



## BUSINESS ADMINISTRATION

An integrated programme providing an opportunity to follow a programme of study complementing employment within the Administration Industry. Homework or private study is required.



### Level of Course

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Level 2

### Length of Course

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Approximately 6 - 12 months

### Entry Requirements

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By interview and initial assessment plus employment in the Administration industry. Assistance with finding a work placement is available.

### Programme Content

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- NVQ Level 2 Business Administration
- Employment Rights and Responsibilities
- Technical Certificate
- Key Skills

### Style of Assessment

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This is a modular programme with continuous assessment. Assessment is based on a portfolio of evidence. Assessment is also carried out in the workplace.

### Progression Route

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- Advanced Apprenticeship
- NVQ Level 3 Business Administration

## NVQ Level 2 in Business Administration

2 Mandatory units

3 Optional units

Units should be chosen in relation to the work carried out on the job. Students are assessed in the work place by the competences they demonstrate.

### The Technical Certificate

Underpinning knowledge for the work that is carried out in the workplace. It is based on the criteria for the NVQ Level 2 Business Administration Programme.

Eg: How to use a telephone, various techniques, questions and answers based on the knowledge learned. There will be an online test for this qualification.

### Key Skills

#### Application of Number

Level 1 Maths for business use

#### Communication

Level 2 English for business use



## Unit Information

### NVQ Mandatory units

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

### 3 Optional units from:

- Ensure your own actions reduce risks to Health and Safety (ENTO)
- Manage customer relations
- Manage diary systems
- Organise business travel
- Deal with visitors
- Process customers' financial information (FSSC)
- Operate credit control procedures (FSSC)
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT systems (IT User)
- Use IT to exchange information (IT User)
- Use word-processing software (IT User)
- Use spreadsheet software (IT User)
- Use database software (IT User)
- Use presentation software (IT User)
- Use specialist or bespoke software (IT User)
- 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



If your company would like to employ an Apprentice contact:  
Julie McNally on [01922 725681](tel:01922725681) or email [apprenticeships@walsallcollege.ac.uk](mailto:apprenticeships@walsallcollege.ac.uk)