



Business Administration NVQ Level 2



Course Content

This is a 5 unit qualification consisting of 2 mandatory and 3 optional units. All 5 units must be completed in order to achieve the full qualification although single unit accreditation is also available.



Mandatory Units:

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

Optional Units:

- Ensure your own actions reduce risks to health and safety
- Maintain customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customer financial information
- 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
- Specialist or bespoke software
- Use a telephone system
- Operate office equipment
- Prepare text from notes
- Prepare text from shorthand



- Prepare text from recorded audio instruction
- Produce documents
- Work effectively with other people

Why do this course?

On completion of this course you will receive a nationally recognised qualification that proves you have attained a national level of job competence.

How do I know if this course is suitable for me?

Your assessor will look at your job role to establish whether this qualification is suitable for you and make recommendations to which units will be most appropriate for you to do.



Star (Training and Consultancy) Limited
Forest Business Park
Selby Road
Fulford, York, North Yorkshire YO19 4RH

Telephone 01904 612 231
Fax 01904 637 851
Website www.star-tc.co.uk
Email star@star-tc.co.uk



Business Administration NVQ Level 2



Delivery

The delivery of the qualification could be via workshops, face to face on the school's premises or a combination of the two methods. This will depend upon your location and how many candidates there are in the surrounding area. STAR will inform candidates of the delivery method prior to the course starting. We will aim to meet your requirements wherever possible. In all cases you will be assigned an assessor who will be available via phone and email. You will also receive a unique username and password which allows you to gain access from our website to an e-portal named 2Develop containing support material and training needs analysis questionnaires specifically for your qualification. The portal also provides you with an electronic continuous professional development portfolio that allows you to keep track of all your records, achievements and development needs in one flexible document. Your assessor will show you how to use this resource.

Course Duration

An average time of completion is between 9-12 months for this course, however if you are accessing funding

for this course there may be a set time limit in which you have to complete. You will be notified of this prior to commencing your course.

To Apply

Please contact a member of our team on 01904612 231 or return the enclosed fax back form.



Star (Training and Consultancy) Limited
Forest Business Park
Selby Road
Fulford, York, North Yorkshire YO19 4RH

Telephone 01904 612 231
Fax 01904 637 851
Website www.star-tc.co.uk
Email star@star-tc.co.uk