Rules of Combination Handbook for Business Administration

ROC HANDBOOK

9097 Level 2 and 3 Business and Administration apprenticeship

Level 1 NVQ Award in Business and Administration
4428/01
500/9516/X
Level 1 NVQ Certificate in Business and Administration
4428/01
500/9871/8
Level 2 NVQ Award in Business and Administration
4428/02
500/9466/X
Level 2 NVQ Certificate in Business and Administration
4428/02
500/9677/1
Level 2 NVQ Diploma in Business and Administration
4428/02
501/0040/3
Level 3 NVQ Certificate in Business and Administration
4428/03
500/9626/6
Level 3 NVQ Diploma in Business and Administration
4428/03
500/9548/1
Level 4 NVQ Certificate in Business and Administration
4428/04
500/9776/3
Level 4 NVQ Diploma in Business and Administration
4428/04
500/9828/7
Level 2 Certificate in Principles of Business and Administration
4475/02
501/0159/6
Level 3 Certificate in Principles of Business and Administration
4475/03
501/0093/2
Level 2 Diploma in Business Support
4475/12
300/1648/6
Level 3 Diploma in Business Support
4475/13
600/1646/2
Level 4 Diploma in Business and Professional Administration
4710-04
600/6623/4

Nov 2012 Version 2.0

City& Guilds

Apprenticeships at a glance

	Level 2 Intermediate Apprenticeship	Level 3 Advanced Apprenticeship
NVQ	4428 City & Guilds Level 2 NVQ Certificate in Business & Administration (500/9677/1) (21 credits)	4428 City & Guilds Level 3 NVQ Diploma in Business & Administration (500/9548/1) (30 credits)
Technical Certificate	4475 City & Guilds Level 2 Certificate in Principles of Business & Administration (501/0159/6) (13 credits) **or** 7465 City & Guilds Level 2 Certificate in Legal Secretaries (500/6749/7) (31 credits) **or** 7465 City & Guilds Level 2 in Diploma Legal Secretaries (600/6622/2) (37 credits) or 7462-02 Level 2 Certificate in Legal Administration (600/4821/9) (16 credits) or 4419 City & Guilds Level 2 Diploma in Medical Administration (42 Credits)	4475 City & Guilds Level 3 Certificate in Principles of Business & Administration (501/0093/2) (17 credits) **or** 7465 City & Guilds Level 3 Certificate in Legal Secretaries (500/6682/1) (32 credits) **or** 7465 City & Guilds Level 3 Diploma in Legal Secretaries (600/6459/6) (39 credits) or 4419 City & Guilds Level 3 Diploma in Medical Administration (49 credits)
Key Skills/ Functional Skills	Application of Number/Mathematics Level 1 Communication/English Level 1 ICT Level 1	Application of Number/Mathematics Level 2 Communication/English Level 2 ICT Level 2
PLTS	PLTS has been mapped to the mandatory Units in the competence (NVQ) qualification and Can be downloaded from **www.cfa.uk.com**	PLTS has been mapped to the mandatory Units in the competence (NVQ) qualification and Can be downloaded from **www.cfa.uk.com**
ERR	No ERR required for the Business qualifications as embedded in TC. Legal and Medical require ERR workbook available on the CFA website or complete the 4255 C&G Award in ERR	No ERR required for the Business qualifications as embedded in TC. Legal and Medical require ERR workbook available on the CFA website or complete the 4255 C&G Award in ERR

Qualifications at a glance

Subject area	Level 1 Business Admin NVQ	
City & Guilds number	4428-01/91	
Age group approved	All	
Entry requirements	No specific entry requirements	
Assessment and grading	Portfolio of evidence	
Support materials	Qualification handbook	
Title and level	**City & Guilds number**	**Accreditation number**
Level 1 NVQ Award in Business and Administration	4428-91	500/9516/X
Level 1 NVQ Certificate in Business and Administration	4428-01 / 91	500/9871/8
Title and level	**Last Date Registration**	**Last Date Certification**
Level 1 NVQ Award in Business and Administration	31/08/2014	31/08/2015
Level 1 NVQ Certificate in Business and Administration	31/08/2014	31/08/2015

Structures

Level 1 NVQ Award in Business and Administration
To achieve the Level 1 NVQ Award in Business and Administration learners must achieve

- a minimum of 9 credits overall
- 7 credits from the two mandatory units in Group A
- plus a minimum of 2 credits from optional units in Group B.

Level 1 NVQ Certificate in Business and Administration
To achieve the Level 1 NVQ Certificate in Business and Administration the learner must achieve

- a minimum of 15 credits overall
- 7 credits from the two mandatory units in Group A
- plus a minimum of 4 credits from optional units in Group B
- a maximum of 4 credits are allowed from optional units in Group C (this is not compulsory).

Level 1 NVQ units in Business and Administration

Key to table
A – Mandatory, **B** – Optional, **C** - Optional

City & Guilds unit	WBA accreditation number	Unit title	Level	Credit	GLH	L1 Award Group A/B	L1 Certificate Group A/B/C
101	M/601/2447	Manage own performance in a business environment	1	2	14		B
102	T/601/2448	Improve own performance in a business environment	1	1	7		B
103	A/601/2449	Work in a business environment	1	3	17	A	A
104	F/601/2453	Communicate in a business environment	1	4	21	A	A
105	M/601/2450	Solve business problems	1	3	14		B
106	A/601/2452	Work with other people in a business environment	1	2	9	B	B
107	K/601/2446	Make and receive telephone calls	1	3	10	B	B
108	L/601/2455	Assist in handling mail	1	2	10	B	B
109	D/601/2458	Prepare text from notes using touch typing (20 wpm)	1	2	15		B
110	Y/601/2460	Use a filing system	1	2	13	B	B
111	H/601/2462	Archive information	1	2	13	B	B
112	T/601/2465	Use occupational health and safety guidelines when using keyboards	1	2	20		C
113	J/502/4299	Using email	1	2	15		C
114	L/502/4627	Word processing software	1	3	20		C
221	H/601/2493	Use office equipment	2	4	18	B	B
225	Y/601/2510	Support the organisation of business travel or accommodation	2	3	18		B
229	Y/601/2457	Meet and welcome visitors	2	3	23	B	B

Subject area	Level 2 Business Admin NVQ

City & Guilds number	4428-02/92
Age group approved	All
Entry requirements	No specific entry requirements
Assessment and grading	Portfolio of evidence
Support materials	Qualification handbook

Title and level	City & Guilds number	Accreditation number
Level 2 NVQ Award in Business and Administration	4428-92	500/9466/X
Level 2 NVQ Certificate in Business and Administration	4428-02 / 92	500/9677/1
Level 2 NVQ Diploma in Business and Administration	4428-92	501/0040/3

Title and level	Last Date Registration	Last Date Certification
Level 2 NVQ Award in Business and Administration	31/08/2014	31/08/2016
Level 2 NVQ Certificate in Business and Administration	31/08/2014	31/08/2016
Level 2 NVQ Diploma in Business and Administration	31/08/2014	31/08/2016

Structures

Level 2 NVQ Award in Business and Administration
To achieve the Level 2 NVQ Award in Business and Administration learners must achieve:
- a minimum of 9 credits overall, of which a minimum of 6 credits must be at level 2
- 5 credits must be from the two mandatory units in Group A
- a minimum of 4 credits must be from optional units in Group B

Level 2 NVQ Certificate in Business and Administration
To achieve the Level 2 NVQ Certificate in Business and Administration the learner must achieve:
- a minimum of 21 credits overall, of which a minimum of 14 credits must be at level 2
- 9 credits must be from the four mandatory units in Group A
- a minimum of 7 credits must be from optional units in Group B
- a maximum of 5 credits are allowed from optional units in Group C (this is not compulsory)

Level 2 NVQ Diploma in Business and Administration

To achieve the Level 2 NVQ Diploma in Business and Administration the learner must achieve:

- a minimum of 37 credits overall, of which a minimum of 24 credits must be at level 2
- 9 credits must be from the four mandatory units in Group A
- a minimum of 17 credits must be from optional units in Group B
- a maximum of 11 credits are allowed from optional units in Group C (this is not compulsory)

Key to table
A – Mandatory, **B** – Optional, **C** – Optional

* **Excluded combination** – indicated unit(s) cannot be taken together within any one qualification:

City & Guilds unit number	Ofqual unit Accreditation number	Unit title	Level	Credit	GLH	Level 2 Award	Level 2 Certificate / Diploma	* Excluded combination
107	K/601/2446	Make and receive telephone calls	1	3	10	B	B	
112	T/601/2465	Use occupational health and safety guidelines when using keyboards	1	2	20	B	C	
114	L/502/4627	Word processing software	1	3	20		C	242
115	A/502/4395	Bespoke software	1	2	15		C	232
116	F/502/4558	Data management software	1	2	15		C	233
117	H/502/4553	Database software	1	3	20		C	234
118	T/502/4153	Improving productivity using IT	1	3	20		C	235
119	R/502/4256	IT security for users	1	1	10		C	236
120	K/502/4621	Presentation software	1	3	20		C	237
121	Y/502/4209	Set up an IT system	1	3	20		C	238
122	A/502/4624	Spreadsheet software	1	3	20		C	239
123	A/502/4378	Using collaborative technologies	1	3	20		C	240
124	L/502/4630	Website software	1	3	20		C	241
201	F/601/2467	Manage own performance in a business environment	2	2	9	B	A	
202	L/601/2469	Improve own performance in a business environment	2	2	6	B	A	
203	F/601/2470	Work in a business environment	2	2	18	A	A	
204	D/601/2475	Communicate in a business environment	2	3	18	A	A	
205	L/601/2472	Solve business problems	2	4	12	B	B	
206	Y/601/2474	Work with other people in a business environment	2	3	10	B	B	
207	H/601/2476	Use electronic message systems	2	1	6	B	B	
208	K/601/2477	Use a diary system	2	3	9	B	B	
209	M/601/2478	Take minutes	2	4	15	B	B	
210	T/601/2479	Handle mail	2	3	17	B	B	
211	K/601/2480	Provide reception services	2	3	15	B	B	229

City & Guilds unit number	Ofqual unit Accreditation number	Unit title	Level	Credit	GLH	Level 2 Award	Level 2 Certificate / Diploma	* Excluded combination
212	T/601/2482	Produce documents in a business environment	2	4	15	B	B	312
213	A/601/2483	Prepare text from notes	2	3	15	B	B	214, 313
214	F/601/2484	Prepare text from notes using touch typing (40 wpm)	2	3	15	B	B	213, 313
215	J/601/2485	Prepare text from shorthand (60 wpm)	2	8	55	B	B	314
216	L/601/2486	Prepare text from recorded audio instruction (40 wpm)	2	4	35	B	B	315
217	R/601/2487	Organise and report data	2	3	12	B	B	
218	Y/601/2488	Research information	2	4	17	B	B	
219	R/601/2490	Store and retrieve information	2	3	17	B	B	
220	Y/601/2491	Archive information	2	2	13	B	B	
221	H/601/2493	Use office equipment	2	4	18	B	B	
222	M/601/2495	Maintain and issue stationery stock items	2	3	14	B	B	
223	L/601/2505	Support the organisation of an event	2	2	15	B	B	320
224	D/601/2508	Support the co-ordination of an event	2	3	20	B	B	321
225	Y/601/2510	Support the organisation of business travel or accommodation	2	3	18	B	B	
226	T/601/2515	Support the organisation of meetings	2	4	18	B	B	322
227	F/601/2517	Respond to change in a business environment	2	3	16	B	B	
228	J/601/2518	Support the management and development of an information system	2	7	40	B	B	
229	Y/601/2457	Meet and welcome visitors	2	3	23	B	B	211
230	T/601/2790	Administer human resource records	2	3	20		B	
231	A/601/2791	Administer the recruitment and selection process	2	4	30		B	
232	F/502/4396	Bespoke software	2	3	20		C	115
233	J/502/4559	Data management software	2	3	20		C	116
234	M/502/4555	Database software	2	4	30		C	117
235	J/502/4156	Improving productivity using IT	2	4	30		C	118
236	Y/502/4257	IT security for users	2	2	15		C	119
237	M502/4622	Presentation software	2	4	30		C	120
238	L/502/4210	Set up an IT system	2	4	30		C	121
239	F/502/4625	Spreadsheet software	2	4	30		C	122
240	F/502/4379	Using collaborative technologies	2	4	30		C	123
241	R/502/4631	Website software	2	4	30		C	124
242	R/502/4628	Word processing software	2	4	30		C	114
243	J/601/2647	Administer parking dispensations	2	4	14		B	
310	M/601/2528	Develop a presentation	3	3	15		B	

City & Guilds unit number	Ofqual unit Accreditation number	Unit title	Level	Credit	GLH	Level 2 Award	Level 2 Certificate / Diploma	* Excluded combination
311	T/601/2529	Deliver a presentation	3	3	15		B	
312	M/601/2531	Design and produce documents in a business environment	3	4	25		B	212
313	T/601/2532	Prepare text from notes using touch typing (60 wpm)	3	4	10		B	214
314	A/601/2533	Prepare text from shorthand (80 wpm)	3	8	45		B	215
315	F/601/2534	Prepare text from recorded audio instruction (60wpm)	3	4	25		B	216
316	L/601/2536	Support the design and development of an information system	3	7	35		B	
317	R/601/2537	Monitor information systems	3	7	30		B	
318	Y/601/2538	Analyse and report data	3	6	30		B	
319	D/601/2539	Order products and services	3	5	35		B	
320	R/601/2540	Plan and organise an event	3	4	28		B	223
321	Y/601/2541	Co-ordinate an event	3	4	30		B	224
322	D/601/2542	Plan and organise meetings	3	5	25		B	226
326	A/601/2547	Contribute to innovation in a business environment	3	4	30		B	
327	J/601/2549	Contribute to running a project	3	5	30		B	
328	A/601/2550	Deliver, monitor and evaluate customer service to internal customers	3	3	12		B	
329	F/601/2551	Deliver, monitor and evaluate customer service to external customers	3	3	12		B	
330	J/601/2552	Agree a budget	3	4	25		B	

Subject area	Level 3 Business Admin NVQ
City & Guilds number	4428-03/93

Age group approved	All
Entry requirements	No specific entry requirements
Assessment and grading	Portfolio of evidence
Support materials	Qualification handbook

Title and level	City & Guilds number	Accreditation number
Level 3 NVQ Certificate in Business and Administration	4428-93	500/9626/6
Level 3 NVQ Diploma in Business and Administration	4428-03 / 93	500/9548/1

Title and level	Last Date Registration	Last Date Certification
Level 3 NVQ Certificate in Business and Administration	31/08/2014	31/08/2017
Level 3 NVQ Diploma in Business and Administration	31/08/2014	31/08/2017

Structures

Level 3 NVQ Certificate in Business and Administration

To achieve the Level 3 NVQ Certificate in Business and Administration the learner must achieve

- a minimum of 30 credits overall, of which a minimum of 20 credits must be at level 3
- 13 credits from the four mandatory units in Group A
- a minimum of 11 credits from optional units in Group B
- a maximum of 6 credits are allowed from optional units in Group C (this is not compulsory).

Level 3 NVQ Diploma in Business and Administration

To achieve the Level 3 NVQ Diploma in Business and Administration the learner must achieve

- a minimum of 40 credits overall, of which a minimum of 27 credits must be at level 3
- 13 credits from the four mandatory units in Group A
- a minimum of 14 credits from optional units in Group B
- a maximum of 13 credits are allowed from optional units in Group (this is not compulsory).

Level 3 NVQ units in Business and Administration

Key to table

A – Mandatory, **B** – Optional, **C** - Optional

* **Excluded combination** – indicated unit(s) cannot be taken together within any one qualification:

City & Guilds unit number	Ofqual unit accreditation number	Unit title	Level	Credit	GLH	Level 3 Certificate	Level 3 Diploma	* Excluded combination
112	T/601/2465	Use occupational and safety guidelines when using keyboards	1	2	20	**C**	**C**	
207	H/601/2476	Use electronic message systems	2	1	6	**B**	**B**	
208	K/601/2477	Use a diary system	2	3	9	**B**	**B**	
209	M/601/2478	Take minutes	2	4	15	**B**	**B**	
210	T/601/2479	Handle mail	2	3	17	**B**	**B**	
211	K/601/2480	Provide reception services	2	3	15	**B**	**B**	229
212	T/601/2482	Produce documents in a business environment	2	4	15	**B**	**B**	312
213	A/601/2483	Prepare text from notes	2	3	15	**B**	**B**	214, 313
214	F/601/2484	Prepare text from notes using touch typing (40 wpm)	2	3	15	**B**	**B**	213, 313
215	J/601/2485	Prepare text from shorthand (60 wpm)	2	8	55	**B**	**B**	314
216	L/601/2486	Prepare text from recorded audio instruction (40 wpm)	2	4	35	**B**	**B**	315
217	R/601/2487	Organise and report data	2	3	12	**B**	**B**	
218	Y/601/2488	Research information	2	4	17	**B**	**B**	
219	R/601/2490	Store and retrieve information	2	3	17	**B**	**B**	
220	Y/601/2491	Archive information - level 2	2	2	13	**B**	**B**	
221	H/601/2493	Use office equipment	2	4	18	**B**	**B**	
222	M/601/2495	Maintain and issue stationery stock items	2	3	14	**B**	**B**	
223	L/601/2505	Support the organisation of an event	2	2	15	**B**	**B**	320
224	D/601/2508	Support the co-ordination of an event	2	3	20	**B**	**B**	321
225	Y/601/2510	Support the organisation of business travel or accommodation	2	3	18	**B**	**B**	323
226	T/601/2515	Support the organisation of meetings	2	4	18	**B**	**B**	322
227	F/601/2517	Respond to change in a business environment	2	3	16	**B**	**B**	419
228	J/601/2518	Support the management and development of an information system	2	7	40	**B**	**B**	411
229	Y/601/2457	Meet and welcome visitors	2	3	23	**B**	**B**	211
230	T/601/2790	Administer human resource records	2	3	20	**B**	**B**	
231	A/601/2791	Administer the recruitment and selection process	2	4	30	**B**	**B**	

City & Guilds unit number	Ofqual unit accreditation number	Unit title	Level	Credit	GLH	Level 3 Certificate	Level 3 Diploma	* Excluded combination
232	F/502/4396	Bespoke software - level 2	2	3	20	C	C	333
233	J/502/4559	Data management software - level 2	2	3	20	C	C	334
234	M/502/4555	Database software - level 2	2	4	30	C	C	335
235	J/502/4156	Improving productivity using IT - level 2	2	4	30	C	C	336
236	Y/502/4257	IT security for users - level 2	2	2	15	C	C	337
237	M502/4622	Presentation software - level 2	2	4	30	C	C	338
238	L/502/4210	Set up an IT system - level 2	2	4	30	C	C	339
239	F/502/4625	Spreadsheet software - level 2	2	4	30	C	C	340
240	F/502/4379	Using collaborative technologies - level 2	2	4	30	C	C	341
241	R/502/4631	Website software - level 2	2	4	30	C	C	342
242	R/502/4628	Word processing software - level 2	2	4	30	C	C	343
243	J/601/2647	Administer parking dispensations	2	4	14	B	B	
301	L/601/2519	Manage own performance in a business environment - level 3	3	3	12	A	A	
302	F/601/2520	Evaluate and improve own performance in a business environment	3	3	22	A	A	
303	J/601/2521	Work in a business environment - level 3	3	4	21	A	A	
304	K/601/2527	Communicate in a business environment - level 3	3	3	14	A	A	
305	L/601/2522	Solve business problems - level 3	3	4	18	B	B	
306	R/601/2523	Work with other people in a business environment - level 3	3	4	12	B	B	
307	Y/601/2524	Contribute to decision-making in a business environment	3	3	12	B	B	
308	D/601/2525	Negotiate in a business environment	3	5	20	B	B	
309	H/601/2526	Supervise a team in a business environment	3	6	52	B	B	
310	M/601/2528	Develop a presentation	3	3	15	B	B	
311	T/601/2529	Deliver a presentation	3	3	15	B	B	
312	M/601/2531	Design and produce documents in a business environment	3	4	25	B	B	212
313	T/601/2532	Prepare text from notes using touch typing (60 wpm)	3	4	10	B	B	213, 214
314	A/601/2533	Prepare text from shorthand (80 wpm)	3	8	45	B	B	215
315	F/601/2534	Prepare text from recorded audio instruction (60wpm)	3	4	25	B	B	216
316	L/601/2536	Support the design and development of an information system	3	7	35	B	B	410
317	R/601/2537	Monitor information systems	3	7	30	B	B	

City & Guilds unit number	Ofqual unit accreditation number	Unit title	Level	Credit	GLH	Level 3 Certificate	Level 3 Diploma	* Excluded combination
318	Y/601/2538	Analyse and report data	3	6	30	B	B	
319	D/601/2539	Order products and services	3	5	35	B	B	
320	R/601/2540	Plan and organise an event	3	4	28	B	B	223
321	Y/601/2541	Co-ordinate an event	3	4	30	B	B	224
322	D/601/2542	Plan and organise meetings	3	5	25	B	B	226
323	H/601/2543	Organise business travel or accommodation	3	5	20	B	B	225
324	K/601/2544	Evaluate the organisation of business travel or accommodation	3	2	10	B	B	
325	T/601/2546	Supervise an office facility	3	5	23	B	B	
326	A/601/2547	Contribute to innovation in a business environment	3	4	30	B	B	418
327	J/601/2549	Contribute to running a project	3	5	30	B	B	
328	A/601/2550	Deliver, monitor and evaluate customer service to internal customers	3	3	12	B	B	
329	F/601/2551	Deliver, monitor and evaluate customer service to external customers	3	3	12	B	B	
330	J/601/2552	Agree a budget	3	4	25	B	B	
331	D/601/1228	Use customer service as a competitive tool	3	8	53	B	B	
332	J/601/1515	Monitor and solve customer service problems	3	6	40	B	B	
333	J/502/4397	Bespoke software - level 3	3	4	30	C	C	232
334	A/502/4560	Data management software - level 3	3	4	30	C	C	233
335	T/502/4556	Database software - level 3	3	6	45	C	C	234
336	L/502/4157	Improving productivity using IT - level 3	3	5	40	C	C	235
337	D/502/4258	IT security for users - level 3	3	3	20	C	C	236
338	T/502/4623	Presentation software - level 3	3	6	45	C	C	237
339	R/502/4211	Set up an IT system - level 3	3	5	40	C	C	238
340	J/502/4626	Spreadsheet software - level 3	3	6	45	C	C	239
341	T/502/4380	Using collaborative technologies - level 3	3	6	45	C	C	240
342	Y/502/4632	Website software - level 3	3	5	40	C	C	241
343	Y/502/4629	Word processing software - level 3	3	6	45	C	C	242
344	H/601/7791	Administer legal files	3	7	25	B	B	
345	K/601/7792	Build case files	3	4	20	B	B	
346	M/601/7793	Manage case files	3	5	25	B	B	
347	D/601/7787	Provide administrative support in schools	3	8	53	B	B	
348	L/601/2648	Administer parking and traffic challenges, representations and civil parking appeals	3	9	40	B	B	

City & Guilds unit number	Ofqual unit accreditation number	Unit title	Level	Credit	GLH	Level 3 Certificate	Level 3 Diploma	* Excluded combination
349	R/601/2649	Administer statutory parking and traffic appeals	3	9	45	B	B	
350	J/601/2650	Administer parking and traffic debt recovery	3	9	54	B	B	
410	T/601/2563	Design and develop an information system	4	7	30	B	B	
411	A/601/2564	Manage and evaluate an information system	4	6	20	B	B	228
418	K/601/2575	Contribute to innovation in a business environment - level 4	4	6	25	B	B	326
419	M/601/2576	Plan change for a team	4	6	22	B	B	227
420	T/601/2580	Manage budgets	4	5	29		B	
421	K/600/9711	Manage physical resources	4	3	25	C	C	
422	M/600/9712	Manage the environmental impact of work activities	4	5	10	C	C	
423	T/600/9601	Provide leadership and direction for own area of responsibility	4	5	30	C	C	
424	M/600/9676	Support learning and development within own area of responsibility	4	5	25	C	C	
425	K/600/9661	Develop working relationships with colleagues and stakeholders	4	4	20	C	C	

Subject area	Level 4 Business Admin NVQ
City & Guilds number	4428-04/94
Age group approved	All
Entry requirements	No specific entry requirements

Assessment and grading	Portfolio of evidence
Support materials	Qualification handbook

Title and level	City & Guilds number	Accreditation number
Level 4 NVQ Certificate in Business and Administration	4428-94	500/9776/3
Level 4 NVQ Diploma in Business and Administration	4428-04 / 94	500/9828/7

Title and level	Last Date Registration	Last Date Certification
Level 4 NVQ Certificate in Business and Administration	31/08/2014	31/08/2017
Level 4 NVQ Diploma in Business and Administration	31/08/2014	31/08/2017

Structures

Level 4 NVQ Certificate in Business and Administration

To achieve the Level 4 NVQ Certificate in Business and Administration the learner must achieve

- a minimum of 30 credits overall, of which a minimum of 20 credits must be at level 4
- 20 credits from the six mandatory units in Group A
- plus a minimum of 10 credits from optional units in Group B.

Level 4 NVQ Diploma in Business and Administration

To achieve the Level 4 NVQ Diploma in Business and Administration the learner must achieve

- a minimum of 39 credits overall, of which a minimum of 27 credits must be at level 4
- 20 credits from the six mandatory units in Group A
- plus a minimum of 19 credits from optional units in Group B.

Level 4 NVQ units in Business and Administration

Key to table
A – Mandatory, **B** – Optional, **C** - Optional
* **Excluded combination** – indicated unit(s) cannot be taken together within any one qualification:

City & Guilds unit number	Ofqual unit accreditation number	Unit title	Level	Credit	GLH	Level 4 Certificate / Diploma	* Excluded combination
310	M/601/2528	Develop a presentation	3	3	15	B	
311	T/601/2529	Deliver a presentation	3	3	15	B	
316	L/601/2536	Support the design and development of an information system	3	7	35	B	410
317	R/601/2537	Monitor information systems	3	7	30	B	
318	Y/601/2538	Analyse and report data	3	6	30	B	
319	D/601/2539	Order products and services	3	5	35	B	
320	R/601/2540	Plan and organise an event	3	4	28	B	
321	Y/601/2541	Co-ordinate an event	3	4	30	B	
322	D/601/2542	Plan and organise meetings	3	5	25	B	
323	H/601/2543	Organise business travel or accommodation	3	5	20	B	
324	K/601/2544	Evaluate the organisation of business travel or accommodation	3	2	10	B	
327	J/601/2549	Contribute to running a project	3	5	30	B	
328	A/601/2550	Deliver, monitor and evaluate customer service to internal customers	3	3	12	B	
329	F/601/2551	Deliver, monitor and evaluate customer service to external customers	3	3	12	B	
330	J/601/2552	Agree a budget	3	4	25	B	
331	D/601/1228	Use customer service as a competitive tool	3	8	53	B	
332	J/601/1515	Monitor and solve customer service problems	3	6	40	B	
401	L/601/2553	Manage and be accountable for own performance in a business environment	4	3	18	A	
402	R/601/2554	Evaluate and improve own performance in a business environment	4	4	14	A	
403	Y/601/2555	Support the purpose and values of an organisation	4	3	14	A	
404	D/601/2556	Support sustainability in a business environment	4	3	14	A	
405	H/601/2557	Assess, manage and monitor risk in a business environment	4	4	18	A	
406	M/601/2562	Communicate in a business environment	4	3	25	A	
407	K/601/2558	Evaluate and solve business problems	4	6	16	B	
408	H/601/2560	Make decisions in a business environment	4	4	24	B	
409	K/601/2561	Negotiate in a business environment	4	7	40	B	
410	T/601/2563	Design and develop an information system	4	7	30	B	316
411	A/601/2564	Manage and evaluate an information system	4	6	20	B	

City & Guilds unit number	Ofqual unit accreditation number	Unit title	Level	Credit	GLH	Level 4 Certificate / Diploma	* Excluded combination
412	F/601/2565	Prepare specifications for contracts	4	5	30	B	
413	J/601/2566	Chair meetings	4	4	16	B	
414	L/601/2567	Manage an office facility	4	6	30	B	
415	Y/601/2569	Propose and design administrative services	4	8	36	B	
416	L/601/2570	Prepare, co-ordinate and monitor operational plans	4	6	26	B	
417	Y/601/2572	Implement, monitor and maintain administrative services	4	7	15	B	
418	K/601/2575	Contribute to innovation in a business environment	4	6	25	B	
419	M/601/2576	Plan change for a team	4	6	22	B	
420	T/601/2580	Manage budgets	4	5	29	B	
421	K/600/9711	Manage physical resources	4	3	25	B	
422	M/600/9712	Manage the environmental impact of work activities	4	5	10	B	
423	T/600/9601	Provide leadership and direction for own area of responsibility	4	5	30	B	
424	M/600/9676	Support learning and development within own area of responsibility	4	5	25	B	
425	K/600/9661	Develop working relationships with colleagues and stakeholders	4	4	20	B	
426	A/601/1236	Plan, organise and control customer service operations	4	10	67	B	
501	R/601/2585	Invite tenders and select contractors	5	6	32	B	
502	Y/601/2586	Monitor and evaluate contracts	5	6	35	B	
503	D/601/2587	Plan change across teams	5	6	26	B	
504	K/601/2589	Implement, monitor and review change	5	6	20	B	
505	A/601/2578	Manage a project	5	10	33	B	
506	T/600/9663	Recruit staff in own area of responsibility	5	4	25	B	
507	A/600/9759	Monitor and review business processes	5	3	20	B	

Subject area	Level 2 Business Admin Tech Cert
Subject area	Level 3 Business Admin Tech Cert
City & Guilds number	4475-02/92
Age group approved	All

Entry requirements	No specific entry requirements	
Assessment and grading	Online MC or assignment for Mandatory units	
	Assignment for optional units	
Support materials	Qualification handbook and Assessment pack	
Title and level	**City & Guilds number**	**Accreditation number**
Level 2 Certificate in Principles of Business and Administration	4475-02	501/0159/6
Level 3 Certificate in Principles of Business and Administration	4475-03	501/0093/2
Title and level	**Last Date Registration**	**Last Date Certification**
Level 2 Certificate in Principles of Business and Administration	31/08/2014	31/08/2016
Level 3 Certificate in Principles of Business and Administration	31/08/2014	31/08/2017

Structures

To achieve the **Level 2 Certificate in Principles of Business and Administration**, learners must achieve

- a minimum of 13 credits overall
- 11 credits from the mandatory units 11 credits must be from 201 (or 501), 202 (or 502), 203 (or 503)
- a minimum of 2 credits from optional units 204-207, 305-308.

To achieve the **Level 3 Certificate in Principles of Business and Administration**, learners must achieve

- a minimum of 17 credits overall
- 15 credits from the mandatory units 301 (or 601), 302 (or 602), 303 (or 603), 304 (or 604)
- a minimum of 2 credits from optional units 204, 206-207, 305-308.

Level 2 and 3 units in Principles of Business and Administration

The diagram below illustrates the unit titles, the credit value of each unit and the titles of the qualifications which will be awarded to candidates

successfully completing the required combinations of units and/or credits.
It also shows any excluded combination of units.

Unit accreditation number	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	GLH	Excluded combination of units (if any)	Assessment Method
L/601/7638	201/ 501	Principles of personal responsibilities and working in a business environment	Mandatory	4	32	n/a	Assignment/ MC online test
R/601/7639	202/ 502	Principles of providing administrative services	Mandatory	4	32	n/a	Assignment/ MC online test
J/601/7640	203/ 503	Principles of managing information and producing documents	Mandatory	3	24	n/a	Assignment/ MC online test
L/601/7641	204	Principles of supporting change in a business environment	Optional	1	8	306	Assignment
R/601/7642	205	Principles of supporting business events	Optional	1	8	n/a	Assignment
Y/601/7643	206	Principles of maintaining stationery stock	Optional	1	8	n/a	Assignment
K/602/1535	207	Principles of working in the public sector	Optional	5	40	307	Assignment
D/601/7644	301/ 601	Principles of personal responsibilities and how to develop and evaluate own performance at work	Mandatory	4	32	n/a	Assessment/ MC online test
H/601/7645	302/ 602	Principles of working with and supervising others in a business environment	Mandatory	3	24	n/a	Assessment/ MC online test
M/601/7647	303/ 603	Principles of managing information and producing documents in a business environment	Mandatory	4	32	n/a	Assessment/ MC online test
M/601/7650	304/ 604	Principles of providing and maintaining administrative services	Mandatory	4	32	n/a	Assessment/ MC online test
A/601/7652	305	Principles of project management	Optional	2	16	n/a	Assignment
J/601/7654	306	Principles of contributing to innovation and	Optional	2	16	204	Assignment

		change					
M/602/1536	307	Principles of working in the public Sector	Optional	7	56	207	Assignment
F/601/7653	308	Principles of budgets in a business environment	Optional	2	16	n/a	Assignment

Subject area	Level 2 Diploma in Business Support	
Subject area	Level 3 Diploma in Business Support	
City & Guilds number	4475-12/13	
Age group approved	All	
Entry requirements	No specific entry requirements	
Assessment and grading	Online MC or assignment for Mandatory units Assignment for optional units	
Support materials	Qualification handbook and Assessment pack	
Title and level	**City & Guilds number**	**Accreditation number**
Level 2 Diploma in Business Support	4475-12	600/1648/6
Level 3Diploma in Business Support	4475-13	600/1646/2
Title and level	**Last Date Registration**	**Last Date Certification**
Level 2 Diploma in Business Support	31/08/2014	31/08/2016
Level 3Diploma in Business Support	31/08/2014	31/08/2017

Structures

To achieve the **Level 2 Diploma in Business Support**, learners must achieve:
• a minimum of 37 credits overall
• 11 credits must be from 201 (or 501), 202 (or 502), 203 (or 503)
• a minimum of 8 credits from 204-209, 305-310
• a minimum of 5 credits from 101-109, 210-216, 311-313

Candidates must achieve a minimum of 20 credits at level 2

To achieve the **Level 3 Diploma in Business Support**, learners must achieve:
• a minimum of 37 credits overall
• 15 credits must be from 301 (or 601), 302 (or 602), 303 (or 603), 304 (or 604)
• a minimum of 8 credits from 204, 206-209, 305-310
• a minimum of 7 credits from 210-216, 311-313

Candidates must achieve a minimum of 21 credits at level 3

Unit accreditation number	Unit	Unit title	Credit	GLH	L2	L3	Excluded combinations	Assessment
T/502/4296	101	Using the Internet	3	20	O			Assignment
J/502/4299	102	Using email	2	15	O		210	Assignment
A/502/4378	103	Using collaborative technologies	3	20	O		211	Assignment
L/502/4627	104	Word processing software	3	20	O		212, 311	Assignment
A/502/4624	105	Spreadsheet software	3	20	O		213, 321	Assignment
H/502/4553	106	Database software	3	20	O		214	Assignment
K/502/4621	107	Presentation software	3	20	O		313, 215	Assignment
Y/502/4565	108	Desktop publishing software	3	20	O			Assignment
F/502/4558	109	Data management software	2	15	O		216	Assignment
L/601/7638	201/501	Principles of personal responsibilities and working in a business environment	4	32	M			Assignment/ MC online test
R/601/7639	202/502	Principles of providing administrative services	4	32	M			Assignment/ MC online test
J/601/7640	203/503	Principles of managing information and producing documents	3	24	M			Assignment/ MC online test
L/601/7641	204	Principles of supporting change in a business environment	1	8	O	O	306	Assignment
R/601/7642	205	Principles of supporting business events	1	8	O		307	Assignment
Y/601/7643	206	Principles of maintaining stationery stock	1	8	O	O		Assignment
K/602/1535	207	Principles of working in the public sector	5	40	O	O		Assignment

Unit accreditation number	Unit	Unit title	Credit	GLH	L2	L3	Excluded combinations	Assessment
J/600/1003	208	Delivery of effective customer service	6	50	O	O		MC online test
J/600/0658	209	Supporting the customer service environment	7	65	O	O		Assignment
M/502/4300	210	Using email	3	20	O	O	102	Assignment
F/502/4379	211	Using collaborative technologies	4	30	O	O	103	Assignment
R/502/4628	212	Word processing software	4	30	O	O	104	Assignment
F/502/4625	213	Spreadsheet software	4	30	O	O	105, 312	Assignment
M/502/4555	214	Database software	4	30	O	O	106	Assignment
M/502/4622	215	Presentation software	4	30	O	O	107, 215	Assignment
J/502/4559	216	Data management software	3	20	O	O	109	Assignment
R/601/0772	217	Introduction to Notice Processing and Information Management	2	16		O		MC online test
D/601/7644	301/601	Principles of personal responsibilities and how to develop and evaluate own performance at work	4	32		M		Assignment/ MC online test
H/601/7645	302/602	Principles of working with and supervising others in a business environment	3	24		M		Assignment/ MC online test
M/601/7647	303/603	Principles of managing information and producing documents in a business environment	4	32		M		Assignment/ MC online test

Unit accreditation number	Unit	Unit title	Credit	GLH	L2	L3	Excluded combinations	Assessment
M/601/7650	304/604	Principles of providing and maintaining administrative services	4	32		M		Assignment/ MC online test
A/601/7652	305	Principles of project management	2	16	O	O		Assignment
J/601/7654	306	Principles of contributing to innovation and change	2	16	O	O		Assignment
M/602/1536	307	Principles of working in the public Sector	7	56	O	O		Assignment
F/601/7653	308	Principles of budgets in a business environment	2	16	O	O		Assignment
L/600/0659	309	Principles of customer service delivery	6	50	O	O		Assignment
F/600/0660	310	Developing and improving the customer service process	7	55	O	O		Assignment
Y/502/4629	311	Word processing software	6	45	O	O	104, 212	Assignment
J/502/4626	312	Spreadsheet software	6	45	O	O	105, 213	Assignment
T/502/4623	313	Presentation software	6	45	O	O	107, 215	Assignment

Subject area	Level 4 Diploma in Business and Professional Administration	
City & Guilds number	4710-04/94	
Age group approved	18+	
Entry requirements	No specific entry requirements	
Assessment and grading	Assignments which are set and marked by the centre	
Support materials	• Centre handbook • Assessment pack • Exemplar assignments • Centre devised assignment writing guidance • Recording forms • Online tutor and learner support material	
Title and level	**City & Guilds number**	**Accreditation number**
Level 4 Diploma in Business and Professional Administration	4710-04	600/6623/4
Title and level	**Last Date Registration**	**Last Date Certification**
Level 4 Diploma in Business and Professional Administration	31/08/2015	31/08/2018

Structure

To achieve the **Level 4 Diploma in Business and Professional Administration** (4710-04), learners must achieve:

- 70 credits from the mandatory units **and**
- a minimum of 20 credits from the optional units available.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory units			
Y/504/2905	400	Understanding organisations	15
A/504/1455	401	Effective communication in business	15
D/504/2906	402	Business ethics	15
K/504/1449	403	Personal and professional development	10
H/504/2907	404	Resource management	15
Optional units			

K/504/2908	405	Recruitment and selection of staff	10
H/504/2910	406	Planning and implementing change within businesses	10
T/504/1129	407	Project management	15
F/602/1797	408	Managing information and knowledge	15
K/504/2911	409	Planning and managing customer service	10
A/504/2914	410	Business law	15
T/504/2913	411	Problem solving and decision making	10
K/602/1809	412	Administrative systems	10

Useful contacts

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