

## **Level 1 Business and Administration NVQ/SVQ Qualification Structure**

To achieve a Level 1 qualification you must complete four units including the two mandatory core units.

### **Mandatory Core (2 units)**

- Unit 101      Carry out your responsibilities at work
- Unit 102      Work within your business environment

### **Group A (8 units)**

- Unit 103      Welcome visitors
- Unit 104      Handle mail
- Unit 105      Store and retrieve information
- Unit 106      Use IT to exchange information (IT User)
- Unit 107      Word processing software (IT User)
- Unit 108      Make and receive telephone calls
- Unit 109      Use office equipment
- Unit 110      Ensure your own actions reduce risks to health and safety (ENTO)