

Who is this NVQ for?

As a candidate for the Level 3 NVQ in Business and Administration, you can expect to work as a secretary, personal assistant or office administrator. The Level 3 option units will develop your supervisory, organisation, monitoring and analytical skills.

To achieve the whole qualification at Level 3, you must prove that you are competent in two mandatory units and four option units. You may choose one from group A and three from group B or all four from group B

Units

Mandatory units

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

Option units

Group A

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

Group B

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

Unit 311	Plan, organise and support meetings
Unit 312	Make a presentation
Unit 313	Organise and co-ordinate events
Unit 314	Word processing software 3
Unit 315	Spreadsheet software 3
Unit 316	Website software 2
Unit 317	Artwork and imaging software 2
Unit 318	Design and produce documents
Unit 319	Plan and implement innovation and 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 sentence
Unit 326	Verify the release process
Unit 327	Maintain agricultural and horticultural records and prepare claims for subsidies
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