



# NVQ level 3

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# business & administration

This qualification is designed for senior and experienced individuals working in an administrative role. The course aims to improve practical and technical skills as well as promoting efficient administrative processes within any industry sector.

### mandatory units

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

### optional units - section A (choose no more than 1 from this section)

- unit 110 Ensure your actions reduce the risks to health and safety
- unit 204 Manage diary systems
- unit 205 Organise business travel and accommodation
- unit 212 Use IT systems
- unit 213 Produce documents
- unit 216 Database software
- unit 217 Presentation software
- unit 218 Specialist or bespoke software

### optional units - section B (choose at least 3 from this section)

- unit 303 Supervise an office facility
- unit 304 Procure products and services
- unit 305 Manage and evaluate customer relations
- unit 306 Manage the payroll function
- unit 307 Complete the year-end procedures
- unit 308 Monitor information systems
- unit 309 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 coordinate events
- unit 314 Word processing software
- unit 315 Spreadsheet software
- unit 316 Website software
- unit 317 Artwork and imaging software
- unit 318 Design and produce documents
- unit 319 Plan and implement innovation and change
- unit 320 Develop productive working relationships with colleagues and stakeholders
- unit 321 Provide leadership for your team
- unit 323 Prepare text from shorthand
- unit 324 Prepare text from recorded audio instructions

choose a total of 4 optional units

