

## NVQ 2 BUSINESS ADMINISTRATION



The qualification consists of 5 units in total. These are drawn up from 2 mandatory core units and 3 from option Group A

**Location:**

Employers premises

### UNITS

#### Mandatory core

- 210 carry out your responsibilities at work
- 202 Work within your business environment

**Duration:**

6 to 9 months  
depending on  
candidate

#### OPTION GROUP A

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