CMC Aust Marketing Qualifications Information Sheet:

OCR Level 4 NVQ Diploma in Business and Administration- Customer Service Option

(Qualification Structure Reference **601/3677/7**)

Introduction

In the Level 4 NVQ Diploma – Customer Service Option learners can choose from a bank of optional units which show their ability to manage information, projects, administration service, and business processes, problem-solve and negotiate. This qualification is a competence based qualification. It is aimed at people who already have experience of office-based skills and wish to specialise in customer service or develop into wider management.

Target audience

The Level 4 NVQ Diploma is a competence based qualification. It is suitable for learners working at first line or middle manager level who provide core customer service support, either as specialists or as team managers. This qualification can provide preparation for more senior management roles.

Qualification Structure

To achieve a Level 4 NVQ Diploma in Business Administration – Customer Service Option, you must complete a **minimum of 57 credits:**

1. **18 credits** must be completed from **GROUP A MANDATORY UNITS**
2. A **minimum of 26 credits** from **GROUP B OPTIONAL UNITS**
3. A **maximum of 13 credits** from **GROUP C OPTIONAL UNITS.**

A **minimum of 30 credits** must be achieved through the completion of units at
Level 4 or above, so 11 from Group A and 19 from Groups B and C .

Cost: 24+ age group can fund their course via a low cost 24+ Advanced Learning Loan and borrow the £1987 course fee on the same terms as a student loan. See details about the 24+ Advanced Learning Loan on the Gov.uk web site. Course fee without funding £1987.

To apply for courses or for any qualifications questions contact Kate on 01227 738618 or 07802 250508 or email kate@cmcaustmarketing.co.uk

See our web site for more information about the range of qualifications on offer from CMC Aust Marketing http://www.cmcaustmarketing.co.uk/nvq_qualifications .

The following table contains the groups of mandatory and optional units.

OCR Unit No	Unit title	Unit Reference No (URN)	Credit value	Level
Group A: Mandatory units				
1	Communicate in a business environment	Y/506/1910	4	3
2	Resolve administrative problems	D/506/1956	6	4
3	Manage the work of an administrative function	T/506/1946	5	4
4	Manage personal and professional development	T/506/2952	3	3
Group B: Optional units				
5	Contribute to the design and development of an information system	A/506/1950	5	4
6	Manage information systems	F/506/1951	6	4
7	Support environmental sustainability in a business environment	R/506/1954	4	4
8	Prepare specifications for contracts	H/506/1957	4	4
9	Manage events	M/506/1959	6	4
10	Contribute to the improvement of business performance	D/506/1911	6	3
11	Negotiate in a business environment	H/506/1912	4	3
12	Develop a presentation	K/506/1913	3	3
13	Deliver a presentation	M/506/1914	3	3
14	Create bespoke business documents	T/506/1915	4	3
15	Monitor information systems	F/506/1917	8	3
17	Manage an office facility	K/506/1944	4	3
18	Analyse and present business data	M/506/1945	6	3

Group C: Optional units				
19	Develop and maintain professional networks	J/506/1949	3	4
20	Develop and implement an operational plan	Y/506/1955	5	4
21	Encourage learning and development	M/506/1962	3	4
22	Initiate and implement operational change	T/506/1980	4	4
23	Develop working relationships with stakeholders	F/506/1982	4	4
25	Prepare for and support quality audits	K/506/1992	3	4
26	Conduct quality audits	T/506/1994	3	4
28	Manage a project	R/506/1999	7	4
29	Manage business risk	L/506/2004	6	4
30	Manage knowledge in an organisation	A/506/2032	5	4
32	Establish business risk management processes	J/506/2048	5	5
33	Promote equality of opportunity, diversity and inclusion	R/506/2053	5	5
34	Design business processes	D/506/2055	5	5
35	Optimise the use of technology	F/506/2064	6	5
38	Chair and lead meetings	Y/506/1924	3	3
39	Encourage innovation	J/506/2292	4	3
40	Manage conflict within a team	K/506/1927	5	3
42	Implement and maintain business continuity plans and processes	K/506/1930	4	3
43	Collaborate with other departments	M/506/1931	3	3
44	Champion customer service	D/506/2153	4	4