

## Business and Administration Level 2

### AIM

This NVQ is for those working in office environments in the role of an administrator, co-ordinator, team leader, supervisor or office manager. It helps to understand the importance of organisations policies to administration.

It aims to train and assess staff to understand what business administration is and what it means within their particular workplace.

### Units:

5 units to be completed in total

#### Mandatory units

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

#### Optional units

3 to be chosen

- Ensure your own actions reduce risk to health and safety
- Manage customer relationship
- Manage diary system
- Organise business travel and accommodation
- Deal with visitors
- Process customers` financial information
- 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
- Spreadsheet software 2
- Database software2
- 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 instructions
- Produce documents
- Work effectively with other people
- Calculate critical dates for sentences
- Make administrative arrangements for the appearance of individuals at court
- Make administrative arrangements for the movement of individuals outside the custodial establishment
- Administer documentation for the appeals process
- Administer personal money for individuals in custody
- Prepare documentation to help authorities decide the conditions on which to release individuals from custody
- Make administrative arrangements for the realise of individuals from custody
- Contribute` maintaining security and protecting individuals` rights in the custodial environment

### Entry Requirements

There are no formal educational requirements for the NVQ in Business Administration Level 2, but anyone undertaking the qualification should have the opportunity and experience of working in an administration environment.