

## LEVEL 3 NVQ DIPLOMA IN BUSINESS AND ADMINISTRATION

### Aim

The City and Guilds Level 3 NVQ Diploma in Business and Administration qualification meets the needs of candidates already employed in or who wish to work in an administrative role with a high degree of autonomy. They provide the candidate with the opportunity to develop their understanding of and skills in a broad range of administrative activities such as information management, event co-ordination and implementing procedures and systems. With their flexible structures and diverse set of optional units this NVQ will enable the candidate to gain essential business skills such as decision-making and resource and project management thus meeting the needs of employers from all types of organisations and industries.

### Structure

To gain the qualification, learners must achieve:

- A minimum of 40 credits overall, of which a minimum of 27 credits must be at Level 3
- 13 credits from the four mandatory units in Group A
- A minimum of 14 credits from optional units in Group B
- A maximum of 13 credits are allowed from optional units in Group C (this is not compulsory)

Level	Unit Title	Credit Value
<b>Mandatory Group A</b>		
3	Manage own performance in a business environment – Level 3	3
3	Evaluate and improve own performance in a business environment	3
3	Work in a business environment – Level 3	4
3	Communicate in a business environment – Level 3	3
<b>Optional Group B</b>		
2	Use electronic message systems	1
2	Use a diary system	3
2	Take minutes	4
2	Handle mail	3
2	Provide reception services	3
2	Produce documents in a business environment	4
2	Prepare text from notes	3
2	Prepare text from notes using touch typing (40 wpm)	3
2	Prepare text from shorthand (60 wpm)	8
2	Prepare text from recorded audio instruction (40 wpm)	4
2	Organise and report data	3
2	Research information	4
2	Store and retrieve information	3
2	Archive information – Level 2	2
2	Use office equipment	4
2	Maintain and issue stationery stock items	3
2	Support the organisation of an event	2
2	Support the co-ordination of an event	3
2	Support the organisation of business travel or accommodation	3
2	Support the organisation of meetings	4
2	Respond to change in a business environment	3
2	Support the management and development of an information system	7
2	Meet and welcome visitors	3
2	Administer human resource records	3
2	Administer the recruitment and selection process	3
2	Administer parking dispensations	4
3	Solve business problems – Level 3	4
3	Work with other people in a business environment – Level 3	4
3	Contribute to decision-making in a business environment	3
3	Negotiate in a business environment	5
3	Supervise a team in a business environment	6
3	Develop a presentation	3
3	Deliver a presentation	3
3	Design and produce documents in a business environment	4
3	Prepare text from notes using touch typing (60 wpm)	4
3	Prepare text from shorthand (80 wpm)	8
3	Prepare text from recorded audio instruction (60 wpm)	4
3	Support the design and development of an information system	7
3	Monitor information systems	7
3	Analyse and report data	6
3	Order products and services	5
3	Plan and organise an event	4
3	Co-ordinate an event	4
3	Plan and organise meetings	5
3	Organise business travel or accommodation	5
3	Evaluate the organisation of business travel or accommodation	2
3	Supervise an office facility	5
3	Contribute to innovation in a business environment	4

3	Contribute to running a project	5
3	Deliver, monitor and evaluate customer service to internal customers	3
3	Deliver, monitor and evaluate customer service to external customers	3
3	Agree a budget	4
3	Use customer service as a competitive tool	8
3	Monitor and solve customer service problems	6
3	Administer legal files	7
3	Build case files	4
3	Manage case files	5
3	Provide administrative support in schools	8
3	Administer parking and traffic challenges, representations and civil parking appeals	9
3	Administer statutory parking and traffic appeals	9
3	Administer parking and traffic debt recovery	9
4	Design and develop an information system	7
4	Manage and evaluate an information system	6
4	Contribute to innovation in a business environment – Level 4	6
4	Plan change for a team	6
4	Manage budgets	5

**Optional Group C**

1	Use occupational and safety guidelines when using keyboards	2
2	Bespoke software – Level 2	3
2	Data management software – Level 2	3
2	Database software – Level 2	4
2	Improving productivity using IT – Level 2	4
2	IT security for users – Level 2	2
2	Presentation software – Level 2	4
2	Set up an IT system – Level 2	4
2	Spreadsheet software – Level 2	4
2	Using collaborative technologies – Level 2	4
2	Website software – Level 2	4
2	Word processing software – Level 2	4
3	Bespoke software – Level 3	4
3	Data management software – Level 3	4
3	Database software – Level 3	6
3	Improving productivity using IT – Level 3	5
3	IT security for users – Level 3	3
3	Presentation software – Level 3	6
3	Set up an IT system – Level 3	5
3	Spreadsheet software – Level 3	6
3	Using collaborative technologies – Level 3	6
3	Website software – Level 3	5
3	Word processing software – Level 3	6
4	Manage physical resources	3
4	Manage the environmental impact of work activities	5
4	Provide leadership and direction for own area of responsibility	5
4	Support learning and development within own area of responsibility	5
4	Develop working relationships with colleagues and stakeholders	4

**Entry Requirements**

There are no formal educational requirements for the NVQ Business Administration Level 3 qualification, but all staff undertaking the qualification should have the opportunity and experience of working in an administration environment. A Level 2 qualification within the area or similar is advisable.