



Certificate in Office and Administration Management

LEVEL
4

This qualification is aimed at experienced Personal Assistants, Executive Personal Assistants and Office and Administration Managers, who are already operating at a more senior level and want to gain formal recognition of their skills. It is also ideal for those aspiring to move into a more senior role within office and administration management.



Total Qualification Time:
133 hrs

Qualification Number: 601/8983/6

Qualification Age: 18



Guided Learning (GL):
36 hrs

Availability: This qualification is regulated in England and Wales

Operational From: 1 July 2016



Qualification Objectives

What does this qualification cover?

This qualification has been designed for experienced Personal Assistants, Executive Personal Assistants and Office and Administration Managers, who are already operating at a more senior level and want to gain formal recognition of their skills. It is also ideal for those aspiring to move into a more senior role within office and administration management. Depending upon the choice of optional units, learners can cover the essentials of management skills for senior administration staff, commercial and business awareness, the role of the executive personal assistant and effective office management.

Who is the qualification for?

This qualification is aimed at experienced Personal Assistants, Executive Personal Assistants and Office and Administration Managers, who are already operating at a more senior level and want to gain formal recognition of their skills. It is also ideal for those aspiring to move into a more senior role within office and administration management.

Who supports this qualification?

The qualification has been developed in response to customer demand.



Qualification Progression

What future education could this qualification lead to?

Learners could progress to a range of apprenticeship qualifications such as:

The Higher Apprenticeship in Business and Professional Administration:

- Competence component – SFJ Awards Level 4 NVQ Diploma in Business Administration (QCF)
- Knowledge component - SFJ Awards Level 4 Certificate in Principles of Business Administration (QCF)

The Higher Apprenticeship in Management:

- Competence component - SFJ Awards Level 4 NVQ Diploma in Management (QCF)
- Knowledge component – SFJ Awards Level 4 Diploma in Business and Administrative Management (VRQ)

The Higher Apprenticeship in Leadership and Management:

- Competence component - SFJ Awards Level 5 NVQ Diploma in Business and Leadership (QCF)
- Knowledge component - SFJ Awards Level 5 Diploma in Business and Administrative Management (VRQ)

What future employment could this qualification lead to?

This qualification creates a number of opportunities for progression into employment within office and administration management.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age

How is the qualification achieved?

The learner will need to complete 3 of the optional units.

What will be assessed?

This qualification will be assessed through 3 written assignments. Each unit is assessed by its own individual assignment. Assessment types include: case studies, reports, project plans, work-based evidence, tasks, reflective statements or a personal development plan. Some assignments may include a combination of assessment methods. They are designed to be practical and work-based, so learners can apply learning and new skills to their job role.

How will it be assessed?

This qualification contains 3 optional units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

Learning outcomes The learner will...	Assessment criteria The learner will...
1. Understand an organisation's structure and management	1.1 Outline the characteristics of different types of organisational structure 1.2 Outline the advantages and disadvantages of different types of organisational structure 1.3 Explain the factors that influence the choice of structure for an organisation
2. Understand the principles of management for senior administration staff	2.1 Evaluate the management processes by which senior administration staff enable an organisation to achieve its goals 2.2 Analyse the principles, characteristics and application of goal setting theory 2.3 Explain the knowledge, skills, personal attributes and behaviour needed for management



Qualification Delivery

What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 4 Certificate in Office and Administration Management Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
 - Are occupationally knowledgeable in office and administration management
 - Have current occupational competence in office and administration management
- Assessors who are:
 - Qualified with a recognised assessor qualification, or
 - Working towards a recognised assessor qualification, or
 - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
 - Qualified with a recognised IQA qualification, or
 - Working towards a recognised IQA qualification, or
 - Able to prove equivalent competence through training to appropriate national standards

How much does this qualification cost?

Qualification registration fees are available from SFJ Awards on request.

How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

www.sfjawards.com/centres/centre-resources

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

www.sfjawards.com/centres/become-a-centre

For more information please contact SFJ Awards' Customer Support Team:

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete 3 optional units to achieve the qualification

Unit title	Level	GL	Reference	Assessment method(s)
Management Skills for Senior Administration Staff	4	12	H/507/1310	Written Assignment
Commercial and Business Awareness for Senior Administration Staff	4	12	M/507/1312	Written Assignment
The Role of the Executive Personal Assistant	4	12	T/507/1313	Written Assignment
Effective Office Management	4	12	K/507/1311	Written Assignment

Contacts



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Ofqual

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Email: public.enquiries@ofqual.gov.uk
Website: www.gov.uk/government/organisations/ofqual

Qualifications Wales

Tel: 01633 373 222
Email: enquiries@qualificationswales.org
Website: www.qualificationswales.org

CCEA

How to contact: <https://ccea.org.uk/contact>
Email: info@ccea.org.uk
Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
Website: www.sfjuk.com

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SFJ Awards

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SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland, Qualifications Wales in Wales, and SQA in Scotland.

SFJ Awards is part of the Workforce Development Trust, a not for profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.