

## Business Administration & Law

# NVQ Level 4 in Business and Administration

Awarding Body: City & Guilds

### General Information:

This NVQ is designed for administrative staff in all sectors of industry and commerce. It is particularly suitable for candidates working in office environment in any of the following roles, or roles similar to these:

- Team Leader
- Supervisor
- Office Manager

### Course structure:

To achieve a full Level 4 NVQ qualification candidates must complete a total of **six** units including **two mandatory** units as follows:

- Carry out your responsibilities at work
- Work within your business environment

At least three units must be chosen from Group B.

#### Optional Units Group A:

- Manage and evaluate customer relations
- Research, analyse and report information

#### Optional Units Group B:

- Manage an office facility
- Manage contracts
- Negotiate and agree budgets
- Inform and facilitate corporate decision making
- Evaluate internal and external factors and promote partnership working
- Manage risk
- Create and manage information
- Manage projects
- Chair meetings
- Promote innovation and change
- Develop productive working relationships with colleagues and stakeholders
- Allocate and monitor the progress and quality of work in your area of responsibility
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Provide leadership in your area of responsibility

### Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

### Progression:

Candidates who complete this qualification may be able to progress onto:

- Team Leading / Management qualifications