

NVQ UNITS OF COMPETENCE

OCR LEVEL 1 NVQ IN ADMINISTRATION

To achieve the qualification, the candidate must complete five units in total. These are drawn from three mandatory units, one unit from optional group A and one unit from optional group B.

The QCA unit reference numbers are shown beneath the unit titles.

Mandatory Units (three units)

**101 Contribute to effective team work
(L/100/9603)**

- 101.1 Organise your own work
- 101.2 Support the work of your team
- 101.3 Contribute to your own learning and development

**102 Ensure your own actions reduce risks to health and safety
(U1050647)**

- 102.1 Identify the hazards and evaluate the risks in your workplace
- 102.2 Reduce the risks to health and safety in your workplace
(Unit A developed by the Employment NTO)

**103 Prepare and copy routine documents
(Y/100/9605)**

- 103.1 Prepare routine documents
- 103.2 Photocopy routine documents

Optional Group A (choose one optional unit)

**104 Find and store files in a paper-based system
(D/100/9606)**

- 104.1 Find files
- 104.2 Update and store files

**105 Enter and find data using a computer
(H/100/9607)**

- 105.1 Enter data on a computer
- 105.2 Find data on a computer

Optional Group B (choose one optional unit)

**106 Contribute to maintaining customer service
(K/100/9608)**

106.1 Communicate with customers

106.2 Provide services to customers

**107 Distribute and dispatch mail
(M/100/9609)**

107.1 Receive, sort and distribute mail

107.2 Dispatch mail