

# NVQ BUSINESS & ADMINISTRATION

## Level 2



- The aim of this qualification is to recognise the skills and competences of employees in the workplace.
- This qualification provides individuals with an opportunity to demonstrate the skills and knowledge needed for a career in business and administration.
- This programme is delivered and assessed in the workplace. An assessor will visit the employees to develop a tailored training and assessment plan. Assessment is extremely flexible and is arranged in negotiation between the employer, employee and college assessor.
- Assessment time varies, but generally the qualification is completed within 3-6 months over 6-10 visits.

### NVQ - National Vocational Qualifications:

A nationally recognised qualification to ensure competence in the workplace

#### Business and Administration NVQ Level 2

To achieve a full award, candidates must complete five units, from two mandatory units and three optional units.

#### MANDATORY UNITS

- Carry out your responsibilities at work
- Work within your business environment

#### OPTIONAL UNITS

- Ensure your own actions reduce risks to health and safety
- Manage customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customer financial transactions
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT Systems Level 2
- Use IT to exchange information Level 2
- Work processing software Level 2
- Spreadsheet software Level 2
- Database software Level 2
- Presentation software Level 2
- Specialist or bespoke software Level 2
- Use a telephone system
- Operate office equipment
- Prepare text from notes
- Prepare text from shorthand
- Prepare text from recorded audio instruction
- Produce documents
- Work effectively with other people

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