

Business and Administration – GK6Y 23

Level 3

Standards

This SVQ is based on standards developed by the Council for Administration. The Council for Administration represent a wide variety of people working in a broad range of occupations.

Structures of the SVQ

The way the SVQ is made up is shown below. The unit title appears in bold and the elements that make up each unit are listed under the unit title. To achieve this qualifications the candidate must complete eight units, of which:

Three units must be completed from Group A: Mandatory Core Units; at least three units must be selected from Group B: Optional Units; and two further units must be selected from either Group B: Optional Units of Group C: Optional Units.

Group A: Mandatory Units

Candidates must complete all of these units:

FD9Y 04	Plan how to manage and improve own performance in a business environment
FE01 04	Review and maintain work in a business environment
FE02 04	Communicate in a business environment

Group B: Optional Units

Group B: Optional Units

Work Responsibilities

FE03 04	Solve business problems
FE04 04	Support other people to work in a business environment
FE05 04	Contribute to decision-making in a business environment
FE06 04	Contribute to negotiations in a business environment
H987 04	Allocate work to team members
H988 04	Quality assure work in your team
FE08 04	Supervise an office facility

Project Management

FE09 04	Contribute to running a project
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Document Production

FE0X 04	Design and produce documents in a business environment
FE11 04	Prepare text from notes using touch typing (60wpm)
FE0Y 04	Prepare text from shorthand (80 wpm)
FE10 04	Prepare text from recorded audio instruction (60 wpm)

Events and Meetings

- FE0T 04 Organise and co-ordinate events
FE0V 04 Plan and organise meetings
FE0W 04 Organise business travel or accommodation

Customer Service

- H989 04 Deliver, monitor and evaluate customer service to internal and/or external customers

Communications

- FE0D 04 Develop a presentation
FE0E 04 Deliver a presentation

Manage Information and Data

- FE0F 04 Support the design and development of information systems
FE0G 04 Monitor information systems
FE0H 04 Analyse and report data

Business Resources

- FE0J 04 Order products and services
H68K 04 Manage budgets

Innovation and Change

- FE0L 04 Contribute to innovation in a business environment

Specialised Business Support Services – Education

- FE0M 04 Provide administrative support in schools

Specialised Business Support Services - Parking

- FE0N 04 Administer parking and traffic challenges, representations and civil parking appeals
FE0P 04 Administer statutory parking and traffic appeals
FE0R 04 Administer parking and traffic debt recovery

IT

- F9AR 04 Bespoke software 3
F9AW 04 Specialist software 3
F9C3 04 Data management software 3
F9C6 04 Database software 3
F99F 04 Improving productivity using IT 3
F99V 04 IT security for users 3
F9CV 04 Presentation software 3
F99L 04 Setting up an IT system 3
F9A8 04 Using collaborative technologies
F9D5 04 Website software 3

Group C: Optional Units

Document Production

F93T 04	Produce documents in a business environment
FD9W 04	Prepare text from notes
FD9X 04	Prepare text from notes using touch typing (40 wpm)
FD9T 04	Preparing text from shorthand (60 wpm)
FD9V 04	Prepare text from recorded audio instruction (40 wpm)

Events and Meetings

FD9N 04	Support the organisation and co-ordination of events
FD9P 04	Support the organisation of business travel or accommodation
FD9R 04	Support the organisation of meetings

Customer Service

FD94 04	Handle mail
F93X 04	Provide reception services
FD96 04	Meet and welcome visitors

Communications

H983 04	Use voicemail message system
FD92 04	Use a diary system
FD93 04	Take minutes

Manage Information and Data

H984 04	Collate and organise data
FD98 04	Research information
H559 04	Store and retrieve information using a filing system
FD99 04	Provide archive services
FD9A 04	Support the management and development of an information system
H98C 04	Design and develop an information system
FE1M 04	Manage and evaluate information systems

Business Resources

F93V 04	Use office equipment
H985 04	Maintain and issue stock items

Innovation and Change

FD9F 04	Respond to change in a business environment
H98D 04	Explore ideas for innovation in a business environment
FM4W 04	Plan change

Specialise Business Support Services - Human Resources

FD9G 04	Administer HR records
FD9H 04	Administer the recruitment and selection process

Specialised Business Support Services - Parking
FD9J 04 **Administer parking dispensations**

Health, Safety and Security of People Premises and Property
H982 04 **Use occupational and safety guidelines when using a workstation**

IT
F9AP 04 **Bespoke software 2**
F9AV 04 **Specialist software 2**
F9C2 04 **Data management software 2**
F9C5 04 **Database software 2**
F99E 04 **Improving productivity using IT 2**
F99T 04 **IT security for users 2**
F9CT 04 **Presentation software 2**
F99K 04 **Setting up an IT systems 2**
F9A7 04 **Using collaborative technologies 2**
F9D4 04 **Website software 2**

Finance
FD8V 04 **Calculate pay**
FD9K 04 **Control payroll**
FD9L 04 **Account for income and expenditure**
FD9M 04 **Draft financial statements**