



Technical and Vocational Education and Training (TVET) Council



**Occupational Standards
of Competence**

**Business and
Administration
Level 1**

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QUALIFICATION OVERVIEW

NVQB

In

BUSINESS AND ADMINISTRATION

Level 1

QUALIFICATION OVERVIEW

Who is the qualification for?

The Business and Administration National Vocational Qualification (NVQ) was developed to meet the needs of three separate markets in view of the development of organisational, technical, managerial and communicational skills:

1. Generic business administrators across all sectors:
 - secretaries
 - clerks
 - administrators
 - business support operators etc

2. Specialist business administrators in sectors such as:
 - health
 - law
 - education etc

3. Persons who need some business and administration skills in order to carry out their own jobs competently:
 - professionals
 - managers
 - support workers
 - principals in small businesses

This list is not exhaustive and only serves to illustrate the breadth of the qualification.

NVQB in Business and Administration – Level 1

APPROVED NATIONAL VOCATIONAL QUALIFICATION STRUCTURE **BUSINESS AND ADMINISTRATION – LEVEL 1**

To achieve the full award, candidates must successfully complete a total of five (5) units in all including three (3) Mandatory units and two (2) optional units. All units can also be taken separately and certificated, thus giving recognition for all achievements.

Mandatory Units (All must be achieved)

TVETC CODES

- | | |
|--|--------|
| 1. Carry out your responsibilities at work | U29501 |
| 1.1 Communicate information | |
| 1.2 Be accountable for your work | |
| 1.3 Improve your own performance | |
| 1.4 Behave in a way that supports effective working | |
| 2. Work within your business environment | U29601 |
| 2.1 Work to achieve your organisation's purpose and values | |
| 2.2 Apply your employment responsibilities and rights | |
| 2.3 Support sustainability | |
| 2.4 Support diversity | |
| 2.5 Maintain security and confidentiality | |
| 3. Welcome visitors | U29701 |
| 3.1 Welcome visitors. | |

Optional Units (Choose 2)

- | | |
|---|--------|
| 4. Ensure your own actions reduce risks to health and safety | U18103 |
| 4.1 Identify the hazards and evaluate the risks in your workplace | |
| 4.2 Reduce the risks to safety and health in your workplace | |
| 5. Handle mail | U29801 |
| 5.1 Handle incoming mail | |
| 5.2 Handle outgoing mail | |
| 6. Store and retrieve information | U29901 |
| 6.1 Process information | |
| 6.2 Retrieve information | |

NVQB in Business and Administration – Level 1

BUSINESS AND ADMINISTRATION – LEVEL 1

<u>Optional Units.../Continued</u>	<u>TVETC CODES</u>
7. Use ICT to exchange information 1	U25201
7.1 Use ICT to exchange information	
8. Produce documents using Word processing software 1	U24201
8.1 Produce documents using word processing software	
9. Make and receive telephone calls	U30001
9.1 Make calls	
9.2 Receive calls	
10. Use office equipment	U30101
10.1 Use office equipment	

RECORDING ASSESSMENT AND EVIDENCE

Unless otherwise stated in the unit, evidence of competence may come from how you perform on a paid or unpaid job in the workplace and/or it may come from simulation.

A realistic working environment (RWE) is:

‘where the candidate is subjected to a work environment and is producing performance evidence subject to all of the following conditions:

- *time pressures*
- *work problems*
- *accountabilities*
- *office environment*
- *tools to do the job’*

e.g. learners in a model or virtual office. External verifiers will need to approve RWEs on an individual basis before any assessment can begin. Authenticity is essential and approval needs to be endorsed on an annual basis by the external verifier.

Data protection and confidentiality

Protecting identity:

It is extremely important to protect the identity of individuals (adults or children) encountered by candidates in the work setting, e.g. customers and clients.

Confidential information must not be included in candidate portfolios or assessment records. Confidential information should remain in its usual location, and a reference should be made to it in the portfolio or assessment records.

When recording evidence towards this qualification, candidates are expected in particular to protect the identity of individuals.

Age restrictions

There are no age limits attached to candidates undertaking this NVQ unless this is a legal requirement of the process or the environment. Otherwise, there are no formal entry requirements for candidates undertaking this qualification; however centres must ensure that candidates have the potential and opportunity to gain evidence for the qualification in the work place.