

July 2014

City & Guilds

601/3597/9 Level 4 NVQ Diploma in Business Administration

OVERVIEW

- What does this qualification cover?

This qualification covers the essentials of business administration, allowing the learner to develop the skills and knowledge required in a business environment.

The following areas can be covered within this qualification:

- Communicate in a business environment.
- Resolve administrative problems
- Manage the work of an administrative function
- Manage personal and professional development
- Manage information systems

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

Level 4 is ideal if you deliver administrative support services and contribute at a strategic level. You may lead or manage a team, or want to move on to such a role. You need a range of administrative and management skills, such as budget management and promoting innovation.

This qualification is suitable for anyone from 16 years old or over.

WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Secretary
- Receptionist
- Administrator
- Personal assistant
- Office supervisor
- Team leader
- Manager.

1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com



The learner could progress onto other qualifications such as:

- Level 4 Diploma in Business and Professional Administration
- Level 2 and 3 Medical Administration/Secretarial qualifications
- Level 2 and 3 Legal Secretaries qualifications
- Level 2 and 3 Business Skills qualifications
- Level 2-4 Diplomas in Customer Service
- ITQ Award/Certificate/Diploma for IT Users
- Leadership and management qualifications from the ILM.

WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

Kings College Hospital NHS Trust
Allied Healthcare
Clipper Logistics
Hospice Homecare
Avanta
IMRG