

NVQ UNITS OF COMPETENCE

OCR LEVEL 3 NVQ IN ADMINISTRATION

To achieve the qualification, the candidate must complete nine units in total. These are drawn from five mandatory units, one unit from optional group A and three units from optional group B.

The QCA unit reference numbers are shown beneath the unit titles.

Mandatory Units (five units)

**301 Maintain effective working relationships
(T/100/9630)**

- 301.1 Work effectively with other people
- 301.2 Contribute to improving the work of your team
- 301.3 Jointly plan and carry out work with other people

**302 Contribute to the maintenance of a healthy, safe and productive working environment
(A/100/9631)**

- 302.1 Monitor and maintain a safe, healthy and secure working environment
- 302.2 Monitor and maintain an effective and efficient working environment

**303 Manage your work and development
(F/100/9632)**

- 303.1 Plan your work to meet requirements
- 303.2 Carry out your work to meet requirements
- 303.3 Develop your own work

**304 Contribute to co-ordinating administrative services
(J/100/9633)**

- 304.1 Help to develop administrative services
- 304.2 Implement and maintain administrative services

**305 Research, prepare and present information from a variety of sources
(L/100/9634)**

- 305.1 Research, locate and select information from a variety of sources
- 305.2 Integrate, prepare and supply information from a variety of sources

Optional Group A (choose one optional unit)

**306 Maintain and develop a paper-based information system
(R/100/9635)**

- 306.1 Maintain an information system
- 306.2 Continuously improve an information system

**307 Maintain and use databases
(U1052497)**

- 307.1 Retrieve and enter data to update databases
- 307.2 Extract the required information
- 307.3 Output specified information to the required destination
(Unit 212 developed by the e-skills NTO)

Optional Group B (choose three optional units)

**308 Develop effective services for customers
(Y/100/9636)**

- 308.1 Build effective working relationships with customers
- 308.2 Maintain reliable services to customers
- 308.3 Assist customers with problems and complaints
- 308.4 Improve services to customers

**309 Support users of administrative services
(D/100/9637)**

- 309.1 Provide support to users of administrative services
- 309.2 Contribute to reviewing support to users

**310 Contribute to scheduling and co-ordinating activities and resources
(H/100/9638)**

- 310.1 Contribute to scheduling activities and resources
- 310.2 Contribute to co-ordinating activities and resources
- 310.3 Organise travel and accommodation

**311 Contribute to organising events
(K/100/9639)**

- 311.1 Locate and arrange venues
- 311.2 Help to organise resources
- 311.3 Help to arrange attendance
- 311.4 Support the running of an event

**312 Order, store and distribute supplies
(D/100/9640)**

- 312.1 Order the supplies required
- 312.2 Store supplies safely and securely
- 312.3 Distribute supplies to users

**313 Support and record business meetings
(H/100/9641)**

- 313.1 Organise and support business meetings
- 313.2 Record business meetings

**314 Organise repairs to premises and equipment
(K/100/9642)**

- 314.1 Assess the need for repairs to premises and equipment
- 314.2 Order repairs to premises and equipment
- 314.3 Supervise repairs to premises and equipment

**315 Contribute to the development of teams and individuals
(U1027794)**

- 315.1 Contribute to the identification of development needs
- 315.2 Contribute to planning the development of teams and individuals
- 315.3 Contribute to development activities
- 315.4 Contribute to the assessment of people against development objectives
(Unit C9 developed by the Management Charter Initiative (MCI))

**316 Lead the work of teams and individuals to achieve their objectives
(U1027797)**

- 316.1 Plan the work of teams and individuals
- 316.2 Assess the work of teams and individuals
- 316.3 Provide feedback to teams and individuals on their work
(Unit C12 developed by the Management Charter Initiative (MCI))

**317 Contribute to the selection of personnel for activities
(U1027792)**

- 317.1 Contribute to identifying personnel requirements
- 317.2 Contribute to selecting required personnel
(Unit C7 developed by the Management Charter Initiative (MCI))

**318 Support the use of information technology systems
(M/100/9657)**

- 318.1 Help to organise and maintain the use of information technology
- 318.2 Help other people with their use of information technology

**319 Produce spreadsheet documents
(U1052494)**

- 319.1 Retrieve and enter data to create and update files
 - 319.2 Produce the required spreadsheet by manipulating data
 - 319.3 Output the spreadsheet to the required destination
- (Unit 203 developed by the e-skills NTO)*

**320 Design and create complex documents using a computer
(M/100/9643)**

- 320.1 Design complex documents
- 320.2 Input and edit text
- 320.3 Format and lay out complex documents
- 320.4 Print documents

**321 Design and create presentations using a computer
(T/100/9644)**

- 321.1 Design presentations to meet requirements
- 321.2 Create and demonstrate presentations
- 321.3 Print presentation materials

**322 Prepare documents from shorthand notes
(A/100/9645)**

- 322.1 Take shorthand notes
- 322.2 Produce documents from shorthand notes

**323 Produce documents from complex recorded speech
(F/100/9646)**

- 323.1 Playback and transcribe complex recorded speech
- 323.2 Produce documents from complex recorded speech

**324 Recording income and receipts
(U1053208)**

- 324.1 Process documents relating to goods and services supplied
 - 324.2 Receive and record payments
- (Unit 1 developed by the Accountancy NTO)*

**325 Making and recording payments
(U1053209)**

- 325.1 Process documents relating to goods and services received
 - 325.2 Prepare authorised payments
 - 325.3 Make and record payments
- (Unit 2 developed by the Accountancy NTO)*

**326 Investigate arrears and recover debt
(U1051365)**

326.1 Identify and investigate arrears

326.2 Arrange the recovery of debt

(Unit 44 developed by the Financial Services NTO)