

# Business & Administration NVQ Level 2

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

- Course duration: 3 – 6 months
- Assessed through observation, workplace documentation, testimony and personal statement
- Supported through e.learning and optional in-company workshops
- To achieve this qualification, candidates complete a total of *five* units

Mandatory Units	
1 Carry out your responsibilities at work	
2 Work within your business environment	
Optional Units ( <i>choose 3 units</i> )	
3 Reduce risks to health and safety	15 Word processing software
4 Manage customer relations	16 Spreadsheet software
5 Manage diary systems	17 Database software
6 Organise business travel and accommodation	18 Presentation software
7 Deal with visitors	19 Specialist or bespoke software
8 Process customer financial transactions	20 Use a telephone system
9 Operate credit control procedures	21 Operate office equipment
10 Store, retrieve and archive information	22 Prepare text from notes
11 Research and report information	23 Prepare text from shorthand
12 Organise and support meetings	24 Prepare text from recorded audio instruction
13 Use IT systems	25 Produce documents
14 Use IT to exchange information	26 Work effectively with other people

## Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors
- No written exams or tests

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