Level 2 Business & Administration SVQ

Qualification structure

To achieve a Level 2 qualification you must complete **eight** units, of which:

1. **Three units** must be selected from **Group A: Mandatory Core Units**;
2. At **least three units** must be selected from **Group B: Optional Units;**
3. **Two further units** must be selected from either **Group B: Optional Units** or **Group C: Optional Units**.
4. **The following rules apply to how units may be selected**:

   A. A maximum of <u>two units</u> only may be selected from Groups B11:IT, B12:Finance, C10:IT, or C11:Finance;
   B. Either unit S211 (B2:Document Production) or S311 (C2:Document Production) may be selected but not both;
   C. Only <u>one unit</u> may be selected from units S212 (B2:Document Production) S213 (B2:Document Production) or S312 (C2:Document Production);
   D. Either unit S214 (B2:Document Production) or S313 (C2:Document Production) may be selected, but not both;
   E. Either unit S215 (B2:Document Production) or S314 (C2:Document Production) may be selected, but not both;
   F. Either unit S222 (B3:Events and Meetings) or S319 (C3:Events and Meetings) may be selected, but not both;
   G. Either unit S223 (B3:Events and Meetings) or S321 (C3:Events and Meetings) may be selected, but not both;
   H. Either unit S224 (B3:Events and Meetings) or S320 (C3:Events and Meetings) may ~~not~~ be selected, but not both;
   I. Only <u>one unit</u> may be selected from the following four: unit S236a or S236b (B11: IT) or S114a or S114b (C10: IT);
   J. Either unit S237 (B11: IT) or S115 (C10: IT) may be selected but not both;
   K. Either unit S238 (B11: IT) or S116 (C10: IT) may be selected but not both;
   L. Either unit S239 (B11: IT) or S117 (C10: IT) may be selected but not both;
   M. Either unit S240 (B11: IT) or S118 (C10: IT) may be selected but not both;
   N. Either unit S241 (B11: IT) or S119 (C10: IT) may be selected but not both;
   O. Either unit S242 (B11: IT) or S120 (C10: IT) may be selected but not both;
   P. Either unit S243 (B11: IT) or S121 (C10: IT) may be selected but not both;
   Q. Either unit S244 (B11: IT) or S122 (C10: IT) may be selected but not both;
   R. Either unit S245 (B11: IT) or S123 (C10: IT) may be selected but not both; and,
   S. Either unit S246 (B11: IT) or S124 (C10: IT) may be selected but not both.

GROUP A: MANDATORY CORE UNITS	
UNIT NO.	**UNIT TITLE**
S201	Agree how to manage and improve own performance in a business environment
S202	Undertake work in a business environment
S205	Prepare to communicate in a business environment

GROUP B: OPTIONAL UNITS	
B1: WORK RESPONSIBILITIES	
S203	Plan how to solve business problems
S204	Work with other people in a business environment
B2: DOCUMENT PRODUCTION	
S211	Produce documents in a business environment
S212	Prepare text from notes
S213	Prepare text from notes using touch typing (40 wpm)
S214	Prepare text from shorthand (60 wpm)
S215	Prepare text from recorded audio instruction (40 wpm)
B3: EVENTS AND MEETINGS	
S222	Support the organisation and co-ordination of an event
S223	Support the organisation of business travel or accommodation
S224	Support the organisation of meetings
B4: COMMUNICATIONS	
S206	Use electronic message systems
S207	Use a diary system
S208	Take minutes
B5: CUSTOMER SERVICE	
S209	Handle mail
S210	Provide reception services
S250	Meet and welcome visitors
B6: MANAGE INFORMATION AND DATA	
S216	Organise and report data
S217	Research information
S218	Store and retrieve information
S219	Provide archive services
S226	Support the management and development of an information system
B7: BUSINESS RESOURCES	
S220	Use office equipment
S221	Maintain and issue stationery stock items
B8: INNOVATION AND CHANGE	
S225	Respond to change in a business environment
B9: SPECIALISED BUSINESS SUPPORT SERVICES – HUMAN RESOURCES	
S227	Administer HR records
S228	Administer the recruitment and selection process

UNIT NO.	UNIT TITLE
B10: SPECIALISED BUSINESS SUPPORT SERVICES - PARKING	
S251	Administer parking dispensations
B11: IT	
S236a	Bespoke software 2
S236b	Specialist software 2
S237	Data management software 2
S238	Database software 2
S239	Improving productivity using IT 2
S240	IT security for users 2
S241	Presentation software 2
S242	Setting up an IT System 2
S243	Spreadsheet software 2
S244	Using collaborative technologies 2
S245	Website software 2
S246	Word processing software 2
B12: FINANCE	
S247	Control payroll
S248	Account for income and expenditure
S249	Draft financial statements

GROUP C: OPTIONAL UNITS

C1: PROJECT MANAGEMENT	
S324	Contribute to running a project
C2: DOCUMENT PRODUCTION	
S311	Design and produce documents in a business environment
S312	Prepare text from notes using touch typing (60 wpm)
S313	Prepare text from shorthand (80 wpm)
S314	Prepare text from recorded audio instruction (60 wpm)
C3: EVENTS AND MEETINGS	
S319	Organise and co-ordinate events
S320	Plan and organise meetings
S321	Organise business travel or accommodation
C4: COMMUNICATIONS	
S106	Make and receive telephone calls
S309	Develop a presentation
S310	Deliver a presentation
C5: CUSTOMER SERVICE	
S325	Deliver, monitor and evaluate customer services to internal customers
S326	Deliver, monitor and evaluate customer services to external customers
C6: MANAGE INFORMATION AND DATA	
S315	Support the design and development of information systems
S316	Monitor information systems
S317	Analyse and report data
C7: SPECIALISED BUSINESS SUPPORT SERVICES- EDUCATION	
S329	Provide administrative support in schools
C8: SPECIALISED BUSINESS SUPPORT SERVICES- PARKING	
S330	Administer parking and traffic challenges, representations and civil parking

	appeals	
S331	Administer statutory parking and traffic appeals	
S332	Administer parking and traffic debt recovery	
C9: HEALTH, SAFETY AND SECURITY OF PEOPLE, PREMISES AND PROPERTY		
S112	Use occupational and safety guidelines when using keyboards	
C10: IT		
S114a	Bespoke software 1	
S114b	Specialist software 1	
S115	Data management software 1	
S116	Database software 1	
S117	Improving productivity using IT 1	
S118	IT security for users 1	
S119	Presentation software 1	
S120	Setting up an IT System 1	
S121	Spreadsheet software 1	
S122	Using collaborative technologies 1	
S123	Website software 1	
S124	Word Processing software 1	
UNIT NO.	**UNIT TITLE**	
C12: FINANCE		
S125	Calculate pay	