



NVQ level 2

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business & administration

This qualification is designed for those in an administrative role with an element of individual responsibility. The course aims to develop practical skills and the knowledge essential to working in an office environment within any industry sector.

mandatory units

- unit 201 Carry out your responsibilities at work
- unit 202 Work within your business environment

optional units (choose 3)

- unit 110 Ensure your actions reduce the risks to health and safety
- unit 203 Manage customer relations
- unit 204 Manage diary systems
- unit 205 Organise business travel and accommodation
- unit 206 Deal with visitors
- unit 207 Process customer financial transactions
- unit 208 Operate credit control procedures
- unit 209 Store, retrieve and archive information
- unit 210 Research and report information
- unit 211 Organise and support meetings
- unit 212 Use IT systems
- unit 213 Produce documents
- unit 214 Word processing software
- unit 215 Spreadsheet software
- unit 216 Database software
- unit 217 Presentation software
- unit 218 Specialist or bespoke software
- unit 219 Use a telephone system
- unit 220 Operate office equipment
- unit 221 Prepare text from notes
- unit 222 Prepare text from shorthand
- unit 223 Prepare text from recorded audio instructions
- unit 224 Produce documents
- unit 225 Work effectively with other people

