

Logbook for candidates

NVQ

Edexcel Level 2 NVQ in Business and Administration

Issue 3

October 2007



Section 1: Edexcel Level 2 NVQ in Business and Administration

Introduction

This document gives you information about to the Edexcel Level 2 NVQ in Business and Administration. You should read it in conjunction with the *Edexcel NVQ guidance for candidates*, which is included on the Edexcel Levels 1-4 NVQs in Business and Administration CD ROM (your centre should have a copy).

National Occupational Standards and NVQs

The National Occupational Standards, assessment strategy and qualification structures for Business and Administration are owned by The Council for Administration (CfA). This NVQ has been developed from the National Occupational Standards.

The Edexcel Level 2 NVQ in Business and Administration recognises your skills, knowledge and understanding and allows you to gain a qualification in the workplace that relates to your job area and promotes good working practice.

Contact details of the standards setting body:

The Council for Administration (CfA)
6 Graphite Square
Vauxhall Walk
London SE11 5EE

Telephone: 020 7091 9620
Fax: 020 7091 7340
Email: info@cfa.uk.com
Website: www.cfa.uk.com

This NVQ is designed to be assessed in the workplace, or in conditions resembling the workplace, for example:

‘where the candidate is subjected to a work environment and is producing performance evidence subject to all of the following conditions:

- time pressures
- work problems
- accountabilities
- office environment
- tools to do the job

eg candidates in a model or virtual office’.

Which Edexcel Business and Administration NVQs are available?

The NVQs in Business and Administration are currently available as follows:

- Edexcel Level 1 NVQ in Business and Administration
- Edexcel Level 2 NVQ in Business and Administration
- Edexcel Level 3 NVQ In Business and Administration
- Edexcel Level 4 NVQ in Business and Administration.

It is important that you select the most appropriate level.

Who is this Edexcel NVQ for?

As an NVQ Level 2 candidate you can expect to work as an administrative or clerical assistant. There is a wide scope of option units covering areas such as managing customer relations, diary systems, arranging travel and accommodation, researching and storing information, as well as a variety of units covering the use of different software and preparation of documents, so that you can tailor the qualification to your own particular job role.

What progression opportunities do this Edexcel NVQ offer me?

You can progress in your current job eg from clerical assistant to team administrator. Or you can go on to do other qualifications such as:

- Level 2 qualifications including the Edexcel Level 2 BTEC Award in Administration or the Edexcel Level 2 BTEC Award in Teamleading
- the Edexcel Level 3 NVQ in Administration
- Level 3 qualifications such as the Edexcel Level 3 BTEC Award in Administration, the Edexcel Level 3 BTEC National Award/Certificate Diploma in Business or the Level 3 BTEC Award/Certificate in Management.

Units 227-233 are specialist units which prepare candidates for work in the custodial environment, such as prisons, detention centres, asylum centres, courts, escort services between prison and courts, and hospitals.

These units cover administrative procedures and arrangements, for example, for the movement of individuals, at court or outside the custodial establishment and for the release of individuals from custody. These units also cover the preparation of documentation for procedures covering appeals and the release of individuals from custody.

What is the structure of the Edexcel Level 2 NVQ in Business and Administration

To achieve the whole qualification at Level 2, you must prove 'competence' in **two** mandatory units and **three** option units.

Mandatory units for the Edexcel Level 2 NVQ in Business and Administration

You must achieve both of the units listed below.

Unit number	Title	Element	Title
201	Carry out your responsibilities at work	201.1	Communicate information
		201.2	Plan and be accountable for your work
		201.3	Improve your own performance
		201.4	Behave in a way that supports effective working
202	Work within your business environment	202.1	Work to achieve your organisation's purpose and values
		202.2	Apply your employment responsibilities and rights
		202.3	Support diversity
		202.4	Maintain security and confidentiality

Option units for the Level 2 NVQ in Business and Administration

You must achieve **three** of the units listed, below.

NB: Some of these units have single elements with no separate title. Where this occurs, the element number and title are shown as 'not applicable' (N/A).

Unit number	Title	Element	Title
110	Ensure your own actions reduce risks to health and safety	110.1	Identifying hazards and evaluating risks
		110.2	Reducing risks to health and safety
203	Maintain customer relations	203.1	Identify customer needs and expectations
		203.2	Deliver services
204	Manage diary systems	N/A	N/A
205	Organise business travel and accommodation	N/A	N/A
206	Deal with visitors	N/A	N/A
207	Process customer financial transactions	207.1	Receive payments from and make payments to customers
		207.2	Monitor customers' payments
208	Operate credit control procedures	208.1	Assess the nature of non-payment
		208.2	Take appropriate action to recover monies due
209	Store, retrieve and archive information	209.1	Process information
		209.2	Retrieve information
		209.3	Archive information
210	Research and report information	210.1	Research information
		210.2	Report information
211	Organise and support meetings	211.1	Prepare for meeting
		211.2	At the meeting
		211.3	After the meeting
212	Use IT systems 2	N/A	N/A
213	Use IT to exchange information 2	213.1	Sending and receiving emails using the facilities provided by software
		213.2	Search for information on the internet or an intranet

Unit number	Title	Element	Title
214	Word processing software 2	N/A	N/A
215	Spreadsheet software 2	N/A	N/A
216	Database software 2	N/A	N/A
217	Presentation software 2	N/A	N/A
218	Specialist or bespoke software 2	N/A	N/A
219	Use a telephone system	219.1 219.2 219.3	Making calls Receiving calls Dealing with message systems
220	Operate office equipment	N/A	N/A
221	Prepare text from notes	N/A	N/A
222	Prepare text from shorthand	N/A	N/A
223	Prepare text from recorded audio instructions	N/A	N/A
224	Produce documents	N/A	N/A
225	Work effectively with other people	N/A	N/A
226	Calculate critical dates for sentences	226.1 226.2	Check and interpret documentation relevant to the imprisonment or detention of individuals Calculate critical dates
227	Make administrative arrangements for the appearance of individuals at courts	227.1 227.2	Process court documentation Make administration arrangements with courts, escorting authorities and other establishments
228	Make administrative arrangements for the movement of individuals outside the custodial establishment	228.1 228.2	Identify and record requirements for moving individuals outside the custodial establishment Make administrative arrangements with escorting authorities, other establishments and other environments

Unit number	Title	Element	Title
229	Administer documentation for the appeals process	229.1	Provide appeals documentation
		229.2	Record the appellant's details
230	Administer personal money for individuals in custody	230.1	Account for individuals' personal money
		230.2	Record individuals' wages
231	Prepare documentation to help authorities decide the conditions on which to release individuals from custody	231.1	Request and receive reports on individuals in custody
		231.2	Prepare documentation for authorities to decide the conditions of release
232	Make administrative arrangements for the release of individuals from custody	232.1	Request and receive reports on individuals in custody
		232.2	Prepare documentation and entitlements for individuals on release
233	Contribute to maintaining security and protecting individuals' rights in the custodial environment	233.1	Contribute to maintaining security of the custodial environment
		233.2	Contribute to protecting the rights of individuals and promoting anti-discriminatory practice

Additional unit for the Level 2 NVQ in Business and Administration

This additional unit may be taken in addition to the core and option units:

Unit number	Title	Element	Title
HSC 234	Ensure your own actions support the equality, diversity, rights and responsibilities of individuals	HSC 234.1	Respect the rights and interests of individuals
		HSC 234.2	Treat everyone equally and in ways that respect diversities and differences
		HSC 234.3	Act in ways that promote the individuals' confidence in you and your organisation