

## **NVQ Level 2 – Business & Administration**

NVQ's are based on national standards representing a benchmark for all organisations and individuals seeking to achieve quality performance in Business Administration.

Candidates for this course must be employed within an administrative working environment and must be reliable, committed, enthusiastic and motivated. The ability to work on their own or as a team player is essential.

### **Benefits to the Employee**

- A clearer understanding of their responsibility within their organisation
- The opportunity to develop new skills
- The recognition of existing skills

### **Benefits to the Employer**

- Improved staff performance and motivation
- Increased staff retention and efficiency
- Improvements in the quality of service to customers
- The opportunity to improve customer retention levels

### **There are two types of NVQ units:**

**Mandatory Units** reflect the fundamental functions involved in these industries. Consequently, mandatory units are compulsory and must be achieved in order for a candidate to gain an NVQ.

**Optional Units** reflect the variety of functions, in addition to the fundamental ones of the mandatory units, performed by people working in the industry. Candidates can select optional units which are most appropriate for their particular work role.

There are two mandatory units to be completed:

### **1. Carry out your responsibilities at work**

Candidates demonstrate that they can communicate information, plan and be accountable for their work, behave in a way that supports effective working and improve their own performance.

You will be assessed in five areas:

- Plan and prioritise work.
- Take part in discussions with individuals and groups.
- Read written information, extracting relevant points and disseminating them.
- Behave in a professional manner.
- Seek ways to improve their own performance.

### **2. Work within your business environment**

Candidates demonstrate that they can work to achieve their organisation's purpose and values, apply their employment responsibilities and rights, support diversity and maintain security and confidentiality.

You will be assessed in four areas:

- Work towards the organisation's objectives.
- Interact with others sensitively, respecting their diversity.
- Acting within your responsibilities and rights.
- Preserving the security of property and confidentiality of information.

To achieve the full NVQ Administration Level 2 qualification, you will also need to complete three optional units from the following list of Twenty Four. These will compliment your job role. They will be discussed with you, during your first visit by our Assessor.

**Unit 110:** Ensure your own actions reduce risks to health and safety

**Unit 203:** Manage customer relations

**Unit 204:** Manage diary systems

**Unit 205:** Organise business travel and accommodation

**Unit 206:** Deal with visitors

**Unit 207:** Process customer financial transactions

**Unit 208:** Operate credit control procedures

**Unit 209:** Store, retrieve and archive information

**Unit 210:** Research and report information

**Unit 211:** Organise and support meetings

**Unit 212:** Use IT systems

**Unit 213:** Use IT to exchange information

**Unit 214:** Word processing software

**Unit 215:** Spreadsheet software

**Unit 216:** Database software

**Unit 217:** Presentation software

**Unit 218:** Specialist or bespoke software

**Unit 219:** Use a telephone system

**Unit 220:** Operate office equipment

**Unit 221:** Prepare text from notes

**Unit 222:** Prepare text from shorthand

**Unit 223:** Prepare text from recorded audio instructions

**Unit 224:** Produce documents

**Unit 225:** Work effectively with other people

### **Frequently Asked Questions**

#### **What are the Costs?**

This course is free to employers/employees who meet the criteria below:

- Businesses **MUST** be willing to allow candidates time to work on the qualification
- Employees **MUST NOT** already have a level 2 qualification or equivalent qualification
- Employees **MUST** have been UK/EU resident for the last three years or more
- Employees **MUST NOT** already be undertaking a funded training programme
- Employees **MUST** be occupationally competent and in a job role appropriate to meet the qualification standard
- Employees must be aged 19 or over

#### **How long does it take?**

This will depend on the subject and level at which it is studied. Each employee will be expected to work with a Tutor/ Assessor for an agreed number of hours in support of the creation of the portfolio of evidence. Regular support will be able via a Tutor to the employee.

#### **Where does my course take place?**

The course is delivered completely in the workplace.

**For more information and to reserve your places, please call  
Lorraine Mason 0845 0948030 Ext 6111**

