



Level 2 NVQ in Business and Administration

Who is the award for?

Business and Administration NVQ's are aimed at staff working in administration across all occupations and sectors of employment. The qualification is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

What are the benefits of taking these qualifications?

NVQ's in Business and Administration have been developed to recognise and reflect the candidate's work. Each level of the qualifications recognises a candidate's competence and ability in their everyday work and covers a diverse range of tasks and functions that are part of Business and Administration.

How will NVQ's help your staff?

Validate employee's current achievements' and competences. Enable them to gain occupational competence in their area of work. Increase motivation and commitment.

Qualification aims

The aim of these qualifications is to recognise the skills and competences of candidates in the workplace.

The qualifications provide individuals with an opportunity to demonstrate the skills and knowledge needed for a career in business and administration. The units encompass a broad range of competencies from the administration sector.

Candidates will be able to progress through the levels in the Business and Administration NVQ suite and the NVQ's complement other vocational qualifications.

Where is the course delivered?

The course will be delivered on the employer's premises.

Which qualification will I be awarded if I successfully complete the course?

You will be awarded an NVQ Level 2 in Business Administration by OCR.

How long will the Award take and when will it be taught?

This award is aimed at company employees so the length will vary according to workplace and individual, although there is an expectation that it will be completed within 6-12 months. An assessor will visit candidates in their workplace to train, assess and review them on a regular basis. For groups of candidates from the same employer, knowledge workshops may be provided. For individuals this will be covered by your assessor during 1:1 appointments.

How much will the course cost me?

If you don't already have a qualification at Level 2 (this is equivalent to five GCSEs at grade A-C) or a higher qualification, this course is free of charge.

What will I be able to go on to do after I've completed this course?

On successful completion of this award there are a number of opportunities for further study, including progressing through the Business Administration NVQ levels. It can also lead to career progression within office environments and the service sector.



To achieve this qualification, candidates must achieve 5 units made up of 2 mandatory units and 3 optional units.

Mandatory units

Unit 201 Carry out your responsibilities at work
Unit 202 Work within your business environment

Optional units

Unit 110 Ensure your own actions reduce risks to health and safety
Unit 203 Maintain 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 Level 2
Unit 213 Use IT to exchange information Level 2
Unit 214 Word processing software Level 2
Unit 215 Spreadsheet software Level 2
Unit 216 Database software Level 2
Unit 217 Presentation software Level 2
Unit 218 Specialist or bespoke software Level 2
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 instruction
Unit 224 Produce documents
Unit 225 Work effectively with other people

These NVQ's are designed to reflect the skills and knowledge of people who work in business and administration in a wide range of industries and types of organisation.

These qualifications are competence-based, linking a person's ability to competently perform a range of tasks connected with their work. This means that a person's skills, knowledge and competences are assessed mostly in the workplace in a practical way.



Level 3 NVQ in Business and Administration

The level 3 qualification is suitable for you if, as part of your job role, you:

- Carry out administration duties with a considerable amount of responsibility.
- Contribute to the development and implementation of administration services within your organisation.
- Have a substantial amount of administration experience.
- Need to carry out some of the following administrative duties:
 - Supervising an office facility.
 - Managing and evaluate customer relations.
 - Monitor information systems.
 - Run projects.
 - Plan, organise and support meetings.
 - Make presentations.
 - Use various software.
 - Plan and implement innovation and change.
 - Provide leadership.
 - Prepare text from a variety of sources.

To achieve this award you must complete 6 units in total – 2 mandatory and 4 optional. At least 3 optional units must be from group B.

Mandatory Units.

- 301 Carry out your responsibilities at work
- 302 Work within your business environment.

Optional Units – Group A.

- 110 Ensure your own actions reduce risks to health and safety.
- 204 Manage diary systems.
- 205 Organise business travel and accommodation.
- 212 Use IT systems level 2.
- 213 Use IT to exchange information level 2.
- 216 Database software level 2.
- 217 Specialist or bespoke software level 2.

Optional Units – Group B.

- 303 Supervise an office facility.
- 304 Procure products and services.
- 305 Manage and evaluate customer relations.
- 306 Managing the payroll function.
- 307 Completing year-end procedures.
- 308 Monitor information system.
- 309 Run projects.
- 310 Research, analyse and report information.
- 311 Plan, organise and support meetings.
- 312 Make a presentation.
- 313 Organise and coordinate events.
- 314 Word processing software level 3.
- 315 Spreadsheet software level 3.