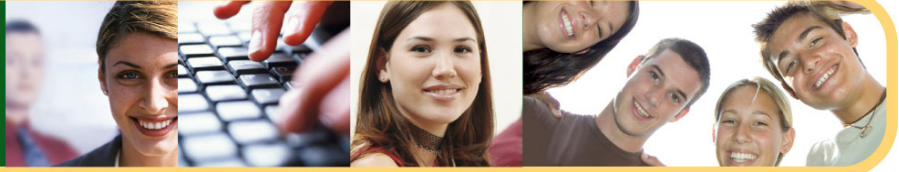


smart people:  
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## NATIONAL VOCATIONAL QUALIFICATIONS

### Who needs an NVQ?

Anyone in the workplace. NVQs are work based qualifications for anyone who undertakes a job role. They are open to anyone and there are no entry requirements necessary.

### What is the purpose of an NVQ?

NVQs give recognition of the skills and competencies of anyone in the workplace. Different levels provide the individual with a learning opportunity to demonstrate their knowledge and skill whilst developing themselves on the career ladder. NVQ units encompass a wide range of related work topics.

### What are the benefits of an NVQ?

#### An employee will benefit by

- Having more understanding of their responsibilities
- An opportunity to develop new skills
- Accreditation of current skills

#### An employer will benefit by

- More developed staff giving better performance
- More staff motivation
- Better service to clients

## Business and Administration – Levels 1 and 2

### Level 1

To achieve a full award, candidates must complete **four units** in total from **two mandatory units** and **two optional units**.

#### Mandatory Units

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

#### Optional Units

- Welcome visitors
- Handle mail
- Store and retrieve information
- Use IT to exchange information
- Word processing software
- Make and receive telephone calls
- Use office equipment
- Ensure your own actions reduce risks to health and safety.

### Level 2

To achieve a full award, candidates must complete **five units** in total, from **two mandatory units** and **three optional units**.

#### 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
- Manage 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.