

NVQ Award, Certificate & Diploma in Business & Administration

The Level 2 NVQ Award, Certificate and Diploma in Business and Administration develop skills and confidence and give valuable professional recognition for operational level personnel.

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

- Assessed through observation, discussion, testimony, workplace evidence and written worksheets
- Supported by e.learning and optional in-company workshops
- Learners complete sufficient units to achieve the required number of credits

	Level 2 Award	Level 2 Certificate	Level 2 Diploma
Course duration	2 – 3 months	3 – 6 months	6 – 9 months
Total credits required	9 credits	21 credits	37 credits
No. of units (typical)	4	8	12

Level 2

Mandatory units (9 credits)	
■ Manage own performance in a business environment (2)	
■ Improve own performance in a business environment (2)	
■ Work in a business environment (2)	
■ Communicate in a business environment (3)	
Group A – Optional units	
■ Solve business problems (4)	■ Make and receive telephone calls (3)
■ Work with other people (3)	■ Use electronic messaging (1)
■ Produce documents (4)	■ Use diary systems (3)
■ Prepare text from notes (3)	■ Take minutes (4)
■ Support organisation of an event (2)	■ Provide reception services (3)
■ Organise travel & accommodation (3)	■ Research information (4)
■ Organise and support meetings (4)	■ Store and retrieve information (3)
Group B – Optional units	
■ Spreadsheet software (4)	■ Database software (4)
■ Word processing software (4)	

Highlights

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

Progression

Candidates may progress to a Level 3 NVQ Certificate or Diploma in Business & Administration.