

# Logbook for candidates

NVQ

Edexcel Level 3 NVQ in Business and Administration

Issue 3

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# Section 1: Edexcel Level 3 NVQ in Business and Administration

## Introduction

This document contains information specific to the Edexcel Level 3 NVQ in Business and Administration. It should be read in conjunction with the *Edexcel NVQ guidance for candidates*, which is included on the Edexcel Levels 1-4 NVQs in Business and Administration CD ROM.

## National Occupational Standards and NVQs

The standards, assessment strategy and qualification structures for Business and Administration are owned by The Council for Administration (CfA). The NVQ has been developed from the National Occupational Standards.

The Edexcel Level 3 NVQ in Business and Administration recognises your skills, knowledge and understanding and allows you to gain a qualification in the workplace that relates to their job area and promotes good working practice.

Contact details of the standards setting body:

The Council for Administration (CfA)  
6 Graphite Square  
Vauxhall Walk  
London SE11 5EE

Telephone: 020 7091 9620  
Fax: 020 7091 7340  
Email: [info@cfa.uk.com](mailto:info@cfa.uk.com)  
Website: [www.cfa.uk.com](http://www.cfa.uk.com)

The Edexcel Level 3 NVQ in Business and Administration is designed to be assessed in the workplace. Simulation is not permitted in any of the units of this NVQ.

## **Which Edexcel Business and Administration NVQs are available?**

The NVQs in Business and Administration are currently available as follows:

- Edexcel Level 1 NVQ in Business and Administration
- Edexcel Level 2 NVQ in Business and Administration
- Edexcel Level 3 NVQ in Business and Administration
- Edexcel Level 4 NVQ in Business and Administration.

It is important that you select the most appropriate level.

## **Who is this Edexcel NVQ for?**

As a candidate for the Edexcel Level 3 NVQ in Business and Administration, you can expect to work as a secretary, personal assistant or office administrator. The Level 3 option units will develop your supervisory, organisation, monitoring and analytical skills.

Units 227, 233, 325 and 326 are specialist units to prepare candidates for work in the custodial environment such as prisons, detention centres, asylum centres, escort services between prison and courts and hospitals.

These units place a greater emphasis on overseeing the procedures and taking responsibility, eg for verifying critical dates for sentences and the release process. Units 227 and 233 have also been approved as Level 3 units, as both involve a level of responsibility in identifying from court documentation which individuals could be released from court (227) or in maintaining security (233). These units may allow some progression to a supervisory level such as custody officers.

## **What progression opportunities does this Edexcel NVQ offer me?**

You can progress in your job role, eg to a personal assistant or an office administrator. You can also progress to:

- other Level 3 qualifications such as the Edexcel Level 3 BTEC Award in Administration
- Level 4 qualifications such as the Edexcel Level 4 NVQ in Business and Administration
- other qualifications such as the Edexcel Level 5 BTEC Higher National Certificate/Diploma in Business, or the Edexcel Level 5 BTEC Professional Award/Certificate/Diploma in Management Studies.

## What is the structure of the Edexcel Level 3 NVQ in Business and Administration?

To achieve the whole qualification at Level 3, you must prove that you are competent in **two** mandatory units and **four** option units. (See directions for selection from Group A and Group B option units, pages 4 and 6.)

### Mandatory units for the Level 3 NVQ in Business and Administration

Candidates must achieve both of the units listed below.

Unit number	Title	Element	Title
301	Carry out your responsibilities at work	301.1	Communicate information
		301.2	Plan and be accountable for your work
		301.3	Improve your own performance
		301.4	Behave in a way that supports effective working
302	Work within your business environment	302.1	Work to achieve your organisation's purpose and values
		302.2	Apply your employment responsibilities and rights
		302.3	Support diversity
		302.4	Maintain security and confidentiality
		302.5	Assess and manage risk

## Option units for the Level 3 NVQ in Business and Administration

You must achieve **four** option units overall.

NB: Some of these units have single elements with no separate title. Where this occurs, the element number and title are shown as 'not applicable' (N/A).

### Group A

You may choose **one** unit of the units listed. If you have already achieved one of these units as part of the Level 2 NVQ in Business and Administration, then the usual Accreditation of Prior Learning (APL) procedures can be applied.

Unit number	Title	Element	Title
110	Ensure your own actions reduce risks to health and safety	110.1	Identifying hazards and evaluating risks
		110.2	Reducing risks to health and safety
204	Manage diary systems	N/A	N/A
205	Organise business travel and accommodation	N/A	N/A
212	Use IT systems 2	N/A	N/A
213	Use IT to exchange information 2	213.1	Send and receive emails
		213.2	Search for information on the web
216	Database software 2	N/A	N/A
217	Presentation software 2	N/A	N/A
218	Specialist or bespoke software	N/A	N/A
221	Prepare text from notes	N/A	N/A
227	Make administrative arrangements for the appearance of individuals in court	227.1	Process court documentation
		227.2	Make administrative arrangements with courts, escorting authorities and other establishments
233	Contribute to maintaining security and protecting individuals' rights in the custodial environment	233.1	Contribute to maintaining security of the custodial environment
		233.2	Contribute to protecting the rights of individuals and promoting anti-discriminatory practice

If candidates wish to take Unit 218: Specialist or bespoke software, centres are encouraged to check carefully whether such contextualisation of an existing unit is possible.

For example, if a bespoke stock control system was proposed as the basis of a unit, it is likely that such a system is based on a database and that evidence could map across to Unit 216: Database software without a new unit being created. This approach needs no approval from Edexcel but assessors should check with their lead internal verifier to be sure that sufficient evidence could be available to cover the unit requirements.

## Option units for the Level 3 NVQ in Business and Administration

You must achieve **four** option units overall.

### Group B

You may choose **four** units of the units listed, or, if **one** unit has been taken from Group A, **three** units of the units listed.

Unit number	Title	Element	Title
303	Supervise an office facility	N/A	N/A
304	Procure products and services	N/A	N/A
305	Manage and evaluate customer relations	305.1	Identify customer needs and expectations
		305.2	Deliver services
		305.3	Monitor and evaluate services
306	Managing the payroll function	306.1	Apply management controls to the payroll function
		306.2	Resolve queries and produce management information
		306.3	Implement redundancy pay procedures
307	Completing year-end procedures	307.1	Produce payroll year-end returns
		307.2	Identify reportable benefits and expenses in the context of tax and National Insurance
		307.3	Produce reports of benefits
308	Monitor information systems	N/A	N/A
309	Plan and run projects	309.1	Plan the project
		309.2	Run the project
310	Research, analyse and report information	310.1	Research information
		310.2	Analyse and report information
311	Plan, organise and support meetings	311.1	Prepare for meeting
		311.2	At the meeting
		311.3	After the meeting

Unit number	Title	Element	Title
312	Make a presentation	312.1	Before the presentation
		312.2	At the presentation
		312.3	After the presentation
313	Organise and co-ordinate events	313.1	Before the event
		313.2	At the event
		313.3	After the event
314	Word processing software 3	N/A	N/A
315	Spreadsheet software 3	N/A	N/A
316	Website software 2	N/A	N/A
317	Artwork and imaging software 2	N/A	N/A
318	Design and produce documents	N/A	N/A
319	Plan and implement innovation and change	319.1	Plan opportunities for change
		319.2	Implement change
320	Develop productive working relationships with colleagues	N/A	N/A
321	Provide leadership for your team	N/A	N/A
323	Prepare text from shorthand	N/A	N/A
324	Prepare text from recorded audio instructions	N/A	N/A
325	Calculate and verify critical dates for sentence	325.1	Verify and interpret documentation relevant to the imprisonment or detention of individuals
		325.2	Calculate critical dates for complex cases
		325.3	Verify sentence calculations

Unit number	Title	Element	Title
326	Verify the release process	326.1	Verify the eligibility of individuals for release
		326.2	Verify that the correct documentation and entitlements have been prepared
327	Maintain agricultural and horticultural records and prepare claims for subsidies	327.1	Gather data about physical resources
		327.2	Record data about physical resources
		327.3	Monitor and submit records, returns and claims
328	Administer legal files	328.1	Open a file
		328.2	Maintain and administer a file
329	Administer representations	329.1	Respond to the receipt of an informal representation
		329.2	Respond appropriately to the receipt of formal representation
		329.3	Prepare case evidence for formal and informal representations
330	Administer the appeals process	330.1	Prepare case evidence
		330.2	Investigate the case for appeal and decide how to proceed
		330.3	Contests the appeal
331	Administer case files	N/A	N/A
332	Administer appeals	N/A	N/A
333	Investigate cases	N/A	N/A
334	Provide administrative support in schools	334.1	Work with school contacts and wider community contacts