

Level 3 NVQ in Business and Administration



We deliver nationally accredited work based NVQ programmes which assess competence against occupational standards. They also complement and embed your existing in-house training to maximise the benefits across the organisation.

Programme information

Who is this NVQ for: For those working in office environments in any of the following roles, or roles similar to these: administrator, co-ordinator, team leader, supervisor, office manager

Typical duration: 26 weeks

Progression opportunities: NVQ Level 4 in Business and Administration

Programme Content:

To achieve the NVQ the candidate needs to present evidence of competence to support 2 Mandatory and 4 Optional units. At least 3 units must be chosen from Group B

Mandatory Units – must do all:

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

Optional Units - Group A

- 110 Ensure your own actions reduce the risks to health and safety
- 204 Manage diary systems
- 205 organise business travel and accommodation
- 212 Use IT systems 2
- 213 Use IT to exchange information 2
- 216 Database software 2
- 217 Presentation software 2
- 218 Specialist or bespoke software 2
- 221 Prepare text from notes
- 227 Make administrative arrangements for the appearance of individuals at court
- 233 Contribute to maintaining security and protecting individuals' rights in the custodial environment

Optional Units - Group B

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

Optional Units - Group B (Cont')

- Unit 311 Plan, organise and support meetings
- Unit 312 Make a presentation
- Unit 313 Organise and coordinate events
- Unit 314 Word processing software 3
- Unit 315 Spreadsheet software 3
- Unit 316 Website software 3
- Unit 317 Artwork and imaging software 3
- Unit 318 Design and produce documents
- Unit 319 Plan and implement innovation & change
- Unit 320 Develop productive working relationships with colleagues
- Unit 321 Provide leadership for your team
- Unit 323 Prepare text from shorthand
- Unit 324 Prepare text from recorded audio instructions
- Unit 325 Calculate and verify critical dates for sentences
- Unit 326 Maintain agricultural records and prepare claims for subsidies
- Unit 327 Verify the release process
- Unit 328 Administer legal files
- Unit 329 Administer representations
- Unit 330 Administer the appeals process
- Unit 331 Administer case files
- Unit 332 Administer appeals
- Unit 333 Investigate cases
- Unit 334 Provide administrative support in schools

What we offer...

- Your own dedicated Assessor/trainer will work from your premises, becoming part of your team and an extension of your training arm
- Flexible start and end dates to minimise disruption
- All assessment and training done on your premises - no need for employees to leave the site
- Candidate led portfolio – which evidences activities undertaken against NVQ standards
- Information, advice and guidance provided to each candidate
- Focused training consisting of face to face workshops and workbook exercises using a delivery schedule to suit your needs
- On the job observation and assessment with candidate feedback and review sessions to monitor progress and review targets

Typical delivery model

1. Curriculum Planning Meeting

To confirm your development needs and review your Standard Operational Procedures. Which we then map to the existing NVQ framework.

2. 'Assess-Train-Assess' - to Ensure Added Value and Maximum Benefits

Assess: Assessment of literacy/numeracy and occupational skills to identify skills gaps and training requirements so that workshops and training activities are designed to meet the individual needs of the learner.

Train: Reinforcement of the knowledge needed to effectively perform job role by introducing or re-visiting techniques through job specific workshops or workbook activities to improve skills and generate supplementary evidence.

Assess: On the job assessment over time to observe theory being put into practice and to assess development of skills

3. Continuous Improvement through employer/learner evaluation

Evaluations are held at key dates to monitor the quality and content of the programme delivery.

The Assessor/Trainer

The assessment and training is carried out by experienced, occupationally competent Assessor/Trainers.