

NVQ Level 2 in Business and Administration

Accreditation Body: City & Guilds

Introduction/Summary

The City & Guilds Level 2 S/NVQ in Business & Administration has been specially designed for anyone working in an administrative position who wishes to develop their skills or gain a formal recognition of their existing skills.

Qualification

To gain this qualification the learner must be employed in an administrative rôle with some degree of personal responsibility.

Participants take two mandatory units plus a further three optional units. The wide choice of optional units gives a high level of flexibility, allowing the qualification to be tailored to meet the varying needs of participants and employers across all employment sectors.

Mandatory Units

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

Optional Units – the following are examples of the optional units available from which 3 must be chosen

- Manage customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT systems
- Use IT to exchange information
- Word processing software
- Spreadsheet software
- Database software
- Presentation software
- Use a telephone system
- Operate office equipment
- Prepare text from notes
- Produce documents
- Work effectively with other people

The Funding

To qualify for full funding for this course the candidates must meet the following criteria:

1. Aged 19 or above
2. To have been a resident of the UK for more than 3 years and be eligible to work in the UK
3. Must not already hold a level 2 qualification (this is the equivalent to 5 GCSE's of grade C and above)
4. A prior funding claim for this candidate must not have been received by the Learning and Skills Council.

If the learner already has a level 2 qualification then they can receive partial funding for the NVQ – please ask a member of our team for details.

Requirements

1. The learner must be willing to develop their administrative skills and be committed to gaining the award
2. Whilst not essential, it would be beneficial if the learner had access to a PC and/or the Internet
3. The learner must have access to written policies on performance, grievance, supervision, development and health and safety
4. The learner must have a named manager to whom we can refer if there are any problems or queries. This manager must be fully supportive of the learner gaining the award and provide the necessary support and time to complete it.
5. The learner will need access to company headed paper

Day One "Shopping List"

At either the first meeting with their assessor or on the first day of training which ever is earliest it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates
- Copy of most up to date appraisal
- Copy of personal development plan if available

Company Information:

- Company Mission Statement
- Copies of Discipline/Grievance Policies
- Copy of Company Health and Safety Policy
- Company Structure or Organisation Chart

- Copy of Company Diversity Statement

The learner may need assistance in compiling this and where more than one learner from your organisation is completing the Management NVQ each one will need a separate copy of the above.