

Business Administration & Law

NVQ Level 2 in Business and Administration

Awarding Body: Edexcel

General Information:

This NVQ is designed for administrative staff in all sectors of industry and commerce. It is particularly suitable for candidates working in office environment in any of the following roles, or roles similar to these:

- Junior assistant
- Receptionist
- Office assistant
- Contact centre operator
- Administrator

Course structure:

To achieve full Level 2 NVQ qualification candidates must complete a total of **five** units including **two mandatory** 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 customers' financial information
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT Systems
- Use IT to exchange information
- Word processing software
- Spreadsheet software
- Database software
- Presentation software
- Specialist or bespoke software
- Use a telephone system

- Operate office equipment
- Prepare text from notes
- Prepare text from shorthand
- Prepare text from recorded audio instructions
- Produce documents
- Work effectively with other people
- Calculate critical dates for sentences
- Make administrative arrangements for the appearance of individuals at court
- Make administrative arrangements for the movement of individuals outside the custodial establishment
- Administer documentation for the appeals process
- Administer personal money for individuals in custody
- Prepare documentation to help authorities decide the conditions on which to release individuals from custody
- Contribute to maintaining security and protecting individuals' rights in the custodial environment

Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

Progression:

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 3 Business & Administration
- NVQ Level 3 Customer Service
- Team Leading / Management qualification