



Level 4 NVQ Diploma in Business and Administration



Who is this course suitable for?

This qualification is suitable for individuals who work in a senior administration role with accountability and responsibility for managing functions and resources. It is ideal for school business managers.

Course Content

The qualification is made up of units, which each have a credit value. You must achieve a minimum of **39** credits to gain the full qualification. There are **6** mandatory units; you must then select a minimum of **19** credits from the optional units of which a minimum of **7** credits must be from level 4 units. All units must be completed in order to achieve the full qualification although single unit accreditation is available.

Mandatory Units (20 credits):

- Manage and be accountable for own performance in a business environment (Credit value: 3, level 4 unit)
- Evaluate and improve own performance in a business environment (Credit value: 4, level 4 unit)
- Support the purpose and values of an organisation (Credit value: 3, level 4 unit)
- Support sustainability in a business environment (Credit value: 3, level 4 unit)
- Assess, manage and monitor risk in a business environment (Credit value: 4, level 4 unit)
- Communicate in a business environment (Credit value: 3, level 4 unit)

Optional Units (You need to select a minimum of 19 credits):

- Develop a presentation (Credit value: 3, level 3 unit)
- Deliver a presentation (Credit value: 3, level 3 unit)
- Support the design and development of an information system (Credit value: 7, level 3 unit)

- Monitor information systems (Credit value: 7, level 3 unit)
- Analyse and report data (Credit value: 6, level 3 unit)
- Order products and services (Credit value: 5, level 3 unit)
- Plan and organise an event (Credit value: 4, level 3 unit)
- Co-ordinate an event (Credit value: 4, level 3 unit)
- Plan and organise meetings (Credit value: 5, level 3 unit)
- Organise business travel or accommodation (Credit value: 5, level 3 unit)
- Evaluate the organisation of business travel or accommodation (Credit value: 2, level 3 unit)
- Contribute to running a project (Credit value: 5, level 3 unit)
- Deliver, monitor and evaluate customer service to internal customers (Credit value: 3, level 3 unit)
- Deliver, monitor and evaluate customer service to external customers (Credit value: 3, level 3 unit)
- Agree a budget (Credit value: 4, level 3 unit)
- Use customer service as a competitive tool (Credit value: 8, level 3 unit)





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- Monitor and solve customer service problems (Credit value: 6, level 3 unit)
- Evaluate and solve business problems (Credit value: 6, level 4 unit)
- Make decisions in a business environment (Credit value: 4, level 4 unit)
- Negotiate in a business environment (Credit value: 7, level 4 unit)
- Design and develop an information system (Credit value: 7, level 4 unit)
- Manage and evaluate an information system (Credit value: 6, level 4 unit)
- Prepare specifications for contracts (Credit value: 5, level 4 unit)
- Chair meetings (Credit value: 4, level 4 unit)
- Manage an office facility (Credit value: 4, level 4 unit)
- Propose and design administrative services (Credit value: 8, level 4 unit)
- Prepare, co-ordinate and monitor operational plans (Credit value: 6, level 4 unit)
- Implement, monitor and maintain administrative services (Credit value: 7, level 4 unit)
- Contribute to innovation in a business environment (Credit value: 6, level 4 unit)
- Plan change for a team (Credit value: 6, level 4 unit)
- Manage budgets (Credit value: 5, level 4 unit)
- Manage physical resources (Credit value: 3, level 4 unit)
- Manage the environmental impact of work activities (Credit value: 5, level 4 unit)
- Provide leadership in direction for own area of responsibility (Credit value: 5, level 4 unit)
- Support learning and development within own area of responsibility (Credit value: 5, level 4 unit)
- Develop working relationships with colleagues and stakeholders (Credit value: 4, level 4 unit)
- Plan, organise and control customer service operations (Credit value: 10, level 4 unit)
- Invite tenders and select contractors (Credit value: 6, level 5 unit)
- Monitor and evaluate contracts (Credit value: 6, level 5 unit)
- Plan change across teams (Credit value: 6, level 5 unit)



- Implement, monitor and review change (Credit value: 6, level 5 unit)
- Manage a project (Credit value: 10, level 5 unit)
- Recruit staff in own area of responsibility (Credit value: 4, level 5 unit)
- Monitor and review business processes (Credit value: 3, level 5 unit)

Why do this course?

On completion of this course you will receive a nationally recognised qualification, accredited by City and Guilds, which proves you have attained a level of job competence.





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Delivery

This qualification is available through 2 delivery methods.

Delivery Option 1- Distance Learning

You will be allocated an assessor who will provide you with guidance via phone and email to build a portfolio of evidence in line with the qualification standard. You will also be given access to our online qualification portal which provides access to resources and assignments.

The evidence you will need to produce will include completing assignments, writing personal statements and undertaking professional discussions with your assessor. You may also need to get a witness testimony from a senior colleague at your school to



confirm your performance of certain tasks in line with the qualification standard.

Delivery Option 2 - Enhanced Distance Learning/Work Based Learning

This option is available to individuals who work within the Yorkshire region. We may also be able to deliver in this way to those who work in other areas for a minimum cohort of 10 candidates.

The qualification will be delivered through a combination of distance learning and work based learning. You will be allocated an assessor who will provide you with guidance via phone and email to build a portfolio of evidence in line with the qualification standard. In addition you will also receive 3 face to face support visits on the schools premises. You will also be given access to our online qualification portal which provides access to resources and assignments.

The evidence you will need to produce will include completing assignments, writing personal

statements and undertaking professional discussions with your assessor. You may also need to get a witness testimony from a senior colleague at your school to confirm your performance of certain tasks in line with the qualification standard.

Course Duration

An average time of completion is around 10 months for this course, however you can complete sooner if you wish. We will discuss this with you at enrolment. You can start this course at any time.

Entry Requirements

To undertake this course you must be working in a senior administration role with responsibility for managing resources. You will need to have access to a computer, the internet and be able to use Microsoft Word and email.

Cost

The cost for this qualification is £950 for the Distance Learning route and £1200 for the





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Enhanced Distance Learning route. You can pay in 3 instalments.

The price is fully inclusive of all costs including registration and certification from City and Guilds and tutor support.

To Apply

For further information, advice, or to apply for this course please contact a member of our team on **01904 612 231** or **star@star-tc.co.uk**

STAR (Training and Consultancy) Ltd actively promotes and supports equality of opportunity for all. If you have any special requirements regarding course delivery please do not hesitate to contact us.



Star (Training and Consultancy) Limited
Forest Business Park
Selby Road
Fulford, York, North Yorkshire YO19 4RH

Telephone 01904 612 231
Fax 01904 637 851
Website www.star-tc.co.uk
Email star@star-tc.co.uk