

Level 2 NVQ in Business Administration

The Qualification structure below specifies the combination of units that need to be achieved for the individual to be awarded the qualification.

Qualification Title: Level 2 Diploma in Business Administration

Minimum Credit Value: 45

Learners must achieve a minimum of 45 credits. 21 credits from the Mandatory Group and a minimum of 14 credits from Optional Group A. A maximum of 10 credits can be achieved from Optional Group B and a maximum of 6 credits can be achieved from Optional Group C. A minimum of 36 credits must be achieved at Level 2 and above.

Mandatory Units - The learner must achieve 21 credits from the 6 units in this Mandatory Group.

Optional Group A - The learner must achieve a minimum of 14 credits in this Optional Group.

Optional Group B - The learner must achieve a maximum of 10 credits in this Optional Group.

Optional Group C - The learner must achieve a maximum of 6 credits in this Optional Group.

Mandatory Units

Credit Value : **21** | Units Required: **6**

Title	Credits	Level
Communication in a business environment	3	2
Understand employer organisations	4	2
Principles of providing administrative services	4	2
Principles of business document production and information management	3	2
Manage personal performance and development	4	2
Develop working relationships with colleagues	3	2

Optional Units

Credit Value : **24** | Units Required: **11**

Title	Credits	Level
Group A - Administer the recruitment and selection process	3	2
Group A - Handle mail	3	2
Group A - Organise business travel or accommodation	4	2
Group A - Provide reception services	3	2
Group A - Provide administrative support for meetings	4	2
Group A - Prepare text from notes using touch typing	4	2
Group A - Manage diary systems	2	2
Group A - Collate and report data	3	2
Group A - Contribute to the organisation of an event	3	2
Group A - Employee rights and responsibilities	2	2
Group A - Prepare text from shorthand	6	2

Title	Credits Level	
Group A - Buddy a colleague to develop their skills	3	2
Group A - Store and retrieve information	4	2
Group A - Administer parking dispensations	3	2
Group A - Administer finance	4	2
Group A - Prepare text from recorded audio instruction	4	2
Group A - Archive information	3	2
Group A - Administer human resource records	3	2
Group A - Produce business documents	3	2
Group A - Produce minutes of meetings	3	2
Group A - Meet and welcome visitors in a business environment	2	1
Group A - Health and safety in a business environment	2	1
Group A - Use a telephone and voicemail system	2	1
Group A - Contribute to the development and implementation of an information system	6	3
Group A - Monitor information systems	8	3
Group A - Develop a presentation	3	3
Group A - Deliver a presentation	3	3
Group A - Analyse and present business data	6	3
Group A - Maintain and issue stationery and supplies	3	2
Group A - Use and maintain office equipment	2	2
Group B - Using Email	3	2
Group B - Bespoke Software	3	2
Group B - Spreadsheet Software	4	2
Group B - Data Management Software	3	2
Group B - Presentation Software	4	2
Group B - Word Processing Software	4	2
Group B - Website Software	4	2
Group B - Deliver customer service	5	2
Group B - Participate in a project	3	3
Group B - Processing customers' financial transactions	4	2
Group B - Payroll Processing	5	2
Group B - Process information about customers	3	2
Group B - Develop customer relationships	3	2
Group C - Understand the use of research in business	6	2
Group C - Understand the legal context of business	6	3
Group C - Principles of marketing theory	4	2
Group C - Principles of digital marketing	5	2
Group C - Principles of customer relationships	3	2
Group C - Understand working in a customer service environment	3	1
Group C - Know how to publish, integrate and share using social media	5	2
Group C - Exploring Social Media	2	2
Group C - Understand the safe use of online and social media platforms	4	2
Group C - Principles of equality and diversity in the workplace	2	2
Group C - Principles of team leading	5	2