

Business & Administration NVQ

This NVQ is for administration and support staff. It develops skills and confidence and gives valuable recognition for meeting high standards in the workplace.

The qualification is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading Awarding Body for vocational qualifications.

- Course duration: 2 – 3 months
- Assessed through observation, discussion, testimony, workplace evidence and written worksheets
- Supported by e.learning and optional in-company workshops

To achieve the NVQ, candidates complete a total of *five* units.

Level 2

Mandatory units	
■ Carry out your responsibilities at work	
■ Work within your business environment	
Optional units	
■ Reduce risks to health and safety	■ Word processing software
■ Manage customer relations	■ Spreadsheet software
■ Manage diary systems	■ Database software
■ Organise travel & accommodation	■ Presentation software
■ Deal with visitors	■ Specialist or bespoke software
■ Process customer financial transactions	■ Use a telephone system
■ Operate credit control procedures	■ Operate office equipment
■ Store, retrieve and archive information	■ Prepare text from notes
■ Research and report information	■ Prepare text from shorthand
■ Organise and support meetings	■ Prepare text from recorded audio
■ Use IT systems	■ Produce documents
■ Use IT to exchange information	■ Work effectively with other people

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Apprenticeships

To complete a government funded apprenticeship programme, candidates will also need to undertake an additional Technical Certificate and a short Key Skills project (*exemptions may apply*).

Progression

Candidates may progress to Business & Administration NVQ Level 3 by completing additional units and a written project.