



Business and Administration Level 4

Overview

These qualifications are designed for learners working in senior administrative roles and who will probably be responsible for supervising staff, and for implementing and monitoring systems and services.

Qualification

The level 4 Certificate/Diploma consists of between 30 and 39 credits, which is made up of six mandatory units, and a number of optional units based around your work role. In order to identify which qualification and units are most appropriate, we will match your skills against the standards. This provides us with the opportunity to tailor the qualification to suit your individual situation and needs.

Course Requirements

In order to be eligible for the qualification, you will need the following:

- to be currently working in a business and administration job role
- have agreement from your employer to allow an assessor to visit you in the workplace
- have a minimum of 3 months prior experience in the business and administration environment
- be working a minimum of 15 hours a week

Assessment

Once the appropriate units are agreed, assessment can commence. This takes the format of an assessor working with you in the workplace to observe you carrying out your daily tasks. Assessments will contain a mixture of:

- observation
- questioning
- witness statements from colleagues

The assessor will plan their visits with you in advance and will accommodate your work pattern and activities in order to gather the appropriate evidence.

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Units

Level 4

Mandatory Units		Credits
Unit 401	Manage and be accountable for own performance in a business environment	3
Unit 402	Evaluate and improve own performance in a business environment	4
Unit 403	Support the purpose and values of an organisation	3
Unit 404	Support sustainability in a business environment	3
Unit 405	Assess, manage and monitor risk in a business environment	4
Unit 409	Communicate in a business environment	3
Optional Group B		
Unit 406	Evaluate and solve business problems	6
Unit 407	Make decisions in a business environment	4
Unit 408	Negotiate in a business environment	7
Unit 414	Manage an office facility	6
Unit 415	Propose and design administrative services	8
Unit 416	Prepare, co-ordinate and monitor operational plans	6
Unit 417	Implement, monitor and maintain administrative services	7
Unit 327	Contribute to running a project	5

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Unit 505	Manage a project	10
Unit 320	Plan and organise an event	4
Unit 321	Co-ordinate an event	4
Unit 322	Plan and organise meetings	5
Unit 323	Organise business travel or accommodation	5
Unit 324	Evaluate the organisation of business travel or accommodation	2
Unit 413	Chair meetings	4
Unit 310	Develop a presentation	3
Unit 311	Deliver a presentation	3
Unit 328	Deliver, monitor and evaluate customer services to internal customers	3
Unit 329	Deliver, monitor and evaluate customer services to external customers	3
Unit ICS A14	Use customer service as a competitive tool	8
Unit ICS C5	Monitor and solve customer service problems	6
Unit ICS B13	Plan, organise and control customer service operations	10
Unit 316	Support the design and development of an information system	7
Unit 317	Monitor information system	7

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Unit 318	Analyse and report data	6
Unit 410	Design and develop an information system	7
Unit 411	Manage and evaluate an information system	6
Unit 319	Order products and services	5
Unit 330	Agree a budget	4
Unit 412	Prepare specifications for contracts	5
Unit 421	Manage budgets	5
Unit 501	Invite tenders and select contractors	6
Unit 502	Monitor and evaluate contracts	6
Unit 418	Contribute to innovation in a business environment	6
Unit 419	Plan change for a team	6
Unit 503	Plan change across teams	6
Unit 504	Implement, monitor and review change	6
Unit E8	Manage physical resources	3
Unit E9	Manage the environmental impact of work activities	5
Unit D2a	Develop working relationships with colleagues and stakeholders	4
Unit B6	Provide leadership and direction for own area of responsibility	5

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Unit D7	Support learning and development within own area of responsibility	5
Unit F3b	Monitor and review business processes	3
Unit D3a	Recruit staff in own area of responsibility	4

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