ncfe

Section 1:

Overview

Where Service Matters ncfe

Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This Qualification Specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 2 NVQ Award in Business and Administration .

The NCFE Level 2 NVQ Award in Business and Administration is a competence-based qualification.

A competence-based qualification is based on National Occupational Standards and is a job-ready qualification which requires learners to demonstrate the skills and knowledge required to work in a specific industry. A competence-based qualification must be assessed in the workplace in accordance with the relevant assessment guidance. For further information on the assessment requirements see page 7.

Accreditation and funding

The NCFE Level 2 NVQ Award in Business and Administration has been accredited by the qualifications regulators for England, Wales and Northern Ireland [1] and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number is 501/0874/8.

It's eligible for funding under the Learning and Skills Act 2000 under Sections 96 and 97. The aim reference is 50108748. Contact your local funding provider for further guidance.

[1]The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.

2

This qualification is made up of:

2 Mandatory Units

Work in a business environment F/601/2470

Communicate in a business environment D/601/2475

and 29 Optional Units

Make and receive telephone calls K/601/2446

Use occupational health and safety guidelines when using keyboards T/601/2465

Meet and welcome visitors Y/601/2457 *

Manage own performance in a business environment F/601/2467

Improve own performance in a business environment L/601/2469

Solve business problems L/601/2472

Work with other people in a business environment Y/601/2474

Use electronic message systems H/601/2476

Use a diary system K/601/2477

Take minutes M/601/2478

Handle mail T/601/2479

Provide reception services K/601/2480 *

Produce documents in a business environment T/601/2482

Prepare text from notes A/601/2483 *

3

Achieving this competence based qualification

[Prepare text from notes using touch typing (40 wpm) F/601/2484 *](#)

[Prepare text from shorthand (60 wpm) J/601/2485](#)

[Prepare text from recorded audio instruction (40 wpm) L/601/2486](#)

[Organise and report data R/601/2487](#)

[Research information Y/601/2488](#)

[Store and retrieve information R/601/2490](#)

[Archive information Y/601/2491](#)

[Use office equipment H/601/2493](#)

[Maintain and issue stationery stock items M/601/2495](#)

[Support the organisation of an event L/601/2505](#)

[Support the co-ordination of an event D/601/2508](#)

[Support the organisation of business travel or accommodation Y/601/2510](#)

[Support the organisation of meetings T/601/2515](#)

[Respond to change in a business environment F/601/2517](#)

[Support the management and development of an information system J/601/2518](#)

* BARRED OPTIONAL UNITS

Only one unit from the following can be achieved:

A/601/2483 or F/601/2484

K/601/2480 or Y/601/2457

4

To achieve the qualification, learners must achieve a total of at least 9 credits.

5 credits must be achieved by completing the mandatory units and a further 4 credits must be achieved from the optional units.

6 credits must be selected from level 2 units.

To successfully complete a unit, each learner has to provide evidence satisfying **all** the performance and knowledge standards in that unit.

The learning outcomes and assessment criteria are available by clicking on the unit titles above which are hyperlinked to the Register of Regulated Qualifications.

Who and what is it for?	This qualification is designed for those who work with some degree of support and supervision. It's aimed at learners who work as part of a team and ensure the provision of information and resources to others.
	It's suitable for working across a wide variety of sectors including NHS trusts, educational institutions, government departments, charities and the private sector.
Entry guidance	There aren't any specific recommended prior learning requirements for this qualification. However, learners might find it useful if they've already completed qualifications in a relevant area at level 1.
	This qualification is suitable for learners aged pre-16 and above.
Progression and development opportunities	This qualification can provide progression to further qualifications at Level 2 or higher in the same and related

5

subject areas. These may include:

- NCFE Level 2 NVQ Certificate in Business and Administration
- NCFE Level 2 NVQ Diploma in Business and Administration
- NCFE Level 3 NVQ Certificate in Business and Administration
- NCFE Level 3 NVQ Diploma in Business and Administration
- NCFE Level 3 NVQ Diploma in Customer Service
- NCFE Level 2 NVQ Certificate in Team Leading
- NCFE Level 3 NVQ Certificate in Management
- Opportunities for employment progression include working in a wide variety of public and private institutions.
- For further details of these and other qualifications available in this sector area see the Register of Regulated Qualifications (http://register.ofqual.gov.uk/).

Resource requirements

There are no specific physical resource requirements for this qualification.

Credit transfer

One of the benefits of the QCF is that learners can transfer credit from one qualification to another. Learners who've already achieved one or more of the units included in this qualification elsewhere can transfer the credit already achieved. Simply let us know which units are being achieved by credit transfer on the Certificate Claim Form.

Please see http://register.ofqual.gov.uk for information about the units in this qualification.

Mapping to National Occupational Standards

This qualification reflects the qualification structure for the Level 2 NVQ Award in Business and Administration published by the Council for Administration (CFA). It uses the associated

6

National Occupational Standards (NOS) units that belong to that structure, which are published by the CFA.

Further information on the NOS used in this qualification can be found on the CFA's website (www.cfa.uk.com).

Accreditation and certification end dates

All qualifications on the QCF have accreditation and certification end dates to ensure that qualifications remain current and valid. The accreditation end date is the last date we can register learners on a qualification, and the certification end date is the last date that learners can be certificated.

Learners have up to 2 years after the accreditation end date, to complete this qualification and claim their certificate (unless the certification end date passes before the end of the 2 year period). For further information about accreditation and certification end dates please refer to the information about this qualification on our website (www.ncfe.org.uk) or alternatively you can check the information on the Register of Regulated Qualifications (http://register.ofqual.gov.uk/).

Documentation

The following documents are essential reading for any centre involved in the delivery, assessment and administration of this qualification:

* Assessment Strategy/Evidence Requirements document

Additional documents are available for those centres wishing to use them:

* Evidence Tracking Sheet
* Example pro-formas for Assessors and Internal Verifiers

Assessment guidance

The occupational expertise, qualifications and experience

7

required of Assessors and Internal Verifiers is set out in the 2010 Business and Administration Assessment Guidance document which is available from our website (www.ncfe.org.uk).

8