

## Business Administration NVQ Level 2 (Ref 001)

Duration: 18-24 weeks

Date/Time: Dates and times suit learner, your employer, the assessor.

Venue: In the trainee's workplace



### Programme and Content:

- **Induction**— What is an NVQ? Health and Safety, Study skills, Registration and paperwork, Completion of CV Exercise, Organisational structure, Job description, Identification of organisational and personal objectives. Skillscan to choose optional units.
- **Observation Assessment**—Each candidate will be observed on one of their chosen optional units, covering competences as per assessment plan. Assessor feedback and Action Plan agreed with each learner.
- **Desk Assessment plus any required training**—Each learner to have a 1 to 1 session with tutor/assessor to review own self development and portfolio progress and evidence. Preparation for mandatory *units 201 and 202*. Action Plan for further work to be agreed and set.
- **Observation Assessment**—Each candidate will be observed on another of their chosen optional units, covering competences as per assessment plan. Assessor feedback and Action Plan agreed with each learner.
- **Desk Assessment plus any required training**—Each learner to have a 1 to 1 session with tutor/assessor to review own self development and portfolio progress and evidence. Action Plan for further work to be agreed and set.
- **Observation Assessment**—Each candidate will be observed on their final chosen optional units, covering competences as per assessment plan. Assessor feedback and Action Plan agreed with each learner.

Final session to check portfolios and final assessment documents.

In addition to the tutor / assessment sessions, learners will be allocated key tasks and assignments and should expect to spend at least 2 hours a week on this guided learning.

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Issued 24th February 2010. *If you would like this information in another format please let us know your requirements.*



The OCR Level 2 NVQ in Business and Administration aims to recognise the skills and competences of candidates in the workplace. The qualification provides individuals with an opportunity to demonstrate the skills and knowledge needed for a career in business and administration. The units encompass a broad range of competencies from the administration sector.

#### OCR Level 2 NVQ in Business and Administration

To achieve a full award, candidates must complete five units in total, from two mandatory units and three optional units.

#### Mandatory units

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

#### Optional units (choose 3)

- 110 Ensure your own actions reduce risks to health and safety
- 203 Maintain customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customer financial transactions
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings
- 212 Use IT systems 2
- 213 Use IT to exchange information 2
- 214 Word processing software 2
- 215 Spreadsheet software 2
- 216 Database software 2
- 217 Presentation software 2
- 218 Specialist or bespoke software 2
- 219 Use a telephone system
- 220 Operate office equipment
- 221 Prepare text from notes
- 222 Prepare text from shorthand
- 223 Prepare text from recorded audio instruction
- 224 Produce documents
- 225 Work effectively with other people

#### Training Approach:

All training sessions will be participative and interactive.

#### Assessment Approach:

To successfully gain the NVQ Level 2 in Business Administration, delegates must successfully demonstrate competence in each of the modules and produce portfolio of evidence.

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