

About the Course

The aim of these qualifications is to recognise the skills and competences of candidates in the workplace. The qualifications provide individuals with an opportunity to demonstrate the skills and knowledge needed for a career in business and administration. The units encompass a broad range of competencies from the administration sector.

Who is this course for?

This is a work-oriented qualification and is suitable for those who undertake administration related activities. It is open to candidates of either gender and there are no entry barriers on grounds of race, creed or previous academic attainment or learning.

What are the benefits of this NVQ?

Employees will benefit from:

- A clearer understanding of their responsibility within their organisation.
- The opportunity to develop new skills.
- The recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to customers.
- The opportunity to improve customer retention levels

To achieve a full award, candidates must complete four units in total from two mandatory units and two optional units.

Mandatory Units

- 101 - Carry out your responsibilities at work.
- 102 - Work within your business environment.

Optional Units

- 103 - Welcome visitors
- 104 - Handle mail
- 105 - Store and retrieve information
- 106 - Use IT to exchange information
- 107 - Word processing software
- 108 - Make and receive telephone calls
- 109 - Use office equipment
- 110 - Ensure your own actions reduce risks to health and safety.

For further information, please contact Petra Prusova on 01708 726 660 /0207 529 1445 or e-mail info@edencollege.co.uk /petra.prus@edencollege.co.uk

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NVQ Level 1 in Business and Administration

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To achieve a full award, candidates must complete five units in total from two mandatory units and three optional units.

Mandatory Units

- 201 - Carry out your responsibilities at work.
- 202 - Work within your business environment.

Optional Units

- 101 - Ensure your own actions reduce risks to health and safety.
- 203 - Manage customer relations
- 204 - Manage diary systems
- 205 - Organise business travel and accommodation.
- 206 - Deal with visitors
- 207 - Process customer financial information
- 208 - Operate credit control procedures
- 209 - Store, retrieve and archive information.
- 211 - Organise and support meetings
- 212 - Use IT systems
- 213 - Use IT to exchange information.

- 214 - Word processing software.
- 215 - Spreadsheet software.
- 216 - Database software.
- 217 - Presentation software.
- 218 - Specialist or bespoke software.
- 219 - Use a telephone system.
- 220 - Operate office equipment.
- 221 - Prepare text from notes.
- 222 - Prepare text from shorthand
- 223 - Prepare text from recorded audio instruction.
- 224 - Produce documents.
- 225 - Work effectively with other people

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NVQ Level 2 in Business and Administration

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Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to customers.
- The opportunity to improve customer retention levels

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

Mandatory Units

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

Optional Units- Group A

- 110 -Ensure your own actions reduce risks to health and safety
- 204 -Manage diary systems
- 205 -Organise business travel and accommodation
- 212 -Use IT systems
- 213 -Use IT to exchange information
- 216 - Database software
- 218 -Specialist or bespoke software

Optional Units- Group B

- 303 -Supervise an office facility
- 304 -Procure products and services
- 305 -Manage and evaluate customer relations
- 306 -Manage the payroll function
- 307 -Complete year-end procedures
- 308 -Monitor information systems
- 309 -Run projects
- 310 -Research, analyse and report information

Optional Units- Group B (Con't)

- 311 -Plan, organise and support meetings
- 312 -Make a presentation
- 313 -Organise and coordinate events
- 314 -Word processing software
- 315 -Spreadsheet software
- 316 -Website software
- 317 -Artwork and imaging software
- 318 -Design and produce documents
- 319 -Plan and implement innovation and change
- 320 -Develop productive working relationships with colleagues
- 321 -Provide leadership for your team
- 322 - Prepare text for from notes
- 323 - Prepare text from shorthand
- 324 - Prepare text from recorded audio instruction

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NVQ Level 3 in Business and Administration

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- The recognition of existing skills

Employers will benefit from:

- Improved staff performance and motivation
- Improvements in the quality of service to customers.
- The opportunity to improve customer retention levels

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

Mandatory Units

- 401 - Carry out your responsibilities at work.
- 402 - Work within your business environment.

Optional Units- Group A

- 305 -Manage an office facility
- 310 -Research, analyses and report information

Optional Units- Group B

Optional Units- Group B (Con't)

- 311 -Plan, organise and support meetings
- 312 -Make a presentation
- 313 -Organise and coordinate events
- 314 -Word processing software
- 315 -Spreadsheet software
- 316 -Website software
- 317 -Artwork and imaging software
- 318 -Design and produce documents
- 319 -Plan and implement innovation and change
- 320 -Develop productive working relationships with colleagues
- 321 -Provide leadership for your team
- 322 - Prepare text for from notes
- 323 - Prepare text from shorthand
- 324 - Prepare text from recorded audio instruction

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**NVQ Level 4 in
Business and
Administration**