

EDI Level 1-2 NVQ Award in Business
and Administration

EDI Level 1-4 NVQ Certificate in
Business and Administration

EDI Level 2-4 NVQ Diploma in
Business and Administration



Supporting learning
and performance

Specification

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Contents

| | |
|---|----|
| Introduction | 1 |
| What is the QCF? | 2 |
| Assessment | 4 |
| QCF 'NVQ' Qualifications Suite – Award, Certificate and Diploma | 7 |
| Claims to Competence | 9 |
| Appeals Procedure for Learners | 14 |
| Structure of the Qualification | 17 |

Introduction

About EDI

EDI is one of the largest awarders of accredited vocational qualifications in the UK and has been involved in providing qualifications for employment for over 100 years. We work with over 1400 centres and we award over 140,000 vocational qualification certificates every year. Our vocational qualifications are developed in collaboration with industry and are used by students and employers as a benchmark for practical skills and quality. They include National Vocational Qualifications (NVQs), Scottish Vocational Qualifications (SVQs), Vocationally Related Qualifications (VRQs), Technical Certificates, Apprenticeships and Skills for Life qualifications.

EDI qualifications are accredited on the National Qualifications Framework and are eligible for government funding. EDI qualifications are also accredited on the Qualifications and Credit Framework (QCF). EDI offers unrivalled centre support, through online administration, resources and customer care.

In addition, EDI provides a wide range of services for training providers, colleges, employers and schools including customised assessments, bespoke training programmes, innovative interactive online assessments mapped to the national curriculum, an electronic portfolio system, access to high volume printing and broadband facilities. For more details, please visit the EDI website: www.ediplc.com.

What is the QCF?

The Qualifications and Credit Framework (QCF) is a unitised qualification framework underpinned by a system of credit accumulation and transfer. Every unit on the framework will have a credit value, which is based on the notional learning hours for that specific unit (for further information, see the section: *What is credit?*). The QCF is designed to allow learners to achieve credit for individual units or qualifications, providing learners with the opportunity to accumulate credit at their own pace and use it to claim for a qualification when they are ready.

Qualifications within the QCF

There are three sizes of qualifications in the QCF:

- **Awards** (1-12 credits)
- **Certificates** (13-36 credits)
- **Diplomas** (37 credits)

Each qualification title will contain the **level** of qualification (e.g. Entry 2), the **size** (award/certificate/diploma) and details indicating the **content** of qualification. For example:

- **EDI Level 1 NVQ Award in Business and Administration**
- **EDI Level 3 NVQ Diploma in Business and Administration**

What is credit?

Every unit and qualification on the QCF has been given a credit value, which denotes the number of credits that will be awarded to each candidate who successfully completes the unit or qualification.

- **1 credit represents 10 notional learning hours**

Notional learning hours represent the amount of time a learner is expected to take, on average, to complete the learning outcomes of the unit to the standard required within the assessment criteria. It is important to note that notional learning hours is **not** the same as guided learning hours (GLH). GLH represents the hours during which a tutor or trainer is present and contributing to the learning process. Notional learning hours represents the hours which are needed to successfully cover all the learning required to achieve the unit, either guided or independently.

Rules of combination

Every qualification on the QCF is structured through rules of combination. Rules of combination are important because they define the number of credits which need to be achieved and where these credits must come from in order for a learner to achieve the qualification. Rules of combination also state what the potential is for learners to transfer credits between qualifications and awarding bodies.

QCF IT system

QCA have worked in partnership with the agency, Managing Information Across Partners (MIAP) in order to set up a learner registration system. This service has been designed to support the QCF and facilitate the process of credit accumulation and transfer. The learner registration system allows learning providers to request Unique Learner Numbers (ULN) and individual Learner Achievement Records (LAR) for all candidates who wish to complete a unit or qualification on the QCF.

The Learner Achievement Record (LAR) is an electronic system which enables learners to record their achievements in a central location. Learners are able to make their LAR visible to potential employers and learning providers, as required. QCA have developed a guidance document entitled, *Learning Provider's Guide to Using the QCF IT System*, which is available to download on the QCA or EDI website.

If you would like further information regarding the QCF IT system, please contact MIAP, either through their website: www.miap.gov.uk/lrs/ or email: lrssupport@miap.gov.uk.

Assessment

Assessment for these qualifications takes the form of:

- Ongoing review of candidate performance by the assessor and internal verifier.

This section of the Support Pack covers:

- the assessment strategy for the qualifications;
- the evidence matrix;
- claims to competence;
- the appeals procedure for candidates.

How are the qualifications assessed?

Assessment is the process used to judge a candidate's competence against set standards.

These qualifications are assessed in the same manner as the N/SVQs.

The assessor is usually the person who is responsible for providing training to the candidate and who has the greatest number of opportunities to observe the candidate's performance. The assessor may be a work place supervisor.

Assessors must be trained and qualified or working towards a qualification relevant to the assessor role.

Assessors base their judgement on a candidate's performance and decide how it compares to the national standard. The assessor will also ask the candidate questions based on the knowledge required to do the work to ascertain the candidates understanding of the job role.

When the required units have been completed and the assessor is satisfied that the candidate has met the national standard, a recommendation for a certificate will be made.

An Internal Verifier is responsible for the quality assurance of the qualifications within the training organisation, for example the assessor's line manager. The Internal Verifier provides advice and support to the assessors and ensures that the assessors apply the standards consistently and fairly. The Internal Verifier will see the candidate's portfolio of evidence during the assessment process.

A Quality Advisor, who is appointed by EDI, will verify the assessment and internal verification decisions involved in the development of the candidate's portfolio. The Quality Advisor will quality assure the qualification process which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers. They also make visits to ensure training providers continue to meet the approval criteria.

1 Introduction

- 1.1 The Business & Administration Assessment Strategy is designed to provide awarding organisations with a robust and flexible approach to deliver assessment for Business & Administration NVQs / SVQs and competence-based qualifications.

2 External quality control

- 2.1 Awarding organisations will provide qualifications and quality assurance that support their delivery to all Business & Administration NVQs / SVQs and competence-based qualification assessment centres in line with regulatory requirements in England, Scotland, Wales and Northern Ireland.
- 2.2 Awarding organisations must use independent assessment for competence based qualifications.
- 2.3 Awarding organisations will supply the Council for Administration (CfA) with reports:
 - Quarterly: provide registration and achievement data at unit and qualification levels

3 Assessing performance

- 3.1 Assessment of all units at any level of Business & Administration NVQs / SVQs and competence-based qualifications may be based on either candidate performance at work or through simulation, as necessary (See Section 4 below).

4 Simulation of NVQ/SVQ units

- 4.1 If a unit or part of a unit at any level is simulated, it must be undertaken in a 'realistic working environment' (RWE).
- 4.2 Awarding organisations will provide guidance for centres on RWEs. Awarding organisations will make sure RWEs, "provide an environment which replicates the key characteristics of the workplace in which the skill to be assessed is normally employed".
- 4.3 Units which have been imported by the CfA in their Business & Administration NVQs / SVQs and competence-based qualifications will be assessed in compliance with their relevant assessment strategies.

5 Occupational expertise to assess performance, and moderate and verify assessments

- 5.1 Candidates can be assessed, moderated or verified at work either by:
- (a) Assessors, moderators or verifiers who have achieved or are working towards achievement of the appropriate regulatory body approved unit qualifications for assessment, moderation or verification;
- OR
- (b) A trainer, supervisor or manager, employed by an organisation, who must either:
 - 1. Have achieved or be in the process of achieving the appropriate regulatory body approved unit qualifications for assessment, moderation or verification; or,
 - 2. Seek guidance and approval from an awarding organisation to demonstrate that the;
 - Organisation has appropriate processes in place to facilitate assessment, moderation or verification functions
 - Trainer, supervisor or manager is able to map their assessment, moderation or verification skills and knowledge 100% to the NOS upon which the qualifications above are based.
- 5.2 Assessors must be occupationally competent to make Business & Administration assessment judgements about the level and scope of individual candidate performance at work or in RWEs; and, occupationally competent to make assessment judgements about the quality of assessment and the assessment process.
- 5.3 External Moderators/Verifiers or Internal Moderators / Verifiers must be occupationally competent to make Business & Administration moderation and verification judgements about the quality of assessment and the assessment process.
- 5.4 Awarding organisations will supply full information on the requirements for internal and external moderation/verification activities to Business & Administration assessment centres.
- 5.5 The sector requires all assessors, moderators and verifiers to maintain current Business & Administration competence to deliver these functions. The CfA recognises this can be achieved in many ways but must be recorded in individual continual professional development (CPD) records that are maintained in Business & Administration assessment centres.

QCF 'NVQ' Qualifications Suite – Award, Certificate and Diploma

Aims

These qualifications are aimed at those seeking work in administration and those already working in organisations who wish to develop their administration skills.

The qualifications are designed to cater for the wide range and diversity of job roles where competence in business administration is vital. They also reflect the range and depth of competence in business skills, required by individuals working in all organisations.

The qualifications are compliant with the Qualifications Credit Framework (QCF), which means each unit will have a credit value. This represents how long the learning element will take to complete with each credit being equal to 10 hours of study. A combination of these leads to a specific award at the relevant level. Guided learning hours will still exist to indicate how much of the notional learning time is guided by a lecturer, tutor or teacher.

In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level. Learners may wish to just complete individual units, accumulate credit and claim a qualification or not claim for a specific qualification but 'bank' the credits for use against a qualification in the future.

More specialised units, like Text Production and Audio Transcription, have been integrated into the suite. These can be treated as stand alone units if it suits the needs of the candidate.

Alongside the traditional Business and Administration units, most of the qualifications in this suite offer learners the opportunity to undertake specialist units. The specialist units include ICT, management and areas of administration, such as legal work.

There is a range of qualifications of different sizes in this suite to enable learners to choose the route which is suitable for them.

Candidates with particular requirements

We recognise that some candidates will have particular requirements. EDI's policy for candidates with particular requirements is stated in the *EDI Guide for Centres*, which is available via www.ediplc.com or by contacting Customer Services.

Previous learning requirements

There are no formal entry requirements; this qualification is open to all candidates who are preparing to work or who already work in a business or administration environment. It is important, however, to make sure that learners are able to produce evidence in line with the assessment guidance. As a result of this, significant access to a working environment is required.

Apprenticeship

The Level 2 NVQ Certificate in Business and Administration and the Level 2 NVQ Diploma in Business and Administration fulfils the competence requirements for EDI's Apprenticeship in Business and Administration.

The Level 3 NVQ Diploma in Business and Administration fulfils the competence requirements for EDI's Apprenticeship in Business and Administration.

Foundation Learning Tier

The Level 1 NVQ Award and Certificate qualifications have been approved for inclusion in the foundation learning catalogue. Learners who achieve these qualifications could progress to a full level 2 qualification, such as an apprenticeship.

Centres are reminded that learners need to have adequate opportunities to gain evidence from a realistic working environment, in line with the assessment guidance attached to each unit.

Claims to Competence

In order to claim competence, the Evidence Matrix located at the end of each unit, must be completed. Claims to competence may be submitted to EDI at any time after the initial 10 weeks has passed since learner registration. However, a full certificate for each of the EDI Business and Administration qualifications will not be awarded until the learner has successfully completed all of the required units.

Each form is completed by the assessor and the learner and it is signed off by the EDI Quality Advisor. It is then sent to EDI for processing.

The evidence matrix

The evidence matrix is designed to help with evidence collection. It is a mapping activity to ensure that learners have covered the “Learning outcomes” and “Assessment criteria” contained in each unit, and also the “Professional and Technical Knowledge Statements” relevant to various units, and is intended to help keep the volume of evidence to a minimum. Within the units, there are unit specific evidence matrices to make it easier for candidates to know exactly which matrices need to be completed for each unit.

It is expected that a selection of various types of evidence will be used as appropriate; columns in the matrix enable learners or assessors to enter the evidence type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (= Observation), as shown in the Assessment method key. By learners inserting portfolio reference numbers in the boxes provided, learners will enable the Assessor, Internal Verifier and Quality Advisor to quickly locate the evidence which learners are submitting to demonstrate their competence.

Examples of types of evidence learners could provide to prove competence:

- Record of observation of performance in the workplace
- Professional discussion
- Product evidence (e.g. implementation plans, correspondence, work records)
- Testimony from senior colleagues/clients
- Personal report of actions and circumstances
- Accreditation of Prior Learning/Achievement (APL/A)
- Records of questioning
- Case histories
- Others

An example of the evidence matrix follows.

Learner statement and assessor summative statement

The second section of the Claim to Competence gives learners an opportunity to summarise details of the work they have carried out, paying particular attention to how they have covered the Performance Indicators and Knowledge where required.

Each time a learner completes a unit and has signed off the evidence matrix, the assessor will be required to complete the details on the claim to competence form, i.e. the unit number and the date of the summative assessment. Both learner and assessor are required to enter their initials. If the internal verifier has sampled that unit, he or she will also be required to enter the date and his or her initials.

Once the learner has completed some or all of the units and decides that it is time to claim these, the learner will need to write a statement showing how he or she achieved the unit/s. This should show:

- how the learner completed the units/award and what she or he has learnt from the experience
- how long the learner has been in his or her current role and working towards this qualification
- the assessment methods used to show competence
- how this has affected the way the learner approaches his or her job.

The assessor is also required to write a statement. This should provide support for the learner's statement and any supplementary information about how the learner achieved the unit/s drawing on the learner's particular circumstances.

An example of a completed claim to competence form with learner and assessor summative statements follows. This is for guidance only to give an indication of the kind of things that should be mentioned.

A claim should only be submitted when there is sufficient evidence to fulfil all of the above.

It is understood, however, that learners may not always have evidence to cover the full range of situations that are indicated. Nonetheless, the Claim to Competence cannot be agreed and signed by the assessor until the assessor is sure that the learner could operate across a range of different situations. As such, where visible evidence is not present, the assessor will need to interview the learner to cover these aspects. Overall it is recommended that the portfolio is as complete as possible in order to fully demonstrate and support the Claim to Competence and in order to clarify this claim to the assessor as effectively as possible.

A completed CTC form (completed by both learner and assessor) and blank CTC form to follow.

Learner Statement and Summative Assessor Statement

| Candidate name: <input style="width: 90%;" type="text"/> | | | Registration number: <input style="width: 90%;" type="text"/> | | | | | | | | |
|--|---------------------------|--------------------|--|------------------------|--|---------|---------------------------|--------------------|-------------------|------------------------|-------------|
| Qualification title: <input style="width: 90%;" type="text"/> | | | Number of units completed for this claim (write in words) <input style="width: 80%;" type="text"/> | | Full award: Yes/No <input style="width: 80%;" type="text"/> | | | | | | |
| Unit no | Summative assessment date | Candidate initials | Assessor initials | Internal Verifier date | IV initials | Unit no | Summative assessment date | Candidate initials | Assessor initials | Internal Verifier date | IV initials |
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LEARNER STATEMENT FOR THE UNITS/AWARD TO BE CLAIMED

Completing these 3 units has been very enjoyable and I have realised whilst doing them that I have learnt a great deal about the way I work and also about my employment rights and responsibilities. I have gathered evidence from my job role within The Office, my workplace and have used specific work situations that clearly show how I am able to interact and work within my team and also how I take responsibility for ensuring that I work within the requirements of my organisation. I am always keen to keep up-to-date with new changes within work and also I like to learn new tasks and take on new challenges.

Within my evidence, I have shown that I am sensitive and able to work with a diverse workforce and also that I take note of colleagues' needs and beliefs. I am fully aware of my employment rights and responsibilities and have even guided colleagues to websites I used for research for their own learning.

I am a H&S rep in the office and so completing this unit was not a problem for me. I used copies of risk assessments that I had carried out and also my assessor carried out a discussion with me around this unit.

Across all of the units, my assessor has observed me and has questioned me to back up the observations. I realise now just how much I do at work and how completing these 3 units have made me strive to achieve even higher standards within my work.

I confirm the evidence I have submitted to claim competence is authentic.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT FOR THE UNITS/AWARD TO BE CLAIMED

A.N. Candidate has used a wide selection of work situations to show exactly how he works within his business environment, carried out his responsibilities at work and also how he ensures his own actions reduces risks to health and safety.

A.N. has carried out research prior to being assessed in terms of employment rights and responsibilities, this was an area where he highlighted more knowledge was needed. This has helped him in his work as he is now more aware of what he is legally able to do and he is now acting as a mentor to other colleagues in this area.

A.N. is the office H&S rep, so collecting evidence for this unit was not a problem and the evidence clearly demonstrates A.N.'s competence at ensuring all of his colleagues and his safety.

Throughout the period of assessment within the units completed, A.N. has shown his knowledge and competence and this is shown within assessor observation, discussions and witness testimony that accompanies his work product evidence and personal statements.

I am satisfied that evidence used clearly demonstrates the requirements for these 3 units fully, well done A.N.

I confirm the evidence I have assessed is authentic.

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____

Appeals Procedure for Learners

This procedure applies to all competency based qualifications and units of qualifications. If a learner is dissatisfied with an exam/test result, they will need to follow the Exams Procedure.

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the Assessor
- learners believe they are competent and that the Assessor has misjudged them, or has failed to utilise some vital evidence.

EDI expects most appeals from learners to be resolved within the centre. EDI will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

Stage 1 – appeal to the centre

If learners have received a decision as to their competence with which they are dissatisfied, they have the right to appeal directly to the Assessor who carried out the assessment. This appeal must be in writing and clearly indicate:

- the points of disagreement
- the evidence in the portfolio that the learner believes meets the requirements of the Performance Criteria and/or knowledge for claiming competence.

The Assessor must give a clear judgement, in writing, to the learner within 10 working days stating justification for the decision.

If learners are not satisfied with the outcome they can next appeal to the Centre's Internal Quality Verifier. This appeal must be in writing, but need not repeat the detail provided to the assessor. The original written appeal to the Assessor, and the Assessor's judgement, must be made available to the Internal Verifier/Assurer. Centres are entitled to have further internal phases to Stage 1, but must communicate this to all learners.

The Internal Quality Verifier/Assurer must give a clear judgement, in writing to the learner within 10 working days stating justification for the decision.

Stage 2 – Appeal to the awarding body

A fee will be charged for an external review (please see current fee sheet). This fee will be refunded if the appeal is upheld.

Learners who are not satisfied with the outcomes of the Internal Quality Verifier/Assurer's decision and who have exhausted the Centre's internal appeals procedure may proceed by appealing to EDI. This appeal must be in writing to the Quality Assurance Manager (email qualityassurance@ediplc.com), be accompanied by copies of all documentation from Stage 1 and submitted within three weeks of the receipt of the outcome from the Internal Quality Verifier/Assurer. Learners must also advise their centres that they have made a formal appeal to EDI.

EDI will acknowledge receipt of the appeal within three working days. The Quality Assurance Manager will work with an appropriate member of staff who has had no prior involvement with the centre to investigate that all the necessary stages have been correctly completed and documented.

Internal review

A review of the grounds for appeal will be undertaken by the Quality Assurance Manager, together with a sector specific Quality Advisor. The purpose of the review will be to consider whether the centre's original judgement was sound and may include the following:

- a discussion with the centre and/or learner and EDI personnel
- a request for further information from the centre, learner or EDI personnel
- a centre visit by authorised EDI personnel
- any other action that EDI deems appropriate to resolve the case.

The outcome of the appeal, including the results of any further reviews of the evidence, will be communicated to the learner and centre within 10 working days of the conclusion of any further work authorised.

External review

If learners remain dissatisfied following the internal review, they may apply to the Appeals Panel.

The Appeals Panel will comprise three independent members, the Innovation Manager and a member of the Quality Assurance Department. One of the independent members shall be appointed chair of the Panel.

The Appeals Panel will review the case and determine whether the action that EDI has taken to resolve the case has been both sufficient and appropriate.

The panel will either:

- (a) agree that the action that EDI has taken has been both sufficient and appropriate and therefore reject the appeal; or
- (b) uphold the appeal and authorise further action to be carried out. The further action may include:
 - the appointment of an independent Assessor
 - any other action that the Appeals Panel deems appropriate to resolve the case.

The outcome of the appeal, including the results of any further action, will be communicated to the learner and centre within 10 working days of the conclusion of any further work authorised.

Note: The decision of the Appeals Panel is final.

Note: Every centre should have its own appeals policy and procedure

Appeal to regulatory body

Following appeal to the awarding body, if learners are unsatisfied with the result, then they are entitled to appeal to the relevant regulatory body.

- NVQ/QCF regulatory body – Ofqual (Office of Qualifications and Examinations Regulation)
- SVQ regulatory body – SQA (Scottish Qualifications Authority)

Structure of the Qualification

EDI Level 1 NVQ Award in Business and Administration

To achieve the EDI Level 1 Award in Business and Administration, learners must achieve a minimum of nine credits.

1. Seven credits must be completed from Group A: Mandatory units.
2. A minimum of two credits from Group B: Optional units.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU669 | Work in a business environment | 1 | 3 | 17 |
| CU670 | Communication in a business environment | 1 | 4 | 21 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU671 | Work with other people in a business environment | 1 | 2 | 9 |
| CU672 | Make and receive telephone calls | 1 | 3 | 10 |
| CU673 | Assist in handling mail | 1 | 2 | 10 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU675 | Use a filing system | 1 | 2 | 13 |
| CU676 | Archive information | 1 | 2 | 13 |
| CU677 | Use office equipment | 2 | 4 | 18 |

EDI Level 1 NVQ Certificate in Business and Administration

To achieve the EDI Level 1 Certificate in Business and Administration, learners must achieve a minimum of fifteen credits.

1. Seven credits must be completed from Group A: Mandatory units.
2. A minimum of four credits from Group B: Optional units
3. A maximum of four credits from Group C: Optional units

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU669 | Work in a business environment | 1 | 3 | 17 |
| CU670 | Communication in a business environment | 1 | 4 | 21 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU706 | Manage own performance in a business environment | 1 | 2 | 14 |
| CU707 | Improve own performance in a business environment | 1 | 1 | 7 |
| CU708 | Solve business problems | 1 | 3 | 14 |
| CU671 | Work with other people on a business environment | 1 | 2 | 9 |
| CU710 | Prepare text from notes using touch typing (20 wpm) | 1 | 2 | 15 |
| CU692 | Support the organisation of business travel or accommodation | 2 | 3 | 18 |
| CU672 | Make and receive telephone calls | 1 | 3 | 10 |
| CU673 | Assist in handling mail | 1 | 2 | 10 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU675 | Use a filing system | 1 | 2 | 13 |
| CU676 | Archive information | 1 | 2 | 13 |
| CU677 | Use office equipment | 2 | 4 | 18 |

Group C: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|------------------|---|--------------|--------------------|------------|
| CU475 | Using email | 1 | 2 | 15 |
| CU516 | Word processing software | 1 | 3 | 20 |
| CU704 | Use occupational and safety guidelines when using keyboards | 1 | 2 | 20 |

EDI Level 2 NVQ Award in Business and Administration

To achieve the EDI Level 2 Award in Business and Administration, learners must achieve a minimum of nine credits, of which six credits must be selected from Level 2 units.

1. Five credits must be completed from Group A: Mandatory units
2. A minimum of four credits from Group B: Optional units, of which:
 - (a) either CU686 or CU687 may be selected, but not both;
 - (b) either unit CU698 or CU674 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU678 | Work in a business environment | 2 | 2 | |
| CU679 | Communication in a business environment | 2 | 3 | |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU680 | Manage own performance in a business environment | 2 | 2 | 9 |
| CU681 | Improve own performance in a business environment | 2 | 2 | 6 |
| CU682 | Solve business problems | 2 | 4 | 12 |
| CU683 | Work with other people in a business environment | 2 | 3 | 10 |
| CU685 | Produce documents in a business environment | 2 | 4 | 15 |
| CU686 | Prepare text from notes | 2 | 3 | 15 |
| CU687 | Prepare text from notes using touch typing (40 wpm) | 2 | 3 | 15 |
| CU688 | Prepare text from shorthand (60 wpm) | 2 | 8 | 55 |
| CU689 | Prepare text from recorded audio instruction (40 wpm) | 2 | 4 | 35 |

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|-------|--|---|---|----|
| CU690 | Support the organisation of an event | 2 | 2 | 15 |
| CU691 | Support the co-ordination of an event | 2 | 3 | 20 |
| CU692 | Support the organisation of business travel or accommodation | 2 | 3 | 18 |
| CU693 | Support the organisation of meetings | 2 | 4 | 18 |
| CU672 | Make and receive telephone calls | 1 | 3 | 10 |
| CU694 | Use electronic message systems | 2 | 1 | 6 |
| CU695 | Use a diary system | 2 | 3 | 9 |
| CU696 | Take minutes | 2 | 4 | 15 |
| CU697 | Handle mail | 2 | 3 | 17 |
| CU698 | Provide reception services | 2 | 3 | 15 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU699 | Organise and report data | 2 | 3 | 12 |
| CU700 | Research information | 2 | 4 | 17 |
| CU701 | Store and retrieve information | 2 | 3 | 17 |
| CU702 | Archive information | 2 | 2 | 13 |
| CU703 | Support the management and development of an information system | 2 | 7 | 40 |
| CU677 | Use office equipment | 2 | 4 | 18 |
| CU705 | Maintain and issue stationery stock items | 2 | 3 | 14 |
| CU684 | Respond to change in a business environment | 2 | 3 | 16 |
| CU704 | Use occupational health and safety guidelines when using keyboards | 1 | 2 | 20 |

EDI Level 2 NVQ Certificate in Business and Administration

To achieve the EDI Level 2 Certificate in Business and Administration, learners must achieve a minimum of twenty one credits, of which fourteen credits must be selected from Level 2 units:

1. Nine credits must be completed from Group A: Mandatory units
2. A minimum of seven credits from Group B: Optional units, of which:
 - (a) only **one unit** may be selected from units CU686, CU687 or CU716
 - (b) either unit CU685 or CU715 may be selected, but not both
 - (c) either unit CU688 or CU717 may be selected, but not both;
 - (d) either unit CU689 or CU718 may be selected, but not both;
 - (e) either unit CU690 or CU719 may be selected, but not both;
 - (f) either unit CU691 or CU720 may be selected, but not both;
 - (g) either unit CU693 or CU721 may be selected, but not both;
 - (h) either unit CU698 or CU674 may be selected, but not both; and,
3. a maximum of five credits from Group C: Optional units, of which:
 - (a) either CU449 or CU450 may be selected, but not both;
 - (b) either CU463 or CU464 may be selected, but not both;
 - (c) either CU460 or CU461 may be selected, but not both;
 - (d) either CU357 or CU537 may be selected, but not both;
 - (e) either CU484 or CU485 may be selected, but not both;
 - (f) either CU500 or CU501 may be selected, but not both;
 - (g) either CU505 or CU506 may be selected, but not both;
 - (h) either CU511 or CU512 may be selected, but not both;
 - (i) either CU457 or CU458 may be selected, but not both;
 - (j) either CU519 or CU520 may be selected, but not both; and,
 - (k) either CU516 or CU517 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU680 | Manage own performance in a business environment | 2 | 2 | 9 |
| CU681 | Improve own performance in a business environment | 2 | 2 | 6 |
| CU678 | Work in a business environment | 2 | 2 | 18 |
| CU679 | Communicate in a business environment | 2 | 3 | 18 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU682 | Solve business problems | 2 | 4 | 12 |
| CU683 | Work with other people in a business environment | 2 | 3 | 10 |
| CU714 | Contribute to running a project | 3 | 5 | 30 |
| CU685 | Produce documents in a business environment | 2 | 4 | 15 |
| CU686 | Prepare text from notes | 2 | 3 | 15 |
| CU687 | Prepare text from notes using touch typing (40 wpm) | 2 | 3 | 15 |
| CU688 | Prepare text from shorthand (60 wpm) | 2 | 8 | 55 |
| CU689 | Prepare text from recorded audio instruction (40 wpm) | 2 | 4 | 35 |
| CU715 | Design and produce documents in a business environment | 3 | 4 | 25 |
| CU716 | Prepare text from notes using touch typing (60 wpm) | 3 | 4 | 10 |
| CU717 | Prepare text from shorthand (80 wpm) | 3 | 8 | 45 |
| CU718 | Prepare text from recorded audio instruction (60 wpm) | 3 | 4 | 25 |
| CU690 | Support the organisation of an event | 2 | 2 | 15 |
| CU691 | Support the co-ordination of an event | 2 | 3 | 20 |
| CU692 | Support the organisation of business travel or accommodation | 2 | 3 | 18 |
| CU693 | Support the organisation of meetings | 2 | 4 | 18 |
| CU719 | Plan and organise an event | 3 | 4 | 28 |
| CU720 | Co-ordinate an event | 3 | 4 | 30 |
| CU721 | Plan and organise meetings | 3 | 5 | 25 |
| CU672 | Make and receive telephone calls | 1 | 3 | 10 |
| CU694 | Use electronic message systems | 2 | 1 | 6 |
| CU695 | Use a diary system | 2 | 3 | 9 |
| CU696 | Take minutes | 2 | 4 | 15 |
| CU722 | Develop a presentation | 3 | 3 | 15 |
| CU723 | Deliver a presentation | 3 | 3 | 15 |

| | | | | |
|--------|--|---|---|----|
| CU697 | Handle mail | 2 | 3 | 17 |
| CU698 | Provide reception services | 2 | 3 | 15 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU724 | Deliver, monitor and evaluate customer service to internal customers | 3 | 3 | 12 |
| CU725 | Deliver, monitor and evaluate customer service to external customers | 3 | 3 | 12 |
| CU699 | Organise and report data | 2 | 3 | 17 |
| CU700 | Research information | 2 | 4 | 17 |
| CU701 | Store and retrieve information | 2 | 3 | 13 |
| CU702 | Archive information | 2 | 2 | 40 |
| CU703 | Support the management and development of an information system | 2 | 7 | 35 |
| CU726 | Support the design and development of an information system | 3 | 7 | 35 |
| CU727 | Monitor information systems | 3 | 7 | 30 |
| CU728 | Analyse and report data | 3 | 6 | 30 |
| CU677 | Use office equipment | 2 | 4 | 18 |
| CU705 | Maintain and issue stationery stock items | 2 | 3 | 14 |
| CU729 | Order products and services | 3 | 5 | 35 |
| CU730 | Agree a budget | 3 | 4 | 25 |
| CU684 | Respond to change in a business environment | 2 | 3 | 16 |
| CU713 | Contribute to innovation in a business environment | 3 | 4 | 30 |
| CU731 | Administer human resources records | 2 | 3 | 20 |
| CU732 | Administer the recruitment and selection process | 2 | 4 | 30 |
| CU1044 | Administer parking dispensations | 2 | 4 | 14 |

Group C: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU704 | Use occupational health and safety guidelines when using keyboards | 1 | 2 | 20 |
| CU449 | Bespoke software | 1 | 2 | 15 |
| CU463 | Data management software | 1 | 2 | 15 |
| CU460 | Database software | 1 | 3 | 20 |
| CU357 | Improving productivity using IT | 1 | 3 | 20 |
| CU484 | IT security for users | 1 | 1 | 10 |
| CU500 | Presentation software | 1 | 3 | 20 |
| CU505 | Set up an IT system | 1 | 3 | 20 |
| CU511 | Spreadsheet software | 1 | 3 | 20 |
| CU457 | Using collaborative technologies | 1 | 3 | 20 |
| CU519 | Website software | 1 | 3 | 20 |
| CU516 | Word processing software | 1 | 3 | 20 |
| CU450 | Bespoke software | 2 | 3 | 20 |
| CU464 | Data management software | 2 | 3 | 20 |
| CU461 | Database software | 2 | 4 | 30 |
| CU537 | Improving productivity using IT | 2 | 4 | 30 |
| CU485 | IT security for users | 2 | 2 | 15 |
| CU501 | Presentation software | 2 | 4 | 30 |
| CU506 | Set up an IT system | 2 | 4 | 30 |
| CU512 | Spreadsheet software | 2 | 4 | 30 |
| CU458 | Using collaborative technologies | 2 | 4 | 30 |
| CU520 | Website software | 2 | 4 | 30 |
| CU517 | Word processing software | 2 | 4 | 30 |

EDI Level 2 NVQ Diploma in Business and Administration

To achieve the Level 2 Diploma in Business and Administration, learners must complete a minimum of thirty seven credits, of which twenty four credits must be selected from units at Level 2:

1. Nine credits must be completed from Group A: Mandatory units
2. A minimum of 17 credits from Group B: Optional units; of which:
 - (a) only one unit may be selected from units CU686, CU687 or CU716
 - (b) either unit CU688 or CU717 may be selected, but not both;
 - (c) either unit CU689 or CU718 may be selected, but not both;
 - (d) either unit CU690 or CU721 may be selected, but not both;
 - (e) either unit CU691 or CU720 may be selected, but not both;
 - (f) either unit CU693 or CU721 may be selected, but not both;
 - (g) either unit CU698 or CU674 may be selected, but not both;
 - (h) either unit CU715 or CU685 may be selected, but not both; and,
3. A maximum of 11 credits from Group C: Optional units; of which:
 - (a) either unit CU449 or CU450 may be selected, but not both;
 - (b) either unit CU464 or CU357 may be selected, but not both;
 - (c) either unit CU460 or CU461 may be selected, but not both;
 - (d) either unit CU357 or CU537 may be selected, but not both;
 - (e) either unit CU484 or CU485 may be selected, but not both;
 - (f) either unit CU500 or CU501 may be selected, but not both;
 - (g) either unit CU505 or CU506 may be selected, but not both;
 - (h) either unit CU511 or CU512 may be selected, but not both;
 - (i) either CU457 or CU458 may be selected, but not both;
 - (j) either unit CU519 or CU520 may be selected, but not both; and,
 - (k) either unit CU516 or CU517 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU680 | Manage own performance in a business environment | 2 | 2 | 9 |
| CU681 | Improve own performance in a business environment | 2 | 2 | 6 |
| CU678 | Work in a business environment | 2 | 2 | 18 |
| CU679 | Communicate in a business environment | 2 | 3 | 18 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU682 | Solve business problems | 2 | 4 | 12 |
| CU683 | Work with other people in a business environment | 2 | 3 | 10 |
| CU714 | Contribute to running a project | 3 | 5 | 30 |
| CU685 | Produce documents in a business environment | 2 | 4 | 15 |
| CU686 | Prepare text from notes | 2 | 3 | 15 |
| CU687 | Prepare text from notes using touch typing (40 wpm) | 2 | 3 | 15 |
| CU688 | Prepare text from shorthand (60 wpm) | 2 | 8 | 55 |
| CU689 | Prepare text from recorded audio instruction (40 wpm) | 2 | 4 | 35 |
| CU715 | Design and produce documents in a business environment | 3 | 4 | 25 |
| CU716 | Prepare text from notes using touch typing (60 wpm) | 3 | 4 | 10 |
| CU717 | Prepare text from shorthand (80 wpm) | 3 | 8 | 45 |
| CU718 | Prepare text from recorded audio instruction (60 wpm) | 3 | 4 | 25 |
| CU690 | Support the organisation of an event | 2 | 2 | 15 |
| CU691 | Support the co-ordination of an event | 2 | 3 | 20 |
| CU692 | Support the organisation of business travel or accommodation | 2 | 3 | 18 |
| CU693 | Support the organisation of meetings | 2 | 4 | 18 |
| CU719 | Plan and organise an event | 3 | 4 | 28 |
| CU720 | Co-ordinate an event | 3 | 4 | 30 |
| CU721 | Plan and organise meetings | 3 | 5 | 25 |
| CU672 | Make and receive telephone calls | 1 | 3 | 10 |
| CU694 | Use electronic message systems | 2 | 1 | 6 |
| CU695 | Use a diary system | 2 | 3 | 9 |
| CU696 | Take minutes | 2 | 4 | 15 |
| CU722 | Develop a presentation | 3 | 3 | 15 |
| CU723 | Deliver a presentation | 3 | 3 | 15 |

| | | | | |
|--------|--|---|---|----|
| CU697 | Handle mail | 2 | 3 | 17 |
| CU698 | Provide reception services | 2 | 3 | 15 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU724 | Deliver, monitor and evaluate customer service to internal customers | 3 | 3 | 12 |
| CU725 | Deliver, monitor and evaluate customer service to external customers | 3 | 3 | 12 |
| CU699 | Organise and report data | 2 | 3 | 17 |
| CU700 | Research information | 2 | 4 | 17 |
| CU701 | Store and retrieve information | 2 | 3 | 13 |
| CU702 | Archive information | 2 | 2 | 40 |
| CU703 | Support the management and development of an information system | 2 | 7 | 35 |
| CU726 | Support the design and development of an information system | 3 | 7 | 35 |
| CU727 | Monitor information systems | 3 | 7 | 30 |
| CU728 | Analyse and report data | 3 | 6 | 30 |
| CU677 | Use office equipment | 2 | 4 | 18 |
| CU705 | Maintain and issue stationery stock items | 2 | 3 | 14 |
| CU729 | Order products and services | 3 | 5 | 35 |
| CU730 | Agree a budget | 3 | 4 | 25 |
| CU684 | Respond to change in a business environment | 2 | 3 | 16 |
| CU713 | Contribute to innovation in a business environment | 3 | 4 | 30 |
| CU731 | Administer human resources records | 2 | 3 | 20 |
| CU732 | Administer the recruitment and selection process | 2 | 4 | 30 |
| CU1044 | Administer parking dispensations | 2 | 4 | 14 |

Group C: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU704 | Use occupational health and safety guidelines when using keyboards | 1 | 2 | 20 |
| CU449 | Bespoke software | 1 | 2 | 15 |
| CU463 | Data management software | 1 | 2 | 15 |
| CU460 | Database software | 1 | 3 | 20 |
| CU357 | Improving productivity using IT | 1 | 3 | 20 |
| CU484 | IT security for users | 1 | 1 | 10 |
| CU500 | Presentation software | 1 | 3 | 20 |
| CU505 | Set up an IT system | 1 | 3 | 20 |
| CU511 | Spreadsheet software | 1 | 3 | 20 |
| CU457 | Using collaborative technologies | 1 | 3 | 20 |
| CU519 | Website software | 1 | 3 | 20 |
| CU516 | Word processing software | 1 | 3 | 20 |
| CU450 | Bespoke software | 2 | 3 | 20 |
| CU464 | Data management software | 2 | 3 | 20 |
| CU461 | Database software | 2 | 4 | 30 |
| CU537 | Improving productivity using IT | 2 | 4 | 30 |
| CU485 | IT security for users | 2 | 2 | 15 |
| CU501 | Presentation software | 2 | 4 | 30 |
| CU506 | Set up an IT system | 2 | 4 | 30 |
| CU512 | Spreadsheet software | 2 | 4 | 30 |
| CU458 | Using collaborative technologies | 2 | 4 | 30 |
| CU520 | Website software | 2 | 4 | 30 |
| CU517 | Word processing software | 2 | 4 | 30 |

EDI Level 3 NVQ Certificate in Business and Administration

To achieve the Level 3 Certificate in Business and Administration, learners must complete a minimum of 30 credits, of which at least 20 credits must be selected from Level 3 units.

1. Thirteen credits must be completed from Group A: Mandatory units; and,
2. A minimum of 11 credits from Group B: Optional units, of which:
 - (a) only one unit may be selected from units CU686 or CU687 or CU716
 - (b) either unit CU685 or CU715 may be selected, but not both;
 - (c) either unit CU688 or CU717 may be selected, but not both;
 - (d) either unit CU689 or CU718 may be selected, but not both;
 - (e) either unit CU690 or CU719 may be selected, but not both;
 - (f) either unit CU691 or CU720 may be selected, but not both;
 - (g) either unit CU692 or CU753 may be selected, but not both;
 - (h) either unit CU693 or CU721 may be selected, but not both;
 - (i) either unit CU698 or CU674 may be selected, but not both;
 - (j) either unit CU703 or CU758 may be selected, but not both;
 - (k) either unit CU726 or CU757 may be selected, but not both;
 - (l) either unit CU759 or CU713 may be selected, but not both; and,
3. A maximum of 6 credits from Group C: Optional units; of which:
 - (a) either unit CU450 or CU451 may be selected, but not both;
 - (b) either unit CU464 or CU465 may be selected, but not both;
 - (c) either unit CU461 or CU462 may be selected, but not both;
 - (d) either unit CU537 or CU445 may be selected, but not both;
 - (e) either unit CU485 or CU486 may be selected, but not both;
 - (f) either unit CU501 or CU502 may be selected, but not both;
 - (g) either unit CU506 or CU507 may be selected, but not both;
 - (h) either unit CU512 or CU513 may be selected, but not both;
 - (i) either unit CU458 or CU459 may be selected, but not both;
 - (j) either unit CU520 or CU521 may be selected, but not both; and,
 - (k) either unit CU517 or CU518 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU743 | Manage own performance in a business environment | 3 | 3 | 12 |
| CU744 | Evaluate and improve own performance in a business environment | 3 | 3 | 22 |
| CU745 | Work in a business environment | 3 | 4 | 21 |
| CU746 | Communicate in a business environment | 3 | 3 | 14 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU747 | Solve business problems | 3 | 4 | 18 |
| CU748 | Work with other people in a business environment | 3 | 4 | 12 |
| CU749 | Contribute to decision-making in a business environment | 3 | 3 | 12 |
| CU750 | Negotiate in a business environment | 3 | 5 | 20 |
| CU751 | Supervise a team in a business environment | 3 | 6 | 52 |
| CU752 | Supervise an office facility | 3 | 5 | 23 |
| CU714 | Contribute to running a project | 3 | 5 | 30 |
| CU685 | Produce documents in a business environment | 2 | 4 | 15 |
| CU686 | Prepare text from notes | 2 | 3 | 15 |
| CU687 | Prepare text from notes using touch typing (40 wpm) | 2 | 3 | 15 |
| CU688 | Prepare text from shorthand (60 wpm) | 2 | 8 | 55 |
| CU689 | Prepare text from recorded audio instruction (40 wpm) | 2 | 4 | 35 |
| CU715 | Design and produce documents in a business environment | 3 | 4 | 25 |
| CU716 | Prepare text from notes using touch typing (60 wpm) | 3 | 4 | 10 |
| CU717 | Prepare text from shorthand (80 wpm) | 3 | 8 | 45 |
| CU718 | Prepare text from recorded audio instruction (60 wpm) | 3 | 4 | 25 |
| CU690 | Support the organisation of an event | 2 | 2 | 15 |
| CU691 | Support the co-ordination of an event | 2 | 3 | 20 |
| CU692 | Support the organisation of business travel or accommodation | 2 | 3 | 18 |
| CU693 | Support the organisation of meetings | 2 | 4 | 18 |
| CU719 | Plan and organise an event | 3 | 4 | 28 |
| CU720 | Co-ordinate an event | 3 | 4 | 30 |
| CU721 | Plan and organise meetings | 3 | 5 | 25 |

| | | | | |
|-------|---|---|---|----|
| CU753 | Organise business travel or accommodation | 3 | 5 | 20 |
| CU754 | Evaluate the organisation of business travel or accommodation | 3 | 2 | 10 |
| CU694 | Use electronic message systems | 2 | 1 | 6 |
| CU695 | Use a diary system | 2 | 3 | 9 |
| CU696 | Take minutes | 2 | 4 | 15 |
| CU722 | Develop a presentation | 3 | 3 | 15 |
| CU723 | Deliver a presentation | 3 | 3 | 15 |
| CU697 | Handle mail | 2 | 3 | 17 |
| CU698 | Provide reception services | 2 | 3 | 15 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU724 | Deliver, monitor and evaluate customer services to internal customers | 3 | 3 | 12 |
| CU725 | Deliver, monitor and evaluate customer services to external customers | 3 | 3 | 12 |
| CU755 | Use customer service as a competitive tool | 3 | 8 | 53 |
| CU756 | Monitor and solve customer service problems | 3 | 6 | 40 |
| CU699 | Organise and report data | 2 | 3 | 12 |
| CU700 | Research information | 2 | 4 | 17 |
| CU701 | Store and retrieve information | 2 | 3 | 17 |
| CU702 | Archive information | 2 | 2 | 13 |
| CU703 | Support the management and development of an information system | 2 | 7 | 40 |
| CU726 | Support the design and development of an information system | 3 | 7 | 35 |
| CU727 | Monitor information systems | 3 | 7 | 30 |
| CU728 | Analyse and report data | 3 | 6 | 30 |
| CU757 | Design and develop an information system | 4 | 7 | 30 |
| CU758 | Manage and evaluate an information system | 4 | 6 | 20 |
| CU677 | Use office equipment | 2 | 4 | 18 |
| CU705 | Maintain and issue stationery stock items | 2 | 3 | 14 |
| CU729 | Order products and services | 3 | 5 | 35 |
| CU730 | Agree a budget | 3 | 4 | 25 |

| | | | | |
|--------|--|---|---|----|
| CU684 | Respond to change in a business environment | 2 | 3 | 16 |
| CU713 | Contribute to innovation in a business environment | 3 | 4 | 30 |
| CU759 | Contribute to innovation in a business environment | 4 | 6 | 25 |
| CU760 | Plan change for a team | 4 | 6 | 22 |
| CU731 | Administer human resources records | 2 | 3 | 20 |
| CU732 | Administer the recruitment and selection process | 2 | 4 | 30 |
| CU1064 | Administer parking and traffic challenges, representations and civil parking appeals | 3 | 9 | 40 |
| CU1065 | Administer statutory parking and traffic appeals | 3 | 9 | 45 |
| CU1066 | Administer parking and traffic debt recovery | 3 | 9 | 54 |
| CU1044 | Administer parking dispensations | 2 | 4 | 14 |
| CU1067 | Provide administrative support in schools | 3 | 8 | 53 |
| CU1068 | Administer legal files | 3 | 7 | 25 |
| CU1069 | Build case files | 3 | 4 | 20 |
| CU1070 | Manage case files | 3 | 5 | 25 |

Group C: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU450 | Bespoke software | 2 | 3 | 20 |
| CU464 | Data management software | 2 | 3 | 20 |
| CU461 | Database software | 2 | 4 | 30 |
| CU537 | Improving productivity using IT | 2 | 4 | 30 |
| CU485 | IT security for users | 2 | 2 | 15 |
| CU501 | Presentation software | 2 | 4 | 30 |
| CU506 | Set up an IT system | 2 | 4 | 30 |
| CU512 | Spreadsheet software | 2 | 4 | 30 |
| CU458 | Using collaborative technologies | 2 | 4 | 30 |
| CU520 | Website software | 2 | 4 | 30 |
| CU517 | Word processing software | 2 | 4 | 30 |
| CU451 | Bespoke software | 3 | 4 | 30 |
| CU465 | Data management software | 3 | 4 | 30 |
| CU462 | Database software | 3 | 6 | 45 |
| CU445 | Improving productivity using IT | 3 | 5 | 40 |
| CU486 | IT security for users | 3 | 3 | 20 |
| CU502 | Presentation software | 3 | 6 | 45 |
| CU507 | Set up an IT system | 3 | 5 | 40 |
| CU513 | Spreadsheet software | 3 | 6 | 45 |
| CU459 | Using collaborative technologies | 3 | 6 | 45 |
| CU521 | Website software | 3 | 5 | 40 |
| CU518 | Word processing software | 3 | 6 | 45 |
| CU765 | Manage physical resources | 4 | 3 | 25 |
| CU766 | Manage the environmental impact of work activities | 4 | 5 | 10 |
| CU762 | Provide leadership and direction for own area of responsibility | 4 | 5 | 30 |
| CU764 | Support learning and development within own area of responsibility | 4 | 5 | 25 |
| CU763 | Develop working relationships with colleagues and stakeholders | 4 | 4 | 20 |

EDI Level 3 NVQ Diploma in Business and Administration

To achieve the Level 3 Diploma in Business and Administration, learners must complete a minimum of 40 credits, of which at least 27 credits must come from units at Level 3:

1. Thirteen credits must be completed from Group A: Mandatory units; and,
2. A minimum of 14 credits from Group B: Optional units; of which,
 - (a) only one unit may be selected from units CU686 or CU687 or CU716
 - (b) either unit CU685 or CU715 may be selected, but not both;
 - (c) either unit CU688 or CU717 may be selected, but not both;
 - (d) either unit CU689 or CU718 may be selected, but not both;
 - (e) either unit CU690 or CU719 may be selected, but not both;
 - (f) either unit CU691 or CU720 may be selected, but not both;
 - (g) either unit CU692 or CU753 may be selected, but not both;
 - (h) either unit CU693 or CU721 may be selected, but not both;
 - (i) either unit CU698 or CU674 may be selected, but not both;
 - (j) either unit CU703 or CU758 may be selected, but not both;
 - (k) either unit CU726 or CU757 may be selected, but not both;
 - (l) either unit CU684 or CU670 may be selected, but not both;
 - (m) either unit CU759 or CU713 may be selected, but not both; and,
3. A maximum of 13 credits from Group C: Optional units; of which,
 - (a) either unit CU450 or CU451 may be selected, but not both;
 - (b) either unit CU464 or CU465 may be selected, but not both;
 - (c) either unit CU461 or CU462 may be selected, but not both;
 - (d) either unit CU537 or CU445 may be selected, but not both;
 - (e) either unit CU485 or CU486 may be selected, but not both;
 - (f) either unit CU501 or CU502 may be selected, but not both;
 - (g) either unit CU506 or CU507 may be selected, but not both;
 - (h) either unit CU512 or CU513 may be selected, but not both;
 - (i) either unit CU458 or CU459 may be selected, but not both;
 - (j) either unit CU520 or CU521 may be selected, but not both; and,
 - (k) either unit CU517 or CU518 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU743 | Manage own performance in a business environment | 3 | 3 | 12 |
| CU744 | Evaluate and improve own performance in a business environment | 3 | 3 | 22 |
| CU745 | Work in a business environment | 3 | 4 | 21 |
| CU746 | Communicate in a business environment | 3 | 3 | 14 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU747 | Solve business problems | 3 | 4 | 18 |
| CU748 | Work with other people in a business environment | 3 | 4 | 12 |
| CU749 | Contribute to decision-making in a business environment | 3 | 3 | 12 |
| CU750 | Negotiate in a business environment | 3 | 5 | 20 |
| CU751 | Supervise a team in a business environment | 3 | 6 | 52 |
| CU752 | Supervise an office facility | 3 | 5 | 23 |
| CU714 | Contribute to running a project | 3 | 5 | 30 |
| CU685 | Produce documents in a business environment | 2 | 4 | 15 |
| CU686 | Prepare text from notes | 2 | 3 | 15 |
| CU687 | Prepare text from notes using touch typing (40 wpm) | 2 | 3 | 15 |
| CU688 | Prepare text from shorthand (60 wpm) | 2 | 8 | 55 |
| CU689 | Prepare text from recorded audio instruction (40 wpm) | 2 | 4 | 35 |
| CU715 | Design and produce documents in a business environment | 3 | 4 | 25 |
| CU716 | Prepare text from notes using touch typing (60 wpm) | 3 | 4 | 10 |
| CU717 | Prepare text from shorthand (80 wpm) | 3 | 8 | 45 |
| CU718 | Prepare text from recorded audio instruction (60 wpm) | 3 | 4 | 25 |
| CU690 | Support the organisation of an event | 2 | 2 | 15 |
| CU691 | Support the co-ordination of an event | 2 | 3 | 20 |
| CU692 | Support the organisation of business travel or accommodation | 2 | 3 | 18 |
| CU693 | Support the organisation of meetings | 2 | 4 | 18 |
| CU719 | Plan and organise an event | 3 | 4 | 28 |
| CU720 | Co-ordinate an event | 3 | 4 | 30 |
| CU721 | Plan and organise meetings | 3 | 5 | 25 |

| | | | | |
|-------|---|---|---|----|
| CU753 | Organise business travel or accommodation | 3 | 5 | 20 |
| CU754 | Evaluate the organisation of business travel or accommodation | 3 | 2 | 10 |
| CU694 | Use electronic message systems | 2 | 1 | 6 |
| CU695 | Use a diary system | 2 | 3 | 9 |
| CU696 | Take minutes | 2 | 4 | 15 |
| CU722 | Develop a presentation | 3 | 3 | 15 |
| CU723 | Deliver a presentation | 3 | 3 | 15 |
| CU697 | Handle mail | 2 | 3 | 17 |
| CU698 | Provide reception services | 2 | 3 | 15 |
| CU674 | Meet and welcome visitors | 2 | 3 | 23 |
| CU724 | Deliver, monitor and evaluate customer services to internal customers | 3 | 3 | 12 |
| CU725 | Deliver, monitor and evaluate customer services to external customers | 3 | 3 | 12 |
| CU755 | Use customer service as a competitive tool | 3 | 8 | 53 |
| CU756 | Monitor and solve customer service problems | 3 | 6 | 40 |
| CU699 | Organise and report data | 2 | 3 | 12 |
| CU700 | Research information | 2 | 4 | 17 |
| CU701 | Store and retrieve information | 2 | 3 | 17 |
| CU702 | Archive information | 2 | 2 | 13 |
| CU703 | Support the management and development of an information system | 2 | 7 | 40 |
| CU726 | Support the design and development of an information system | 3 | 7 | 35 |
| CU727 | Monitor information system | 3 | 7 | 30 |
| CU728 | Analyse and report data | 3 | 6 | 30 |
| CU757 | Design and develop an information system | 4 | 7 | 30 |
| CU758 | Manage and evaluate an information system | 4 | 6 | 20 |
| CU677 | Use office equipment | 2 | 4 | 18 |
| CU705 | Maintain and issue stationery stock items | 2 | 3 | 14 |
| CU729 | Order products and services | 3 | 5 | 35 |
| CU730 | Agree a budget | 3 | 4 | 25 |

| | | | | |
|--------|--|---|---|----|
| CU784 | Manage budgets | 4 | 5 | 29 |
| CU684 | Respond to change in a business environment | 2 | 3 | 16 |
| CU713 | Contribute to innovation in a business environment | 3 | 4 | 30 |
| CU759 | Contribute to innovation in a business environment | 4 | 6 | 25 |
| CU760 | Plan change for a team | 4 | 6 | 22 |
| CU731 | Administer human resources records | 2 | 3 | 20 |
| CU732 | Administer the recruitment and selection process | 2 | 4 | 30 |
| CU1064 | Administer parking and traffic challenges, representations and civil parking appeals | 3 | 9 | 40 |
| CU1065 | Administer statutory parking and traffic appeals | 3 | 9 | 45 |
| CU1066 | Administer parking and traffic debt recovery | 3 | 9 | 54 |
| CU1044 | Administer parking dispensations | 2 | 4 | 14 |
| CU1067 | Provide administrative support in schools | 3 | 8 | 53 |
| CU1068 | Administer legal files | 3 | 7 | 25 |
| CU1069 | Build case files | 3 | 4 | 20 |
| CU1070 | Manage case files | 3 | 5 | 25 |

Group C: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|--|-------|-------------|-----|
| CU704 | Use occupational health and safety guidelines when using keyboards | 1 | 2 | 20 |
| CU450 | Bespoke software | 2 | 3 | 20 |
| CU464 | Data management software | 2 | 3 | 20 |
| CU461 | Database software | 2 | 4 | 30 |
| CU358 | Improving productivity using IT | 2 | 4 | 30 |
| CU485 | IT security for users | 2 | 2 | 15 |
| CU501 | Presentation software | 2 | 4 | 30 |
| CU506 | Set up an IT system | 2 | 4 | 30 |
| CU512 | Spreadsheet software | 2 | 4 | 30 |
| CU458 | Using collaborative technologies | 2 | 4 | 30 |
| CU520 | Website software | 2 | 4 | 30 |
| CU517 | Word processing software | 2 | 4 | 30 |
| CU451 | Bespoke software | 3 | 4 | 30 |
| CU465 | Data management software | 3 | 4 | 30 |
| CU462 | Database software | 3 | 6 | 45 |
| CU538 | Improving productivity using IT | 3 | 5 | 40 |
| CU486 | IT security for users | 3 | 3 | 20 |
| CU502 | Presentation software | 3 | 6 | 45 |
| CU507 | Set up an IT system | 3 | 5 | 40 |
| CU513 | Spreadsheet software | 3 | 6 | 45 |
| CU459 | Using collaborative technologies | 3 | 6 | 45 |
| CU521 | Website software | 3 | 5 | 40 |
| CU518 | Word processing software | 3 | 6 | 45 |
| CU765 | Manage physical resources | 4 | 3 | 25 |
| CU766 | Manage the environmental impact of work activities | 4 | 5 | 10 |
| CU762 | Provide leadership and direction for own area of responsibility | 4 | 5 | 30 |
| CU764 | Support learning and development within own area of responsibility | 4 | 5 | 25 |
| CU763 | Develop working relationships with colleagues and stakeholders | 4 | 4 | 20 |

EDI Level 4 NVQ Certificate in Business and Administration

To achieve the Level 4 Certificate in Business and Administration, you must complete a minimum of 30 credits, of which 20 credits must be selected from units at level 4:

1. Twenty credits must be completed from Group A: Mandatory units; and
2. A minimum of 10 credits from Group B: Optional units, of which:
 - (a) either unit CU726 or CU757 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU767 | Manage and be accountable for own performance in a business environment | 4 | 3 | 18 |
| CU768 | Evaluate and improve own performance in a business environment | 4 | 4 | 14 |
| CU769 | Support the purpose and values of an organisation | 4 | 3 | 14 |
| CU770 | Support sustainability in a business environment | 4 | 3 | 14 |
| CU771 | Assess, manage and monitor risk in a business environment | 4 | 4 | 18 |
| CU772 | Communicate in a business environment | 4 | 3 | 25 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU773 | Evaluate and solve business problems | 4 | 6 | 16 |
| CU774 | Make decisions in a business environment | 4 | 4 | 24 |
| CU775 | Negotiate in a business environment | 4 | 7 | 40 |
| CU776 | Manage an office facility | 4 | 6 | 30 |
| CU777 | Propose and design administrative services | 4 | 8 | 36 |
| CU778 | Prepare, co-ordinate and monitor operational plans | 4 | 6 | 26 |
| CU779 | Implement, monitor and maintain administrative services | 4 | 7 | 15 |

| | | | | |
|-------|---|---|----|----|
| CU714 | Contribute to running a project | 3 | 5 | 30 |
| CU780 | Manage a project | 5 | 10 | 33 |
| CU719 | Plan and organise an event | 3 | 4 | 28 |
| CU720 | Co-ordinate an event | 3 | 4 | 30 |
| CU721 | Plan and organise meetings | 3 | 5 | 25 |
| CU753 | Organise business travel or accommodation | 3 | 5 | 20 |
| CU754 | Evaluate the organisation of business travel or accommodation | 3 | 2 | 10 |
| CU781 | Chair meetings | 4 | 4 | 16 |
| CU722 | Develop a presentation | 3 | 3 | 15 |
| CU723 | Deliver a presentation | 3 | 3 | 15 |
| CU724 | Deliver, monitor and evaluate customer services to internal customers | 3 | 3 | 12 |
| CU725 | Deliver, monitor and evaluate customer services to external customers | 3 | 3 | 12 |
| CU755 | Use customer service as a competitive tool | 3 | 8 | 53 |
| CU756 | Monitor and solve customer service problems | 3 | 6 | 40 |
| CU782 | Plan, organise and control customer service operations | 4 | 10 | 67 |
| CU726 | Support the design and development of an information system | 3 | 7 | 35 |
| CU727 | Monitor information systems | 3 | 7 | 30 |
| CU728 | Analyse and report data | 3 | 6 | 30 |
| CU757 | Design and develop an information system | 4 | 7 | 30 |
| CU758 | Manage and evaluate an information system | 4 | 6 | 20 |
| CU729 | Order products and services | 3 | 5 | 35 |
| CU730 | Agree a budget | 3 | 4 | 25 |
| CU783 | Prepare specifications for contracts | 4 | 5 | 30 |
| CU784 | Manage budgets | 4 | 5 | 29 |
| CU785 | Invite tenders and select contracts | 5 | 6 | 32 |
| CU786 | Monitor and evaluate contracts | 5 | 6 | 35 |

| | | | | |
|-------|--|---|---|----|
| CU759 | Contribute to innovation in a business environment | 4 | 6 | 25 |
| CU760 | Plan change for a team | 4 | 6 | 22 |
| CU787 | Plan change across teams | 5 | 6 | 26 |
| CU788 | Implement, monitor and review change | 5 | 6 | 20 |
| CU765 | Manage physical resources | 4 | 3 | 25 |
| CU766 | Manage the environmental impact of work activities | 4 | 5 | 10 |
| CU763 | Develop working relationships with colleagues and stakeholders | 4 | 4 | 20 |
| CU762 | Provide leadership and direction for own area of responsibility | 4 | 5 | 30 |
| CU764 | Support learning and development within own area of responsibility | 4 | 5 | 25 |
| CU790 | Monitor and review business processes | 5 | 3 | 20 |
| CU789 | Recruit staff in own area of responsibility | 5 | 4 | 25 |

EDI Level 4 NVQ Diploma in Business and Administration

To achieve the Level 4 Diploma in Business and Administration, you must complete a minimum of 39 credits, of which 27 credits must be selected from units at level 4:

1. Twenty credits must be completed from Group A: Mandatory units; and
2. A minimum of 19 credits from Group B: Optional units, of which:
 - (a) either unit CU726 or CU757 may be selected, but not both.

All units are assessed by portfolio.

Group A: Mandatory units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU767 | Manage and be accountable for own performance in a business environment | 4 | 3 | 18 |
| CU768 | Evaluate and improve own performance in a business environment | 4 | 4 | 14 |
| CU769 | Support the purpose and values of an organisation | 4 | 3 | 14 |
| CU770 | Support sustainability in a business environment | 4 | 3 | 14 |
| CU771 | Assess, manage and monitor risk in a business environment | 4 | 4 | 18 |
| CU772 | Communicate in a business environment | 4 | 3 | 25 |

Group B: Optional units

| Unit code | Unit title | Level | Unit credit | GLH |
|-----------|---|-------|-------------|-----|
| CU773 | Evaluate and solve business problems | 4 | 6 | 16 |
| CU774 | Make decisions in a business environment | 4 | 4 | 24 |
| CU775 | Negotiate in a business environment | 4 | 7 | 40 |
| CU776 | Manage an office facility | 4 | 6 | 30 |
| CU777 | Propose and design administrative services | 4 | 8 | 36 |
| CU778 | Prepare, co-ordinate and monitor operational plans | 4 | 6 | 26 |
| CU779 | Implement, monitor and maintain administrative services | 4 | 7 | 15 |

| | | | | |
|-------|---|---|----|----|
| CU714 | Contribute to running a project | 3 | 5 | 30 |
| CU780 | Manage a project | 5 | 10 | 33 |
| CU719 | Plan and organise an event | 3 | 4 | 28 |
| CU720 | Co-ordinate an event | 3 | 4 | 30 |
| CU721 | Plan and organise meetings | 3 | 5 | 25 |
| CU753 | Organise business travel or accommodation | 3 | 5 | 20 |
| CU754 | Evaluate the organisation of business travel or accommodation | 3 | 2 | 10 |
| CU781 | Chair meetings | 4 | 4 | 16 |
| CU722 | Develop a presentation | 3 | 3 | 15 |
| CU723 | Deliver a presentation | 3 | 3 | 15 |
| CU724 | Deliver, monitor and evaluate customer services to internal customers | 3 | 3 | 12 |
| CU725 | Deliver, monitor and evaluate customer services to external customers | 3 | 3 | 12 |
| CU755 | Use customer service as a competitive tool | 3 | 8 | 53 |
| CU756 | Monitor and solve customer service problems | 3 | 6 | 40 |
| CU782 | Plan, organise and control customer service operations | 4 | 10 | 67 |
| CU726 | Support the design and development of an information system | 3 | 7 | 35 |
| CU727 | Monitor information systems | 3 | 7 | 30 |
| CU728 | Analyse and report data | 3 | 6 | 30 |
| CU757 | Design and develop an information system | 4 | 7 | 30 |
| CU758 | Manage and evaluate an information system | 4 | 6 | 20 |
| CU729 | Order products and services | 3 | 5 | 35 |
| CU730 | Agree a budget | 3 | 4 | 25 |
| CU783 | Prepare specifications for contracts | 4 | 5 | 30 |
| CU784 | Manage budgets | 4 | 5 | 29 |
| CU785 | Invite tenders and select contracts | 5 | 6 | 32 |
| CU786 | Monitor and evaluate contracts | 5 | 6 | 35 |

| | | | | |
|-------|--|---|---|----|
| CU759 | Contribute to innovation in a business environment | 4 | 6 | 25 |
| CU760 | Plan change for a team | 4 | 6 | 22 |
| CU787 | Plan change across teams | 5 | 6 | 26 |
| CU788 | Implement, monitor and review change | 5 | 6 | 20 |
| CU765 | Manage physical resources | 4 | 3 | 25 |
| CU766 | Manage the environmental impact of work activities | 4 | 5 | 10 |
| CU763 | Develop working relationships with colleagues and stakeholders | 4 | 4 | 20 |
| CU762 | Provide leadership and direction for own area of responsibility | 4 | 5 | 30 |
| CU764 | Support learning and development within own area of responsibility | 4 | 5 | 25 |
| CU790 | Monitor and review business processes | 5 | 3 | 20 |
| CU789 | Recruit staff in own area of responsibility | 5 | 4 | 25 |

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Supporting learning
and performance

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