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## City & Guilds Level 2 NVQ Certificate in Business and Administration 500/9677/1

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### OVERVIEW

- What does this qualification cover?

This qualification covers the essentials of business administration, allowing the learner to develop the skills and understanding required for an administrative role in the public, private and voluntary sectors.

The following areas that can be covered within this qualification:

- Communicate in a business environment
- Work with other people in a business environment
- Provide reception services
- Use electronic message systems
- Using collaborative technologies
- Spreadsheet software.

All learners will cover the mandatory core units and then a choice of optional units. A minimum of 76% of the vocational learning in this qualification relates to business administration.

This is a Framework qualification.

Who could take this qualification?

This qualification is suitable for those wanting to gain the skills required for a range of administrative roles and functions. The Level 2 NVQ Certificate in Business and Administration allows the learner to choose a broader range of optional units – including specialist IT units - than the Level 2 NVQ Award (500/9466/X). The Level 2 NVQ Diploma (501/0040/3) is much larger than the Certificate and allows more optional units to be chosen, and is therefore ideal for learners engaged in specialist duties in addition to their general administrative roles. The combined competence and knowledge Level 2 Diploma in Business Administration (601/3607/8) and Level 2 Certificate in Principles of Business and Administration (501/0159/6) include knowledge units, whereas the Level 2 NVQ Certificate assesses the learner's competence or performance in a relevant job role. It is not part of any apprenticeship framework, and so is suitable for learners with some experience and thus confident in their understanding of business administration. The Level 3 NVQ Certificate (500/9626/6) and Diploma (500/9548/1) in Business and Administration are more suitable for learners working under less supervision than the Level 2 NVQ Certificate.

This qualification is suitable for anyone from 16 years old or over.

This qualification is not a component of an apprenticeship framework.

#### WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Secretary
- Receptionist
- Administrator

The learner could progress onto an apprenticeship at Level 3 in Business Administration or other qualifications such as:

- Level 3 Diploma in Business Support (4475)
- Level 2 and 3 Medical Administration/Secretarial qualifications (4419)
- Level 3 Certificate in Principles of Business and Administration (4475)
- Level 2 and 3 Legal Secretaries qualifications (7465)
- NVQs in Customer Service (4430)
- ITQ Award/Certificate/Diploma for IT Users (7574)
- Leadership and management qualifications from the ILM.

#### WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

Flybe  
Kings College NHS Trust  
Northamptonshire NHA Trust  
Allied Healthcare  
Greenbank Services Ltd