

EDI Level 2 NVQ in Business and Administration

Qualification Structure

To achieve a Level 2 qualification you must complete five units including the two mandatory core units. It is also possible for candidates to take the additional unit, although this will **not** count towards the qualification.

Mandatory Core (2 Units)

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| UNIT 1 (Unit 201) | Carry out your responsibilities at work |
| UNIT 2 (Unit 202) | Work within your business environment |

Optional Units - Group A (32 Units)

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| UNIT 3 (Unit 110) | Ensure your own actions reduce risks to health and safety |
| UNIT 4 (Unit 203) | Maintain customer relations |
| UNIT 5 (Unit 204) | Manage diary systems |
| UNIT 6 (Unit 205) | Organise business travel and accommodation |
| UNIT 7 (Unit 206) | Deal with visitors |
| UNIT 8 (Unit 207) | Process customer financial transactions |
| UNIT 9 (Unit 208) | Operate credit control procedures |
| UNIT 10 (Unit 209) | Store, retrieve and archive information |
| UNIT 11 (Unit 210) | Research and report information |
| UNIT 12 (Unit 211) | Organise and support meetings |
| UNIT 13 (Unit 212) | Use IT Systems 2 |
| UNIT 14 (Unit 213) | Use IT to exchange information 2 |
| UNIT 15 (Unit 214) | Word processing software 2 |
| UNIT 16 (Unit 215) | Spreadsheet software 2 |
| UNIT 17 (Unit 216) | Database software 2 |
| UNIT 18 (Unit 217) | Presentation software 2 |
| UNIT 19 (Unit 218) | Specialist or bespoke software 2 |
| UNIT 20 (Unit 219) | Use a telephone system |

UNIT 21 (Unit 220)	Operate office equipment
UNIT 22 (Unit 221)	Prepare text from notes
UNIT 23 (Unit 222)	Prepare text from shorthand
UNIT 24 (Unit 223)	Prepare text from recorded audio instructions
UNIT 25 (Unit 224)	Produce documents
UNIT 26 (Unit 225)	Work effectively with other people
UNIT 27 (Unit 226)	Calculate critical dates for sentences
UNIT 28 (Unit 227)	Make administrative arrangements for the appearance of individuals at court
UNIT 29 (Unit 228)	Make administrative arrangements for the movement of individuals outside the custodial establishment
UNIT 30 (Unit 229)	Administer documentation for the appeals process
UNIT 31 (Unit 230)	Administer personal money for individuals in custody
UNIT 32 (Unit 231)	Prepare documentation to help authorities decide the conditions on which to release individuals from custody
UNIT 33 (Unit 232)	Make administrative arrangements for the release of individuals from custody
UNIT 34 (Unit 233)	Contribute to maintaining security and protecting individuals' rights in the custodial environment

Additional National Occupational Standards

This unit may be taken by the candidate but does not count towards the qualification.

UNIT 35 (HSC 234)	Ensure your own actions support the equality, diversity, rights and responsibilities of individuals
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Supporting learning
and performance