



# Section 1:

## Overview

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## Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This Qualification Specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 1 NVQ Certificate in Business and Administration .

The NCFE Level 1 NVQ Certificate in Business and Administration is a competence-based qualification.

A competence-based qualification is based on National Occupational Standards (NOS) and is a job-ready qualification which requires learners to demonstrate the skills and knowledge required to work in a specific industry. A competence-based qualification must be assessed in the workplace in accordance with the relevant assessment guidance. For further information on the assessment requirements see page 6.

All information contained in this specification is correct at the time of publishing.

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## Accreditation and funding

The NCFE Level 1 NVQ Certificate in Business and Administration has been accredited by the qualifications regulators for England, Wales and Northern Ireland<sup>1</sup> and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number is 501/0152/3.

It's eligible for funding under the Learning and Skills Act 2000 under Sections 96 and 97. The aim reference is 50101523. Contact your local funding provider for further guidance.

<sup>1</sup>The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.



Achieving this  
competence  
based  
qualification

This qualification is made up of:

## 2 Mandatory Units

- [Work in a business environment A/601/2449](#)
- [Communicate in a business environment F/601/2453](#)

## 12 Optional Units

- [Manage own performance in a business environment M/601/2447](#)
- [Improve own performance in a business environment T/601/2448](#)
- [Solve business problems M/601/2450](#)
- [Work with other people in a business environment A/601/2452](#)
- [Make and receive telephone calls K/601/2446](#)
- [Assist in handling mail L/601/2455](#)
- [Prepare text from notes using touch typing \(20 wpm\) D/601/2458](#)
- [Use a filing system Y/601/2460](#)
- [Archive information H/601/2462](#)
- [Meet and welcome visitors Y/601/2457](#)
- [Use office equipment H/601/2493](#)
- [Support the organisation of business travel or accommodation Y/601/2510](#)

## and 3 Additional Units

- [Use occupational health and safety guidelines when using keyboards T/601/2465](#)
- [Using email J/502/4299](#)

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- [Word Processing Software L/502/4627](#)
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To achieve the qualification, learners must achieve a total of at least 15 credits.

7 credits must be achieved by completing the mandatory units and a further 8 credits must be achieved by completing optional and/or additional units, made up of a minimum of 4 credits from the optional units and a maximum of 4 credits from the additional units.

To successfully complete a unit, each learner has to provide evidence satisfying all the performance and knowledge standards in that unit.

The learning outcomes and assessment criteria are available by clicking on the units above which are hyperlinked to the Register of Regulated Qualifications

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#### Entry guidance

There aren't any specific recommended prior learning requirements for this qualification.

This qualification is suitable for learners aged pre-16 and above.

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#### Who and what is it for?

This qualification is designed for those who work with a high degree of support and supervision. It's aimed at learners who work as part of a team and ensure the provision of information and resources to others.

It's suitable for working across a wide variety of sectors including NHS trusts, educational institutions, government departments, charities and the private sector.

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#### Resource requirements

There are no specific physical resource requirements for this qualification.

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### Credit transfer

One of the benefits of the QCF is that learners can transfer credit from one qualification to another. Learners who've already achieved one or more of the units included in this qualification elsewhere can transfer the credit already achieved. Simply let us know which units are being achieved by credit transfer on the Certificate Claim Form.

Please see <http://register.ofqual.gov.uk> for information about the units in this qualification.

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### Progression and development opportunities

This qualification can provide progression to further qualifications at Level 1 or higher in the same and related subject areas. These may include:

- NCFE Level 2 NVQ suite in Business and Administration
- NCFE Level 2 NVQ Certificate in Customer Service

Opportunities for employment progression include working in a wide variety of public and private institutions.

For further details of these and other qualifications available in this sector area see the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>).

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### Accreditation and certification end dates

All qualifications on the QCF have accreditation and certification end dates to ensure that qualifications remain current and valid. The accreditation end date is the last date we can register learners on a qualification, and the certification end date is the last date that learners can be certificated.

Learners have up to 2 years after the accreditation end date, to complete this qualification and claim their certificate (unless the certification end date passes before the end of the

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2 year period). For further information about accreditation and certification end dates please refer to the information about this qualification on our website ([www.ncfe.org.uk](http://www.ncfe.org.uk)) or alternatively you can check the information on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>).

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What happens at the end of an accreditation period?

We review qualifications that are near the end of their accreditation period, working with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases we'd apply to the regulators for an extension to the accreditation period. If an accreditation period is extended the certification period will also change.

We'll post information relating to changes or extensions to qualifications on our website ([www.ncfe.org.uk](http://www.ncfe.org.uk)) and centres approved to offer the qualification will be kept updated.

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Mapping to National Occupational Standards

This qualification reflects the qualification structure for the Level 1 NVQ Certificate in Business and Administration published by the Council for Administration (CFA). It uses the associated NOS units that belong to that structure, which are published by the CFA.

Further information on the NOS used in this qualification can be found on the CFA's website ([www.cfa.uk.com](http://www.cfa.uk.com)).

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Assessment guidance

The occupational expertise, qualifications and experience required of Assessors and Internal Verifiers is set out in the 2010 Business and Administration Assessment Guidance document which is available from our website ([www.ncfe.org.uk](http://www.ncfe.org.uk)).



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**Documentation**

The following documents are essential reading for any centre involved in the delivery, assessment and administration of this qualification:

- Assessment Strategy/Evidence Requirements document

Additional documents are available for those centres wishing to use them:

- Evidence Tracking Sheet
- Example pro-formas for Assessors and Internal Verifiers