

NVQ Business and Administration Level 2

This NVQ is a nationally recognised award and ideal for those who are working in an office environment including receptionists, office assistants, administrators or similar roles.

Candidates completing this NVQ may wish to progress to further qualifications at Level 2 and 3 in the same and related subject areas, including NVQ in Customer Service L2. Candidates may wish to top-up or enhance their training with Level 2/3 NVQ Advice and Guidance.

The qualification consists of 2 mandatory units:

- Carry out your responsibilities at work
- Work within your business environment

To achieve the qualification, candidates need to successfully complete the 2 mandatory units and 3 optional units.

Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.

Optional units include the following and there are many more available to suit different job roles:

- Maintain customer relations
- Manage diary systems
- Deal with visitors
- Process customers' financial information
- Organise and support meetings
- Use IT systems
- Word processing software
- Use a telephone system
- Prepare texts from notes
- Produce documents
- Work effectively with other people