

Business & Administration Certificate NVQ Level 2

To achieve the EDI Level 2 Certificate in Business and Administration, learners must achieve a minimum of twenty one credits, of which fourteen credits must be selected from Level 2 units:

1. Nine credits must be completed from Group A: Mandatory units
2. A minimum of seven credits from Group B: The balance from B or C. Please discuss unit detail with your assessor.

Group A: Mandatory units

Unit title	Level	Unit credit
Manage own performance in a business environment	2	2
Improve own performance in a business environment	2	2
Work in a business environment	2	2
Communicate in a business environment	2	3

Group B: Optional units

Solve business problems	2	4
Work with other people in a business environment	2	3
Contribute to running a project	3	5
Produce documents in a business environment	2	4
Prepare text from notes	2	3
Prepare text from notes using touch typing (40 wpm)	2	3
Prepare text from shorthand (60 wpm)	2	8
Prepare text from recorded audio instruction (40 wpm)	2	4
Design and produce documents in a business environment	3	4
Prepare text from notes using touch typing (60 wpm)	3	4
Prepare text from shorthand (80 wpm)	3	8
Prepare text from recorded audio instruction (60 wpm)	3	4
Support the organisation of an event	2	2
Support the co-ordination of an event	2	3
Support the organisation of business travel or accommodation	2	3
Support the organisation of meetings	2	4
Plan and organise an event	3	4
Co-ordinate an event	3	4
Plan and organise meetings	3	5
Make and receive telephone calls	1	3
Use electronic message systems	2	1
Use a diary system	2	3
Take minutes	2	4
Develop a presentation	3	3
Deliver a presentation	3	3
Handle mail	2	3
Provide reception services	2	3
Meet and welcome visitors	2	3
Deliver, monitor and evaluate customer service to internal customers	3	3
Deliver, monitor and evaluate customer service to external customers	3	3
Organise and report data	2	3

More Overleaf!

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Unit title	Level	Unit Credit
Research information	2	4
Store and retrieve information	2	3
Archive information	2	2
Support the management and development of an information system	2	7
Support the design and development of an information system	3	7
Monitor information systems	3	7
Analyse and report data	3	6
Use office equipment	2	4
Maintain and issue stationery stock items	2	3
Order products and services	3	5
Agree a budget	3	4
Respond to change in a business environment	2	3
Contribute to innovation in a business environment	3	4
Administer human resources records	2	3
Administer the recruitment and selection process	2	4
Administer parking dispensations	2	4

Group C: Optional units

Use occupational health and safety guidelines when using keyboards	1	2
Bespoke software	1	2
Data management software	1	2
Database software	1	3
Improving productivity using IT	1	3
IT security for users	1	1
Presentation software	1	3
Set up an IT system	1	3
Spreadsheet software	1	3
Using collaborative technologies	1	3
Website software	1	3
Word processing software	1	3
Unit title	Level	Unit credit
Bespoke software	2	3
Data management software	2	3
Database software	2	4
Improving productivity using IT	2	4
IT security for users	2	2
Presentation software	2	4
Set up an IT system	2	4
Spreadsheet software	2	4
Using collaborative technologies	2	4
Website software	2	4
Word processing software	2	4

Working at your own pace, you will build a portfolio of evidence of your competence, which will be assessed on an on-going basis by your ISIS learning advisor.

Contact ISIS for further information

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