
- plus a minimum of 19 credits from optional units in Group B



Overview of units

Unit	Mandatory Units Group A	Level	Credits
401	Manage and be accountable for own performance in a business environment	4	3
402	Evaluate and improve own performance in a business environment	4	4
403	Support the purpose and values of an organisation	4	3
404	Support sustainability in a business environment	4	3
405	Assess, manage and monitor risk in a business environment	4	4
406	Communicate in a business environment	4	3
	Example of some Optional Units Group B		
310	Develop a presentation	3	3
311	Deliver a presentation	3	3
317	Monitor Information systems	3	7
318	Analyse and report data	3	6
319	Order products and services	3	5
322	Plan and organise meetings	3	5
327	Contribute to running a project	3	5
328	Deliver, monitor and evaluate customer service to internal customers	3	3
329	Deliver, monitor and evaluate customer service to internal customers	3	3
330	Agree a budget	3	4
331	Use customer service as a competitive tool	3	8
332	Monitor and solve customer service problems	3	6
407	Evaluate and solve business problems	4	6
408	Make decisions in a business environment	4	4
411	Manage and evaluate an information system	4	6
412	Prepare specifications for contracts	4	5
413	Chair meetings	4	4
414	Manage an office Facility	4	6
416	Prepare, co-ordinate and monitor operational plans	4	6
419	Plan change for a team	4	6
420	Manage budgets	4	5
501	Invite tenders and select contractors	5	6
502	Monitor and evaluate contracts	5	6
503	Plan change across teams	5	6
504	Implement, monitor and review change	5	6
505	Manage a project	5	10
506	Recruit staff in own area of responsibility	5	4

Overview of Mandatory Units

Unit 401 Manage and be accountable for own performance in a business environment

Unit aim: This unit is about taking responsibility for managing, prioritising and being accountable for your own work in a business environment alongside other people.

Unit 402 Evaluate and improve own performance in a business environment

Unit aim: This unit is about taking responsibility for evaluating your own performance in work tasks, then taking responsibility for making and evaluating the changes that make sure you will be able to work effectively and efficiently in a business environment alongside other people.

Unit 403 Support the purpose and values of an organisation

Unit aim: This unit is about taking a leading role in establishing and maintaining the work environment within own area of responsibility, in ways that consistently show respect and support for other people and which support the mission, purpose and values of an organisation as a whole.

Unit 404 Support sustainability in a business environment

Unit aim: This unit is about taking a leading role in supporting the minimisation of waste and the maximisation of efficiency within own area of responsibility in a business environment.

Unit 405 Assess, manage and monitor risk in a business environment

Unit aim: This unit is about taking a leading role in supporting the monitoring and managing of risk within own area of responsibility in a business environment so that an organisation's aims and objectives for minimising risk and ensuring a safe work environment can be supported at all times.

Unit 406 Communicate in a business environment

Unit aim: This unit is about being able to communicate with other people in a business environment clearly, convincingly, and persuasively, in writing and verbally, using language in a variety of formats, styles and tones.

For more information on any of the above training courses please contact our sales department on:

Telephone: 01443 848336

Location:

Talk training Charnwood Court, Heol Bilingsley, Parc Nantgarw Cardiff CF15 7QZ