

smart people:  
think minerva



## NATIONAL VOCATIONAL QUALIFICATIONS

### Who needs an NVQ?

Anyone in the workplace. NVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone and there are no entry requirements necessary.

### What is the purpose of an NVQ?

NVQs give recognition of the skills and competencies of anyone in the workplace.

Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. NVQ units encompass a wide range of related work topics.

### What are the benefits of an NVQ?

#### An employee will benefit by

- Having more understanding of their responsibilities
- An opportunity to develop new skills
- Accreditation of current skills

#### An employer will benefit by

- More developed staff giving better performance
- More staff motivation
- Better service to clients

## Business and Administration – Level 4

To achieve a full award, candidates must complete **six units** in total from **two mandatory units** and **four optional units**. At least three optional units must be from group B.

### Mandatory Units

- Carry out your responsibilities at work
- Work within your business environment

### Optional Units – Group A

- Manage and evaluate customer relations
- Research, analyse and report information

### Optional Units – Group B

- Manage an office facility
- Manage contracts
- Negotiate and agree budgets
- Monitor and review the implementation of corporate objectives, strategies and policies
- Inform and facilitate corporate decision making
- Evaluate internal and external factors and promote partnership working
- Manage risk
- Create and manage information systems
- Manage projects
- Chair meetings
- Promote innovation and change
- Develop productive working relationships with colleagues and stakeholders
- Allocate and monitor the progress and quality of work in your area of responsibility
- Recruit, select and keep colleagues
- Provide learning opportunities for colleagues
- Provide leadership in your area of responsibility.