

## Level 2 Business and Administration NVQ/SVQ Qualification Structure

To achieve a Level 2 qualification you must complete five units including the two mandatory core units.

### Mandatory Core (2 units)

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

### Group A (24 units)

Unit 110	Ensure your own actions reduce risks to health and safety (ENTO)
Unit 203	Manage customer relations
Unit 204	Manage diary systems
Unit 205	Organise business travel and accommodation
Unit 206	Deal with visitors
Unit 207	Process customer financial transactions (FSSC)
Unit 208	Operate credit control procedures (FSSC)
Unit 209	Store, retrieve and archive information
Unit 210	Research and report information
Unit 211	Organise and support meetings
Unit 212	Use IT Systems (IT User)
Unit 213	Use IT to exchange information (IT User)
Unit 214	Word processing software (IT User)
Unit 215	Spreadsheet software (IT User)
Unit 216	Database software (IT User)
Unit 217	Presentation software (IT User)
Unit 218	Specialist or bespoke software (IT User)
Unit 219	Use a telephone system
Unit 220	Operate office equipment
Unit 221	Prepare text from notes
Unit 222	Prepare text from shorthand
Unit 223	Prepare text from recorded audio instructions
Unit 224	Produce documents
Unit 225	Work effectively with other people