

## Business & Administration Level 2

The aim of this qualification is to contribute to the skills, knowledge and overall performance of Business Administration and Practice. It provides insight into the principles and processes of Business Administration and will aid career progression.

This qualification is intended for candidates who are preparing to work or are working in business at a level that requires knowledge of routine administrative procedures. It is intended to help develop a broad knowledge of the business world, to identify the main functions of business activity and to develop an understanding of the individual's contribution to the organisation.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level.

### Certificate in Business & Administration Level 2

To achieve a Level 2 Certificate the candidate must complete units to gain a minimum of 21 credits. The credit total is made up from:

- 9 credits must be completed from mandatory units
- A minimum of 12 credits must be completed from optional units

### Intermediate Apprenticeship Level 2 – Certificate in Business Administration (NVQ)

To achieve the Level 2 Certificate in Business Administration the candidate will need to complete units to gain a minimum of 21 credits. The credit total is made up from:

- 9 credits must be completed from mandatory units
- 12 credits must be completed from optional units

**Plus** Application of Number L1, Communication L1, ICT L1 and Technical Certificate L2



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Unit Titles	Credit Values
<b>Mandatory Units</b>	
Manage own performance in business environment	2
Improve own performance in a business environment	2
Work in a business environment	2
Communicate in a business environment	3
<b>Optional Units</b>	
Solve business problems	4
Work with other people in a business environment	3
Contribute to running a project	5
Produce documents in a business environment	4
Prepare text from notes	3
Prepare text from notes using touch typing (40wpm)	3
Prepare text from shorthand (60wpm)	8
Prepare text from recorded audio instruction (40wpm)	4
Design and produce documents in a business environment	4
Prepare text from notes using touch typing (60wpm)	4
Prepare text from shorthand (80wpm)	8
Prepare text from recorded audio instruction (60wpm)	4
Support the organisation of an event	2
Support and co-ordination of an event	3
Support the organisation of business travel or accommodation	3
Support the organisation of meetings	4
Plan and organise an event	4
Co-ordinate an event	4
Plan and organise meetings	5
Make and receive telephone calls	3
Use electronic message systems	1
Use a diary system	3
Take minutes	4
Develop a presentation	3
Deliver a presentation	3
Handle mail	3

Unit Titles	Credit Values
Provide reception services	3
Meet and welcome visitors	3
Deliver, monitor and evaluate customer service to internal customers	3
Deliver, monitor and evaluate customer service to external customers	3
Organise and report data	3
Research information	4
Store and retrieve information	3
Archive information	2
Support the management and development of an information system	7
Support the design and development of an information system	7
Monitor information systems	7
Analyse and report data	6
Use office equipment	4
Maintain and issue stationery stock items	3
Order products and services	5
Agree a budget	4
Respond to change in a business environment	3
Contribute to innovation in a business environment	4
Administer human resources records	3
Administer the recruitment and selection process	3
Use occupational and safety guidelines when using keyboards	2
Bespoke software	2
Data management software	2
Database software	3
Improving productivity using IT	3
IT security for users	1
Presentation software	3
Set up an IT system	3
Spreadsheet software	3
Using collaborative technologies	3
Website software	3
Word processing software	3