

Proposed learner name: _____

This qualification is a competence based qualification. It is aimed at people who already have experience of office-based skills and wish to specialise in business administration functions, ideally in a supervisory role. Learners can choose from a bank of optional units which show their ability to manage projects, problem-solve, negotiate, recruit and supervise, manage and run an office.

The credit required for this qualification is 57

To achieve this qualification, candidates must complete a total of 18 credits from 4 mandatory units. A minimum of 26 credits from group B optional units and a maximum of 13 credits from group C optional units. A minimum of 30 credits must be achieved through the completion of units at Level 4 or above.

Business Admin NVQ Level 4 Higher Apprenticeship				
Please answer all questions	A	B	C	D
	Is this part of your current job?	Has this ever been part of your job? (With this or any other company?)	Is this task carried out regularly?	Will this be part of your development in the future?
	Yes/ no	Yes / no	Yes/ no	Yes / no
Mandatory units, you must achieve all of these units and a selection of optional units to complete the qualification.				
Communicate in a business environment. – 4 credits Learning outcomes required: 1. Understand business communication models, systems and processes. 2. Be able to communicate in writing in business. 3. Be able to communicate verbally in business.				
Resolve administrative problems. – 6 credits Learning outcomes required: 1. Understand the principles underpinning the resolution of administrative problems. 2. Be able to identify administrative problems 3. Be able to resolve administrative problems.				
Manage the work of an administrative function. – 5 credits Learning outcomes required: 1. Understand the management of an administrative function. 2. Be able to organise the work of an administrative function. 3. Be able to manage				

administrative workflows.				
Manage personal and professional development. – 3 Credits Learning outcomes required: 1. Be able to identify personal and professional development requirements. 2. Be able to fulfil a personal and professional development plan. 3. Be able to maintain the relevance of a personal and professional development plan.				
Optional Group B – you must be able to achieve a minimum of 26 credits from this group				
Contribute to the design and development of an information system. – 5 Credits Learning outcomes required: 1. Understand information system design requirements. 2. Be able to contribute to the specification of an information system. 3. Be able to recommend options for the development of an information system.				
Manage information systems. – 6 Credits Learning outcomes required: 1. Understand the management of information systems 2. Be able to set up information system processes. 3. Be able to manage an information system.				
Support environment sustainability in a business environment. – 4 credits Learning outcomes required: 1. Understand the principles supporting environmental sustainability in a business environment. 2. Be able to implement best practice in environmental sustainability in a business environment.				
Prepare specifications for contracts. – 4 Credits Learning outcomes required: 1. Understand the principles supporting the preparation of specifications for contracts. 2. Be able to prepare specifications for contracts.				

<p>Manage events. – 6 credits. Learning outcomes required: 1. Understand the management of an event. 2. Be able to manage the planning of an event. 3. Be able to manage an event. 4. Be able to follow up an event.</p>				
<p>Contribute to the improvement of business performance. – 6 credits Learning outcomes required: 1. Understand the principles of resolving business problems. 2. Understand improvement techniques and processes. 3. Be able to solve problems in business. 4. Be able to contribute to the improvement of activities.</p>				
<p>Negotiate in a business environment. – 4 credits Learning outcomes required: 1. Understand the principles underpinning negotiation. 2. Be able to prepare for business negotiations. 3. Be able to carry out business negotiations.</p>				
<p>Develop a presentation. – 3 Credits. Learning outcomes required: 1. Understand how to develop a presentation. 2. Be able to develop a presentation.</p>				
<p>Deliver a presentation. – 3 credits Learning outcomes required: 1. Understand the principles underpinning the delivery of presentations. 2. Be able to prepare to deliver a presentation. 3. Be able to deliver a presentation.</p>				
<p>Create bespoke business documents. – 4 credits Learning outcomes required: 1. Understand how to create bespoke business documents 2. Be able to design bespoke business documents 3. Be able to create bespoke business documents.</p>				
<p>Monitor information systems. – 8</p>				

<p>Credits. Learning outcomes required: 1. Understand how information systems are used. 2. Be able to monitor information systems.</p>				
<p>Evaluate the provision of business travel or accommodation – 5 Credits Learning outcomes required: 1. Understand the provision of business travel or accommodation arrangements. 2. Be able to evaluate the quality of organisational business travel or accommodation arrangements. 3. Be able to recommend improvements to organisational business travel or accommodation arrangements.</p>				
<p>Manage an office facility. – 4 credits Learning outcome required: 1. Understand the management of an office facility 2. Be able to manage and maintain an office facility</p>				
<p>Analyse and present business data. – 6 credits Learning outcomes required: 1. Understand the analysis and presentation of business data. 2. Be able to analyse quantitative and qualitative business data. 3. Be able to present the analysis of business data.</p>				
<p>Optional Group C – Only a maximum of 13 credits can be achieved from this group.</p>				
<p>Develop and maintain professional networks. – 3 Credits Learning outcomes required: 1. Understand the principles of effective networking. 2. Be able to identify professional networks for development. 3. Be able to maintain professional networks.</p>				
<p>Develop and implement an operational plan. – 5 Credits Learning outcomes required: 1. Understand the principles of operational planning. 2. Be able to develop an operational plan. 3. Be able to implement an</p>				

operational plan. 4. Be able to evaluate the effectiveness of an operational plan.				
Encourage learning and development. – 3 Credits Learning outcomes required: 1. Understand the principles of learning and development. 2. Be able to support individuals' learning and development. 3. Be able to evaluate individuals' learning and development.				
Initiate and implement operational change. – 4 Credits. Learning outcomes required: 1. Understand the implementation of operational change. 2. Be able to plan for operational change. 3. Be able to manage operational change. 4. Be able to evaluate the effectiveness of operational change.				
Develop working relationships with stakeholders. – 4 Credits. Learning outcomes required: 1. Understand working relationships with stakeholders. 2. Be able to determine the scope for collaboration with stakeholders. 3. Be able to develop productive working relationships with stakeholders. 4. Be able to evaluate relationships with stakeholders.				
Manage physical resources. – 4 Credits. Learning outcomes required: 1. Be able to identify the need for physical resources. 2. Be able to obtain physical resources. 3. Be able to manage the use of physical resources.				
Prepare for and support quality audits. – 3 Credits. Learning outcomes required: 1. Understand the principles underpinning the management of quality. 2. Be able to prepare for quality				

audits. 3. Be able to support quality audits.				
Conduct quality audits. – 3 Credits. Learning outcomes required: 1. Understand the principles underpinning the management of quality. 2. Be able to prepare to carry out quality audits. 3. Be able to conduct quality audits.				
Manage a budget. – 4 Credits Learning outcomes required: 1. Understand how to identify financial requirements. 2. Understand how to set budgets. 3. Be able to manage a budget.				
Manage a project. – 7 Credits Learning outcomes required: 1. Understand the management of a project. 2. Be able to plan a project. 3. Be able to manage a project. 4. Be able to evaluate the effectiveness of a project.				
Manage business risk. – 6 Credits Learning outcomes required: 1. Understand the management of business risk. 2. Be able to address business risk. 3. Be able to mitigate business risk.				
Management knowledge in an organisation. – 5 Credits Learning outcomes required: 1. Understand the principles of knowledge management. 2. Be able to identify knowledge to be managed within an organisation. 3. Be able to manage knowledge within an organisation.				
Recruitment, selection and induction practice. – 6 Credits Learning outcomes required: 1. Understand the principles and theories underpinning recruitment, selection and induction practice. 2. Be able to recruit people into an organisation. 3. Be able to select appropriate people for the role.				

4. Be able to induct people into an organisation.				
<p>Establish business risk management processes. – 5 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand business risk management models and techniques. 2. Be able to develop business risk management processes. 3. Be able to evaluate the effectiveness of business risk management processes 				
<p>Promote equality of opportunity, diversity and inclusion. – 5 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand the principles of underpinning equality, diversity and inclusion in the workforce. 2. Be able to evaluate organisational strategies, policies and practices which address equality, diversity and inclusion requirements. 3. Be able to promote equality, diversity and inclusion policies and practices. 				
<p>Design business processes. – 5 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand techniques and tools that support the design of business processes. 2. Be able to develop business processes. 3. Be able to evaluate the effectiveness of business processes. 				
<p>Optimise the use of technology. – 6 Credits</p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> 1. Understand the principles underpinning the optimisation of technology. 2. Be able to scope the use of technology. 3. Be able to optimise the use of technological solutions. 4. Be able to manage the use of technology. 				
<p>Manage team performance. – 4 Credits</p> <ol style="list-style-type: none"> 1. Understand the management of 				

<p>team performance.</p> <p>2. Be able to allocate and assure the quality of work.</p> <p>3. Be able to manage communications within a team.</p>				
<p>Manage individuals' performance. – 4 Credits.</p> <p>Learning outcomes required:</p> <p>1. Understand the management of underperformance in the workplace.</p> <p>2. Be able to manage individuals' performance in the workplace.</p>				
<p>Chair and lead meetings. – 3 Credits.</p> <p>Learning outcomes required:</p> <p>1. Be able to prepare to lead meetings.</p> <p>2. Be able to chair and lead meetings.</p> <p>3. Be able to deal with post-meeting matters.</p>				
<p>Encourage innovation. – 4 Credits.</p> <p>Learning outcomes required:</p> <p>1. Be able to identify opportunities for innovation.</p> <p>2. Be able to generate and test ideas for innovation and improvement.</p> <p>3. Be able to implement innovative ideas and improvements.</p>				
<p>Manage conflict within a team. – 5 Credits.</p> <p>Learning outcomes required:</p> <p>1. Understand the principles of conflict management.</p> <p>2. Be able to reduce the potential for conflict within a team.</p> <p>3. Be able to deal with conflict within a team.</p>				
<p>Procure products and/or services. – 5 Credits.</p> <p>Learning outcomes required:</p> <p>1. Be able to identify procurement requirements.</p> <p>2. Be able to select suppliers.</p> <p>3. Be able to buy products and/or services.</p>				
<p>Implement and maintain business continuity plans and processes. – 4 Credits.</p> <p>Learning outcomes required:</p> <p>1. Be able to plan for the implementation of business</p>				

<p>continuity plans and processes. 2. Be able to implement business continuity plans and processes. 3. Be able to maintain the fitness for purpose of on-going business continuity plans and processes.</p>				
<p>Collaborate with other departments. – 3 Credits. Learning outcomes required: 1. Understand how to collaborate with other departments. 2. Be able to identify opportunities for collaboration with other departments. 3. Be able to collaborate with other departments.</p>				
<p>Champion customer service. – 4 Credits. Learning outcomes required: 1. Understand how to champion customer service. 2. Be able to identify the scope for improvements to customer service. 3. Be able to champion customer service</p>				