

Business and Administration NVQ Level 2



Mandatory Units

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

Optional Units — Choose 3

- Ensure your actions reduce the risks to health and safety
- Manage customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customer financial transactions
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information
- Organise and support meetings
- Use IT systems
- Produce documents
- Work effectively with other people
- 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 instructions

Please contact us on 0114 281 5718 for more information



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