

Level 2 NVQ in Business and Administration



We deliver nationally accredited work based NVQ programmes which assess competence against occupational standards. They also complement and embed your existing in-house training to maximise the benefits across the organisation.

Programme information

Who is this NVQ for: Administrators and business support staff
Typical duration: 16-20 weeks
Progression opportunities: NVQ Level 3 Business and Administration

Programme Content:

To achieve the NVQ the candidate needs to present evidence of competence to support 5 units made up of:

Mandatory Units - must do:

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

Optional Units - choose 3 from:

- 110 Ensure your own actions reduce risks to health and safety
- 203 Manage customer relations
- 204 Manage diary systems
- 205 Organise business travel and accommodation
- 206 Deal with visitors
- 207 Process customers' financial information
- 208 Operate credit control procedures
- 209 Store, retrieve and archive information
- 210 Research and report information
- 211 Organise and support meetings



Transforming lives through learning

What we offer...

- Your own dedicated Assessor/trainer will work from your premises, becoming part of your team and an extension of your training arm
- Flexible start and end dates to minimise disruption
- All assessment and training done on your premises - no need for employees to leave the site
- Candidate led portfolio - which evidences activities undertaken against NVQ standards
- Information, advice and guidance provided to each candidate
- Focused training consisting of face to face workshops and workbook exercises using a delivery schedule to suit your needs
- On the job observation and assessment with candidate feedback and review sessions to monitor progress and review targets

Typical delivery model

1. Curriculum Planning Meeting

To confirm your development needs and review your Standard Operational Procedures. Which we then map to the existing NVQ framework.

2. 'Assess-Train-Assess' - to Ensure Added Value and Maximum Benefits

Assess: Assessment of literacy/numeracy and occupational skills to identify skills gaps and training requirements so that workshops and training activities are designed to meet the individual needs of the learner.

Train: Reinforcement of the knowledge needed to effectively perform job role by introducing or re-visiting techniques through job specific workshops or workbook activities to improve skills and generate supplementary evidence.

Assess: On the job assessment over time to observe theory being put into practice and to assess development of skills

3. Continuous Improvement through employer/learner evaluation

Evaluations are held at key dates to monitor the quality and content of the programme delivery.

The Assessor/Trainer

The assessment and training is carried out by experienced, occupationally competent Assessor/Trainers.