



Level 4 Business Administration

Our qualification is designed to reflect the work of administration staff across a range of industries and organisations. It is suitable for team leaders, office managers or those who can independently make changes and delegate work. You will demonstrate management responsibilities through a range of activities. You will present solutions without needing to consult others.

Benefits for the learner

- On the job learning to help you develop your skills
- Tailored units to help you gain experience of office management
- Quality teaching by trainer coaches with industry links
- Achieve a nationally recognised qualification
- Access a wealth of resources through Moodle - our online learning platform

Benefits for the employer

- Increased productivity in business performance
- Optional units to tailor the qualification to your business needs
- Promote a culture of learning and development
- A strong focus on workplace performance
- Help with recruiting new staff to fill vacancies



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Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication and Application of Number qualifications are an integral element to the funded apprenticeship frameworks.

We offer a blended learning approach delivered remotely, face-to-face and using our online learner Moodle. You will be assessed via a 4 – 6 hour task and a 45 minute test for both Communication and Application of Number. Tests will be held in-person at our test centre.

If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

Essential Skills	
Learners will need to complete:	
Application of Number	Level 2
Digital Literacy	Level 2
Communication	Level 2

Qualification Overview

Our Level 4 qualification is made up of three areas; the NVQ in Business Administration, the VRQ in Business and Professional Administration, and Essential Skills.

To achieve the NVQ qualification, you must complete **57 credits in total** (minimum 30 credits at Level 4 or above):

- Mandatory group - **18 credits**
- Optional group A - **minimum 26 credits**
- Optional group B - **maximum 13 credits**

To achieve the VRQ qualification, you must complete a **minimum 80 credits in total**:

- Mandatory group – **70 credits**
- Optional group – **minimum 20 credits**

- The qualification will take 20 months to complete

NVQ Mandatory Group

Unit Title	Level	Credit Value
Communication in a business environment	3	4
Manage the work of an administrative function	4	5
Manage personal and professional development	3	3
Resolve administrative problems	4	6

NVQ Optional Group A

Unit Title	Level	Credit Value
Contribute to the improvement of business performance	3	6
Manage an office facility	3	4
Negotiate in a business environment	3	4
Analyse and present business data	3	6
Develop a presentation	3	3
Contribute to the design and development of an information system	4	5
Deliver a presentation	3	3
Manage information systems	4	6
Create bespoke business documents	3	4
Support environmental sustainability in an organisation	4	4
Monitor information systems	3	8
Prepare specifications for contracts	4	4
Evaluate the provision of business travel or accommodation	3	5
Manage events	4	6

NVQ Optional Group B

Unit Title	Level	Credit Value
Manage team performance	3	4
Develop working relationships with stakeholders	4	4
Manage individuals' performance	3	4
Manage Physical Resources	4	4
Chair and lead meetings	3	3
Prepare for and support quality audits	4	3
Encourage innovation	3	4
Conduct quality audits	4	3
Manage conflict within a team	3	5
Manage a budget	4	4
Procure products and/or services	3	5
Manage a project	4	7
Implement and maintain business continuity plans and processes	3	4
Manage business risk	4	6
Collaborate with other departments	3	3
Manage knowledge in an organisation	4	5
Champion customer service	4	4
Recruitment, selection and induction practice	4	6
Develop and maintain professional networks	4	3
Establish business risk management processes	5	5
Develop and implement an operational plan	4	5
Design business processes	5	5
Encourage learning and development	4	3
Optimise the use of technology	5	6
Initiate and implement operational change	4	4
Promote equality, diversity and inclusion in the workplace	5	5

VRQ Mandatory Group

Unit Title	Level	Credit Value
Understanding organisations	4	15
Effective communication in business	4	15
Business ethics	4	15
Personal and professional development	4	10
Resource management	4	15

VRQ Optional Group

Unit Title	Level	Credit Value
Recruitment and selection of staff	4	10
Planning and implementing change within businesses	4	10
Project management	4	15
Managing information and knowledge	4	15
Planning and managing customer service	4	10
Business law	4	15
Problem solving and decision making	4	10
Administrative systems	4	10

Progression

If you are in a suitable role, you could progress to:

- Level 4 Leadership and Management
- Level 5 Leadership and Management