

EDI Level 2 NVQ Certificate in Business and Administration

This qualification has been designed to cater for the wide range and diversity of job roles where competence in business administration is vital. It also reflects the range and depth of competence in business skills, required by individuals working in all organisations.

This qualification is perfect for you if you work in one of the following roles: Administrative Assistant/Administrator, Civil Service Administrative Assistant/Officer, Legal Secretary, Personal Assistant (PA) or Secretary.

If this qualification is taken as part of an Apprenticeship it will also include: Level 2 Certificate in Principles of Business and Administration and Functional Skills (Maths and English).

Your framework details

The Framework comprises:

To achieve a Level 2 Certificate in Business Administration, the learner must complete a **minimum of twenty-one credits**, of which fourteen credits must be selected from level 2 units.

- Nine credits must be completed from Group A mandatory units
- A minimum of seven credits from Group B optional units
- A maximum of five credits from Group C optional units

The unit headings are:

Mandatory Units – Group A
<ul style="list-style-type: none"> • Manage own performance in a business environment (2 credits) • Improve own performance in a business environment (2 credits) • Work in a business environment (2 credits) • Communicate in a business environment (3 credits)
Optional Units – Group B
<ul style="list-style-type: none"> • Solve business problems (4 credits) • Work with other people in a business environment (3 credits) • Contribute to running a project (5 credits) • Produce documents in a business environment (4 credits) • Prepare text from notes (3 credits) • Prepare text from notes using touch typing (40 wpm) (3 credits) • Prepare text from shorthand (60 wpm) (8 credits) • Prepare text from recorded audio instruction (40 wpm) (4 credits) • Design and produce documents in a business environment (4 credits) • Prepare text from notes using touch typing (60 wpm) (4 credits)

- Prepare text from shorthand (80 wpm) (8 credits)
- Prepare text from recorded audio instruction (60 wpm) (4 credits)
- Support the organisation of an event (2 credits)
- Support the co-ordination of an event (3 credits)
- Support the organisation of business travel or accommodation (3 credits)
- Support the organisation of meetings (4 credits)
- Plan and organise an event (4 credits)
- Co-ordinate an event (4 credits)
- Plan and organise meetings (5 credits)
- Make and receive telephone calls (3 credits)
- Use electronic message systems (1 credits)
- Use a diary system (3 credits)
- Take minutes (4 credits)
- Develop a presentation (3 credits)
- Deliver a presentation (3 credits)
- Meet and welcome visitors (3 credits)
- Handle mail (3 credits)
- Provide reception services (3 credits)
- Deliver, monitor and evaluate service to internal customers (3 credits)
- Deliver, monitor and evaluate service to external customers (3 credits)
- Organise and report data (3 credits)
- Research information (4 credits)
- Store and retrieve information (3 credits)
- Archive information (2 credits)
- Support the management and development of an information system (7 credits)
- Support the design and development of an information system (7 credits)
- Monitor information systems (7 credits)
- Analyse and report data (6 credits)
- Use office equipment (4 credits)
- Maintain and issue stationery stock items (3 credits)
- Order products and services (5 credits)
- Agree a budget (4 credits)
- Respond to change in a business environment (3 credits)
- Contribute to innovation in a business environment (4 credits)
- Administer human resource records (3 credits)
- Administer the recruitment and selection process (4 credits)
- Administer parking dispensations (4 credits)

Optional Units – Group C

- Use occupational health and safety guidelines when using keyboards (2 credits)
- Bespoke Software Level 1 (2 credits)
- Bespoke Software Level 2 (3 credits)
- Database Software Level 1 (3 credits)
- Database Software Level 2 (4 credits)
- Data Management Software Level 1 (2 credits)
- Data Management Software Level 2 (3 credits)
- Improving Productivity Using IT Level 1 (3 credits)
- Improving Productivity Using IT Level 2 (4 credits)

- IT Security for Users Level 1 (1 credits)
- IT Security for Users Level 2 (2 credits)
- Presentation Software Level 1 (3 credits)
- Presentation Software Level 2 (4 credits)
- Set Up an IT System Level 1 (3 credits)
- Set Up an IT System Level 2 (4 credits)
- Spreadsheet Software Level 1 (3 credits)
- Spreadsheet Software Level 2 (4 credits)
- Using Collaborative Technologies Level 1 (3 credits)
- Using Collaborative Technologies Level 2 (4 credits)
- Word Processing Software Level 1 (3 credits)
- Word Processing Software Level 2 (4 credits)
- Website Software Level 1 (3 credits)
- Website Software Level 2 (4 credits)

Resources Available

Ask ELLE (Electronic Learning Library Experience)

Ask ELLE is a unique learning resource site and can be accessed at any time via the Protocol Skills website. Simply go to www.protocol-skills.co.uk and select Ask ELLE. You will be asked for your user name and password (you will be given these details by your Training Assessor). You will be introduced to Ask ELLE on your induction but if you have any questions – just ask!

Entry requirements

Eligibility criteria apply, please contact us for more information.

How long will it take?

There are no fixed periods for completion, however depending on experience most participants complete within 12 months.

For more information...

If you would like advice on other work-based learning programmes, methods of delivery and eligibility for funding please contact us to talk to a Protocol Skills advisor.

Call us on 0845 071 9011, email us at info@protocol-skills.co.uk or visit www.protocol-skills.co.uk