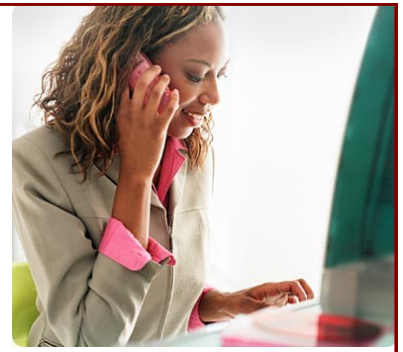


# Business & Administration



## Level 2

### *Who would benefit from the NVQ?*

The NVQ in Business & Administration is aimed at anyone who is involved in a clerical, administrative or secretarial role either in the public or private sectors. The level two qualification offers a wide variety of subject areas including ICT, health and safety, finance and accounting as well as offering learners the opportunity to import units from other qualifications so as to make it easier to match their NVQ to their job role.

### *What does the NVQ cover?*

Learners are required to complete both mandatory units together with four of the optional units.

#### *Mandatory Units*

- Carrying out your responsibilities at work
- Working within your business environment

#### *Optional Units Group A*

- Ensure your own actions reduce risks to health and safety
- Maintain customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customer financial transactions
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT systems 2
- Use IT to exchange information 2
- Word processing software 2
- Word processing software 2
- Spreadsheet software 2
- Database software 2
- Presentation software 2
- Specialist or bespoke software 2
- Use a telephone system
- Operate office equipment
- Prepare text from notes
- Prepare text from shorthand
- Prepare text from recorded audio instruction
- Produce documents
- Work effectively with other people

Contact Optimas on 01709 331 163

