



# Section 1:

## Overview

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## 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 Certificate in Business and Administration.

The NCFE Level 2 NVQ Certificate 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 requirements. For further information on the assessment requirements see page 10.

All information contained in this specification is correct at the time of publishing.

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## Accreditation and funding

The NCFE Level 2 NVQ Certificate in Business and Administration has been accredited by the qualifications regulators for England, Wales and Northern Ireland<sup>1</sup> and is part of the Qualifications and Credit Framework (QCF). Its Qualification Accreditation Number is 501/0150/X.

It's eligible for funding under the Learning and Skills Act 2000 under Sections 96 and 97. The aim reference is 5010150X. Contact your local funding provider for further guidance.

<sup>1</sup>The qualifications regulators ('regulators') are Ofqual in England, DCELLS in Wales and CCEA in Northern Ireland.

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Achieving this  
competence-based  
qualification

This qualification is made up of:

#### 4 Mandatory Units

- [Manage own performance in a business environment F/601/2467](#)
- [Improve own performance in a business environment L/601/2469](#)
- [Work in a business environment F/601/2470](#)
- [Communicate in a business environment D/601/2475](#)

#### 47 Optional Units

- [Make and receive telephone calls K/601/2446](#)
- [Meet and welcome visitors Y/601/2457](#) \*
- [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](#) \*
- [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](#) \*

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- [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](#)
  - [Administer human resource records T/601/2790](#)
  - [Administer the recruitment and selection process A/601/2791](#)
  - [Administer parking dispensations J/601/2647](#)
  - [Develop a presentation M/601/2528](#)
  - [Deliver a presentation T/601/2529](#)
  - [Design and produce documents in a business environment M/601/2531](#) \*
  - [Prepare text from notes using touch typing \(60 wpm\) T/601/2532](#) \*
  - [Prepare text from shorthand \(80 wpm\) A/601/2533](#) \*
  - [Prepare text from recorded audio instruction \(60 wpm\) F/601/2534](#) \*



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- [Support the design and development of an information system L/601/2536](#)
  - [Monitor information systems R/601/2537](#)
  - [Analyse and report data Y/601/2538](#)
  - [Order products and services D/601/2539](#)
  - [Plan and organise an event R/601/2540](#) \*
  - [Co-ordinate an event Y/601/2541](#) \*
  - [Plan and organise meetings D/601/2542](#) \*
  - [Contribute to innovation in a business environment A/601/2547](#)
  - [Contribute to running a project J/601/2549](#)
  - [Deliver, monitor and evaluate customer service to internal customers A/601/2550](#)
  - [Deliver, monitor and evaluate customer service to external customers F/601/2551](#)
  - [Agree a budget J/601/2552](#)

\* **BARRED OPTIONAL UNITS**

Only one unit from the following can be achieved:

A/601/2483, F/601/2484 or T/601/2532

T/601/2482 or M/601/2531

J/601/2485 or A/601/2533

L/601/2486 or F/601/2534

L/601/2505 or R/601/2540

D/601/2508 or Y/601/2541

T/601/2515 or D/601/2542

K/601/2480 or Y/601/2457

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## and 23 Additional Units

- [Use occupational health and safety guidelines when using keyboards T/601/2465](#)
- [Bespoke Software A/502/4395](#) \*
- [Bespoke Software F/502/4396](#) \*
- [Database Software H/502/4553](#) \*
- [Database Software M/502/4555](#) \*
- [Data Management Software F/502/4558](#) \*
- [Data Management Software J/502/4559](#) \*
- [Improving Productivity Using IT T/502/4153](#) \*
- [Improving Productivity Using IT J/502/4156](#) \*
- [IT Security for Users R/502/4256](#) \*
- [IT Security for Users Y/502/4257](#) \*
- [Presentation Software K/502/4621](#) \*
- [Presentation Software M/502/4622](#) \*
- [Set Up an IT System Y/502/4209](#) \*
- [Set Up an IT System L/502/4210](#) \*
- [Spreadsheet Software A/502/4624](#) \*
- [Spreadsheet Software F/502/4625](#) \*
- [Using Collaborative Technologies A/502/4378](#) \*
- [Using Collaborative Technologies F/502/4379](#) \*
- [Word Processing Software L/502/4627](#) \*
- [Word Processing Software R/502/4628](#) \*
- [Website Software L/502/4630](#) \*
- [Website Software R/502/4631](#) \* \* **BARRED ADDITIONAL UNITS**
- Only one of the same titled units can be achieved.



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- To achieve the qualification, learners must achieve a total of at least 21 credits.
  - 9 credits must be achieved by completing the mandatory units and a further 12 credits must be achieved by completing optional and/or additional units, made up of a minimum of 7 credits from the optional units and a maximum of 5 credits from the additional units.
  - 14 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.
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#### 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.

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#### 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.

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**Resource requirements**

There are no specific physical resource requirements for this qualification.

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**Progression and development opportunities**

This qualification can provide progression to further qualifications at Level 2 or higher in the same and related subject areas. These may include:

- NCFE Level 2 NVQ Diploma in Business and Administration
- NCFE Level 3 NVQ suite in Business and Administration
- NCFE Level 3 NVQ in Customer Service
- NCFE Level 2 NVQ in Team Leading
- NCFE Level 3 NVQ 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/>).

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**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 [www.register.ofqual.gov.uk](http://www.register.ofqual.gov.uk) for information about the units in this qualification.

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### 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 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](http://www.ncfe.org.uk)) or alternatively you can check the information on the Register of Regulated Qualifications ([www.register.ofqual.gov.uk](http://www.register.ofqual.gov.uk)).

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### What happens at the end of an accreditation period?

We review qualifications that are near the end of their accreditation period, working with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases we'd apply to the regulators for an extension to the accreditation period. If an accreditation period is extended the certification period will also change.

We'll post information relating to changes or extensions to qualifications on our website ([www.ncfe.org.uk](http://www.ncfe.org.uk)) and centres approved to offer the qualification will be kept updated.

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### Mapping to National Occupational Standards

This qualification reflects the qualification structure for the Level 2 NVQ Certificate in Business and Administration published by the Council for Administration (CFA). It uses the associated National Occupational Standards (NOS) units that belong to that structure, which are published by the CFA.

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

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### Assessment guidance

The occupational expertise, qualifications and experience 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](http://www.ncfe.org.uk)).

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### 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

