

SECTION 4 – ADMINISTRATION STAFF

4.1 NVQ 2 Business and Administration (Level 2)

To achieve this award, candidates must complete all Mandatory Units, plus three Optional Units.

Mandatory Units:

1. Carry out your responsibilities at work
2. Work within your business environment

Optional Units:

3. Ensure your own actions reduce risks to health and safety
4. Manage Customer Relations
5. Manage diary systems
6. Organise business travel and accommodation
7. Deal with visitors
8. Process customer financial transactions
9. Operate credit control procedures
10. Store, retrieve and archive information
11. Research and report information
12. Organise and support meetings
13. Use IT Systems Level 2
14. Use IT to exchange information Level 2
15. Word processing software Level 2
16. Spreadsheet software Level 2
17. Database software Level 2
18. Presentation Software Level 2
19. Specialist or bespoke software Level 2
20. Use a telephone system
21. Operate office equipment
22. Prepare text from notes
23. Prepare text from shorthand
24. Prepare text from recorded audio instruction
25. Produce documents
26. Work effectively with other people

4.2 NVQ 3 Business and Administration (Level 3)

To achieve this award, candidates must complete all Mandatory Units, plus 4 Optional Units. At least three optional units must be from Group B.

Mandatory Units:

1. Carry out your responsibilities at work
2. Work within your business environment

Group A – Optional Units:

1. Ensure your own actions reduce risks to health and safety
2. Manage diary systems
3. Organise business travel and accommodation
4. Use IT Systems Level 2
5. Use IT to exchange information Level 2
6. Database software Level 2

7. Presentation Software Level 2
8. Specialist or bespoke software Level 2

Group B – Optional Units:

9. Supervise an office facility
10. Procure products and services
11. Manage and evaluate customer relations
12. Managing the payroll function
13. Completing year-end procedures
14. Monitor information systems
15. Run projects
16. Research, analyse and report information
17. Plan, organise and support meetings
18. Make a presentation
19. Organise and co-ordinate events
20. Word processing software Level 3
21. Spreadsheet software Level 3
22. Website software Level 3
23. Artwork and imaging software Level 2
24. Design and produce documents
25. Plan and implement innovation and change
26. Develop productive working relationships with colleagues
27. Provide leadership for your team
28. Prepare text from notes
29. Prepare text from shorthand
30. Prepare text from recorded audio instruction

4.3 NVQ 4 Business and Administration (Level 4)

To achieve this award, candidates must complete all Mandatory Units, plus 4 Optional Units. At least three optional units must be from Group B.

Mandatory Units:

1. Carry out your responsibilities at work
2. Work within your business environment

Group A – Optional Units:

3. Manage and evaluate customer relations
4. Research, analyse and report information

Group B – Optional Units:

5. Manage an office facility
6. Manage contracts
7. Negotiate and agree budgets
8. Monitor and review the implementation of corporate objectives, strategies and policies
9. Inform and facilitate corporate decision-making
10. Evaluate internal and external factors and promote partnership working
11. Manage risk
12. Create and manage information systems
13. Manage projects
14. Chair meetings
15. Promote innovation and change
16. Develop productive working relationships with colleagues and stakeholders
17. Allocate and monitor the progress and quality of work in your area of responsibility

18. Recruit, select and keep colleagues
19. Provide learning opportunities for colleagues
20. Provide leadership in your area of responsibility

4.4 NVQ 2 Customer Service (Level 2)

This award is suitable for candidates:

- Who have particular customer service and administrative job roles;
- Who are working in a customer service environment;
- Whose role is to provide service to customers.

To achieve the award candidates must complete all Mandatory Units plus 5 Optional Units. At least one optional unit must be from each theme.

Mandatory Units:

1. Prepare yourself to deliver good customer service
2. Provide customer service within the rules

Optional Units – Theme 1 – Impression and Image:

3. Give customers a positive impression of yourself and your organisation
4. Promote additional services or products to customers
5. Process customer service information
6. Live up to the customer service promise
7. Make customer service personal
8. Go the extra mile in customer service
9. Deal with customers in writing or using ICT
10. Deal with customers face to face
11. Deal with customers by telephone

Optional Units – Theme 2 – Delivery:

12. Deliver reliable customer service
13. Deliver customer service on your customer's premises
14. Recognise diversity when delivering customer service

Optional Units – Theme 3 – Handling Problems:

15. Recognise and deal with customer queries, requests and problems
16. Resolve customer service problems

Optional Units – Theme 4 – Development and Improvement:

17. Develop customer relationships
18. Support customer service improvements
19. Develop personal performance through delivering customer service

4.5 NVQ 3 Customer Service (Level 3)

This award is suitable for candidates who:

- Can influence what happens at work;
- Use the organisation's rules and systems flexibly to deliver good service;
- Question the way things are done and suggest improvements;
- Have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer;

- Are aware of the commercial or other pressures facing the organisation.

To achieve the award candidates must complete all Mandatory Units plus 6 Optional Units. At least one optional unit must be from each theme.

Mandatory Units:

1. Understand customer service to improve service delivery
2. Know the rules to follow when developing customer service

Optional Units – Theme 1 – Impression and Image:

3. Make customer service personal
4. Go the extra mile in customer service
5. Deal with customers in writing or using ICT
6. Use customer service as a competitive tool
7. Organise the promotion of services or products to customers

Optional Units – Theme 2 – Delivery:

8. Deliver customer service on your customer's premises
9. Recognise diversity when delivering customer service
10. Deliver customer service using service partnerships
11. Organise the delivery of reliable customer service
12. Improve the customer relationship

Optional Units – Theme 3 – Handling Problems:

13. Monitor and solve customer service problems
14. Apply risk assessment to customer service
15. Process customer service complaints

Optional Units – Theme 4 – Development and Improvement:

16. Work with others to improve customer service
17. Promote continuous improvement in customer service
18. Develop your own and others' customer service skills
19. Lead a team to improve customer service
20. Gather, analyse and interpret customer feedback

4.6 Certificate of School Business Management (Level 4)

This course is aimed at those who have worked in schools in administrative roles as well as recently appointed bursars or school business managers. The course is also aimed at new entrants to the education profession and those who aspire to join it.

The course focuses on the role of the school/college business manager and covers a total of eight subject areas:

- School business management
- Facilities management
- Risk management
- Financial management
- Office systems management
- ICT management
- Human resource management
- Environmental management (sustainable development)

The Certificate in School Business Management (CSBM) has a broad equivalence to national qualifications framework (NQF) level 4 (i.e. the first year of a first degree). It is externally accredited by the Institute of Administrative Management (IAM). This gives graduates of the CSBM qualification the added advantage of a dual NCSL/IAM award as they will also receive the International Diploma of Administrative Management and one years membership of the IAM.

Approximately 1200 places are offered nationally per year and the course is delivered locally through approved training providers in the nine government regions.

This course is offered free to eligible staff. For more details please visit www.ncsl.org.uk/programmes/bdp/index.cfm.

4.7 Diploma in School Business Management (Level 5)

The Diploma in School Business Management (DSBM) is primarily for the experienced bursar and developed to enable school/college business managers and bursars to play a full part in their school/college's senior management team. It focuses on the role the business manager can play in determining the strategic direction of their school/college.

The course has three subject areas:

- Strategic management
- Change management
- Managing school improvement

The DSBM has a broad equivalence to the National Qualifications Framework (NQF) level 5 (e.g. the second year of a first degree). It is externally accredited by the Institute of Administrative Management (IAM). This gives graduates of the DSBM qualification the added advantage of a dual NCSL/IAM award as they will also receive the Advanced Diploma in Administrative Management and a one year membership of the IAM.

Approximately 300 places are offered nationally per year and the course is delivered locally through approved training providers in the nine government regions.

This course is offered free to eligible staff. For more details please visit www.ncsl.org.uk/programmes/bdp/index.cfm

4.8 Foundation Degree – Business Management (Level 5)

Foundation degrees use work-based learning to help with the skills people need to achieve their goals and succeed in their career. They are a good entry point into higher education, as credits obtained on the course can be transferred to another qualification, e.g. a full BSc or BA (Hons) degree. Foundation degrees can be studied full or part-time at FE Colleges and Universities.

Please note that the course title may vary between different providers.