

Who is this NVQ for?

As an NVQ Level 2 candidate you can expect to work as an administrative or clerical assistant. There is a wide scope of option units covering areas such as managing customer relations, diary systems, arranging travel and accommodation, researching and storing information, as well as a variety of units covering the use of different software and preparation of documents, so that you can tailor the qualification to your own particular job role.

To achieve the whole qualification at Level 2, you must prove 'competence' in two mandatory units and three option units.

Units

Mandatory units

- Unit 201: Carry out your responsibilities at work
- Unit 202: Work within your business environment

Option units

- Unit 110: Ensure your own actions reduce risks to health and safety
- Unit 203: Maintain customer relations
- Unit 204: Manage diary systems
- Unit 205: Organise business travel and accommodation
- Unit 206: Deal with visitors
- Unit 207: Process customer financial transactions
- Unit 208: Operate credit control procedures
- Unit 209: Research and report information
- Unit 211: Organise and support meetings
- Unit 212: Use IT Systems 2
- Unit 213: Use IT to exchange information 2
- Unit 214: Word processing software 2
- Unit 215: Spreadsheet software 2
- Unit 216: Database software 2
- Unit 217: Presentation software 2
- Unit 218: Specialist or bespoke software 2
- Unit 219: Use a telephone system
- Unit 220: Operate office equipment
- Unit 221: Prepare text from notes
- Unit 222: Prepare text from shorthand
- Unit 223: Prepare text from recorded audio instruction
- Unit 224: Produce documents
- Unit 225: Work effectively with other people
- Unit 226: Calculate critical dates for sentences
- Unit 227: Make administrative arrangements for the appearance of individuals at courts
- Unit 228: Make administrative arrangements for the movement of individuals outside the custodial establishment

- Unit 229: Administer documentation for the appeals process
- Unit 230: Administer personal money for individuals in custody
- Unit 231: Prepare documentation to help authorities decide the conditions on which to release individuals from custody
- Unit 232: Make administrative arrangements for the release of individuals from custody
- Unit 233: Contribute to maintaining security and protecting individuals' rights in the custodial environment