



level 2 NVQ certificate

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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.

Learners will need to gain 12 credits by completing a minimum of 7 credits from optional unit group B & a maximum of 5 credits from optional unit group C. At least 14 credits must be gained from level 2 units (including the mandatory units)

Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 201	Manage your own performance in a business environment	2	2
Unit 202	Improve your own performance in a business environment	2	2
Unit 203	Work in a business environment	2	2
Unit 204	Communicate in a business environment	2	3

Optional Units - Group B

		Level	Credit
Unit 107	Make & receive telephone calls	1	3
Unit 205	Solve business problems	2	4
Unit 206	Work with other people in a business environment	2	3
Unit 207	Use electronic message systems	2	1
Unit 208	Use a diary system	2	3
Unit 209	Take minutes	2	4
Unit 210	Handle mail	2	3
Unit 211	Provide reception services	2	3
Unit 212	Produce documents in a business environment	2	4
Unit 213	Prepare text from notes	2	3
Unit 216	Prepare text from recorded audio instruction	2	4
Unit 217	Organise & report data	2	3
Unit 218	Research information	2	4
Unit 219	Store & retrieve information	2	3
Unit 220	Archive information	2	2
Unit 221	Use office equipment	2	4
Unit 222	Maintain & issue stationery stock items	2	3

Optional Units - Group B (continued)		Level	Credit	Optional Units - Group C		Level	Credit
Unit 223	Support the organisation of an event	2	2	Unit 112	Use occupational & safety guidelines when using keyboards	1	2
Unit 224	Support the coordination of an event	2	3				
Unit 225	Support the organisation of business travel or accommodation	2	3	Unit 114	Word processing software	1	3
				Unit 115	Bespoke or specialist software	1	2
Unit 226	Support the organisation of meetings	2	4	Unit 116	Data management software	1	2
Unit 227	Respond to change in a business environment	2	3	Unit 117	Database software	1	3
Unit 228	Support the management & development of an information system	2	7	Unit 118	Improving productively using IT	1	3
				Unit 119	IT security for users	1	1
Unit 229	Meet & welcome visitors	2	3	Unit 120	Presentation software	1	3
Unit 310	Develop a presentation	3	3	Unit 121	Setting up an IT system	1	3
Unit 311	Deliver a presentation	3	3	Unit 122	Spreadsheet software	1	3
Unit 312	Design & produce documents in a business environment	3	4	Unit 232	Bespoke or specialist software	2	3
				Unit 233	Database management software	2	3
Unit 315	Prepare text from recorded audio instruction	3	4	Unit 234	Database software	2	4
Unit 316	Support the design & development of an information system	3	7	Unit 235	Improving productivity using IT	2	4
				Unit 236	IT security for users	2	2
Unit 317	Monitor information systems	3	7	Unit 237	Presentation software	2	4
Unit 318	Analyse & report data	3	6	Unit 238	Setting up an IT system	2	4
Unit 319	Order products & services	3	5	Unit 239	Spreadsheet software	2	4
Unit 320	Plan & organise an event	3	4	Unit 242	Word processing software	2	4
Unit 321	Co-ordinate an event	3	4				
Unit 322	Plan & organise meetings	3	5				
Unit 326	Contribute to innovation in a business environment	3	4				
Unit 327	Contribute to running a project	3	5				
Unit 328	Deliver, monitor & evaluate customer service to internal customers	3	3				
Unit 329	Deliver, monitor & evaluate customer service to external customers	3	3				
Unit 330	Agree a budget	3	4				

Please speak to your RBDS about the selection rules that apply to this qualification.