

**BUSINESS
SUPPORT SKILLS
QUALIFICATION
FACTSHEET**

**City &
Guilds**



SVQs IN BUSINESS ADMINISTRATION 4436

Working with you to deliver
the skills employers need

SVQs IN BUSINESS ADMINISTRATION

4436

| Qualification | SCQF Level | Credit | Ref No | City & Guilds number |
|--|------------|--------|---------|----------------------|
| Level 1 SVQ in Business Administration | Level 4 | 15 | GA4K 21 | 4436-01 |
| Level 2 SVQ in Business Administration | Level 5 | 20 | GA4L 22 | 4436-02 |
| Level 3 SVQ in Business Administration | Level 6 | 23 | GA4M 23 | 4436-03 |
| Level 4 SVQ in Business Administration | Level 7 | 33 | GA4N 24 | 4436-04 |

| QUALIFICATION AIM | QUALIFICATION LEVELS | PROGRESSION ROUTES |
|---|--|---|
| <p>Our new SVQs in Business and Administration provide flexible progression routes from levels 1 to 4 for those with little experience of providing administrative support through to those who implement business support services and organisational change.</p> <p>They are designed to provide work-based skills and the relevant knowledge and experience that will allow learners to develop in their chosen careers.</p> | <p>Level 1 assesses the learner on everyday administrative tasks, while activities requiring a greater degree of responsibility and technical skill such as supporting meetings and events are introduced at level 2.</p> <p>Level 3 allows the learner to develop a range of essential business skills including team supervision, project management and negotiation and level 4 allows team leaders and managers to contribute to departmental and organisational strategy.</p> | <p>Learners can progress at their own pace from level 1 through to level 4. They can choose specialist administrative routes including HR and legal to progress onto our qualifications for legal and medical administrators and secretaries or related qualifications in Customer Service, IT or Accounting.</p> <p>Level 4 learners may advance onto Management qualifications offered by the Institute of Leadership and Management (ILM).</p> |

| PRODUCT INFORMATION | |
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| KEY FEATURES | KEY BENEFITS |
| <p>Structure</p> <p>Level 1 consists of a minimum of 2 mandatory units and 4 optional units.</p> <p>Levels 2-4 consist of a minimum of 3 mandatory units and 5 optional units.</p> | <p>The flexible and comprehensive syllabus is designed to allow for clear progression and create a thorough and rewarding learning experience.</p> <p>Increased choice of units provide opportunities for all learners to reach their potential.</p> <p>Optional units allow candidates to tailor learning content to suit their needs, while also meeting the demands of employers.</p> |
| <p>Assessment</p> <p>Assessment is carried out in the workplace or a realistic working environment.</p> <p>Learners must submit a portfolio of evidence.</p> | <p>As assessment may take place in a realistic working environment, learners do not need to be in employment to achieve the qualification, making it widely accessible.</p> <p>Evidence may include professional discussion, e-observation, IT assignments or producing work materials such as a presentation. The flexibility is designed to cater to learners of all abilities.</p> |
| <p>Support</p> <p>Learners, tutors and assessors benefit from an extensive pool of support services.</p> <p>These include; a qualification handbook and e-portfolio.</p> | <p>City & Guilds e-portfolio solution provided by Learning Assistant allows assessors to plan and review their learners' progress, and provide the support learners need to successfully complete their qualifications. For more information please go to www.learningassistant.com</p> <p>Our free, downloadable handbooks provide detailed information on each unit, including assessment methods and criteria.</p> |

| REASONS TO CHOOSE CITY & GUILDS | |
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| The most valued brand recognition | Our brand is recognised by 99% of employers, giving learners widespread recognition in the jobs market. Learners are supported by this strong brand presence throughout their careers. |
| Working together to provide the skills employers need | These qualifications were developed in collaboration with key training providers, employers and experts in the field, to provide candidates with relevant training which is straightforward yet exciting to deliver. |
| Comprehensive range and scope of qualifications | City & Guilds offers an extensive range of qualifications within Business Support Skills and related areas, so centres can seamlessly deliver up-to-the-minute, on-demand training through one awarding body. |

For more information call **0844 543 0000**, email centresupport@cityandguilds.com or visit www.cityandguilds.com