

LEVEL 2 NVQ CERTIFICATE IN BUSINESS AND ADMINISTRATION

Aim

The ILM Level 2 NVQ Certificate in Team Leading qualification has been designed for team leaders who have some personal autonomy and responsibility, and who collaborate with others to deliver work. The NVQ gives learners the opportunity to develop the core competences needed by team leaders in today's dynamic business world.

Learners take three mandatory units focusing on managing personal development, working relationships with colleagues and communicating information and knowledge. They then choose from a diverse range of optional units to complete the qualification, tailoring their learning to meet their individual and organisational needs.

Structure

To gain the qualification, learners must achieve:

- A minimum of 21 credits overall, of which a minimum of 14 credits must be at Level 2
- 9 credits must be from the four mandatory units in Group A
- A minimum of 7 credits must be from optional units in Group B
- A maximum of 5 credits are allowed from optional units in Group C (this is not compulsory)

<u>Level</u>	<u>Unit Title</u>	<u>Credit Value</u>
Mandatory Group A		
2	Manage own performance in a business environment	2
2	Improve own performance in a business environment	2
2	Work in a business environment	2
2	Communicate in a business environment	3
Optional Group B		
1	Make and receive telephone calls	3
2	Solve business problems	4
2	Work with other people in a business environment	3
2	Use electronic message systems	1
2	Use a diary system	3
2	Take minutes	4
2	Handle mail	3
2	Provide reception services	3
2	Produce documents in a business environment	4
2	Prepare text from notes	3
2	Prepare text from notes using touch typing (40 wpm)	3
2	Prepare text from shorthand (60 wpm)	8
2	Prepare text from recorded audio instruction (40 wpm)	4
2	Organise and report data	3
2	Research information	4
2	Store and retrieve information	3
2	Archive information	2
2	Use office equipment	4
2	Maintain and issue stationery stock items	3
2	Support the organisation of an event	2
2	Support the co-ordination of an event	3
2	Support the organisation of business travel or accommodation	3
2	Support the organisation of meetings	4
2	Respond to change in a business environment	3
2	Support the management and development of an information system	7
2	Meet and welcome visitors	3
2	Administer human resource records	3
2	Administer the recruitment and selection process	4
2	Administer parking dispensations	4
3	Develop a presentation	3
3	Deliver a presentation	3
3	Design and produce documents in a business environment	4
3	Prepare text from notes using touch typing (60 wpm)	4
3	Prepare text from shorthand (80 wpm)	8
3	Prepare text from recorded audio instruction (60 wpm)	4
3	Support the design and development of an information system	7
3	Monitor information systems	7
3	Analyse and report data	6
3	Order products and services	5
3	Plan and organise an event	4
3	Co-ordinate an event	4
3	Plan and organise meetings	5
3	Contribute to innovation in a business environment	4
3	Contribute to running a project	5
3	Deliver, monitor and evaluate customer service to internal customers	3
3	Deliver, monitor and evaluate customer service to external customers	3
3	Agree a budget	4

Optional Group C

1	Use occupational health and safety guidelines when using keyboards	2
1	Word processing software	3
1	Bespoke software	2
1	Data management software	2
1	Database software	3
1	Improving productivity using IT	3
1	IT security for users	1
1	Presentation software	3
1	Set up an IT system	3
1	Spreadsheet software	3
1	Using collaborative technologies	3
1	Website software	3
2	Bespoke software	3
2	Data management software	3
2	Database software	4
2	Improving productivity using IT	4
2	IT security for users	2
2	Presentation software	4
2	Set up an IT system	4
2	Spreadsheet software	4
2	Using collaborative technologies	4
2	Website software	4
2	Word processing software	4

Entry Requirements

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