

NVQ UNITS OF COMPETENCE

OCR LEVEL 2 NVQ IN ADMINISTRATION

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

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

Mandatory Units (five units)

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 National Training Organisation)

201 Support the work of your team (H/100/9610)

- 201.1 Work effectively with other team members
- 201.2 Help to improve the work of your team

202 Plan, organise and improve your work (K/100/9611)

- 202.1 Plan your work to meet other people's requirements
- 202.2 Carry out work to meet other people's requirements
- 202.3 Help to improve your work

203 Communicate information using telephone and fax (M/100/9612)

- 203.1 Make and receive telephone calls
- 203.2 Send and receive faxes

204 Prepare and print documents using a computer (T/100/9613)

- 204.1 Enter and edit text
- 204.2 Format and lay out documents
- 204.3 Print documents

Optional Group A (choose one optional unit)

205 Record, store and supply information using a paper-based filing system (A/100/9614)

- 205.1 Record and store information
- 205.2 Retrieve and supply information

206 Enter, retrieve and print data in a database (F/100/9615)

- 206.1 Enter and find data
- 206.2 Generate reports from a database

Optional Group B (choose two optional units)

207 Provide effective customer service (J/100/9616)

- 207.1 Communicate with customers
- 207.2 Provide services to meet customer requirements
- 207.3 Help customers with problems and complaints

208 Maintain and issue stock items (L/100/9617)

- 208.1 Maintain stock levels
- 208.2 Issue stock items on request

209 Co-ordinate mail services (R/100/9618)

- 209.1 Receive, sort and distribute mail
- 209.2 Dispatch mail

210 Produce and distribute mail merge documents (Y/100/9619)

- 210.1 Produce and merge documents
- 210.2 Distribute mail merge documents

211 Contribute to the arrangement of events (L/100/9620)

- 211.1 Help to provide equipment and materials for events
- 211.2 Provide invitations and additional information

**212 Receive and assist visitors
(R/100/9621)**

- 212.1 Receive visitors
- 212.2 Assist visitors

**213 Support the use of information technology
(Y/100/9622)**

- 213.1 Start up your computer equipment
- 213.2 Maintain file structures
- 213.3 Close down your computer equipment

**214 Communicate information electronically
(U1052495)**

- 214.1 Transmit messages electronically
- 214.2 Receive messages electronically
- 214.3 Access and retrieve electronically stored information
(Unit 205 developed by e-skills NTO)

**215 Produce simple spreadsheet documents
(D/100/9623)**

- 215.1 Enter and process data on a spreadsheet
- 215.2 Print out spreadsheet documents

**216 Produce documents from own notes
(H/100/9624)**

- 216.1 Take notes at presentations and discussions
- 216.2 Produce documents from your own notes

**217 Produce documents from recorded speech
(K/100/9625)**

- 217.1 Playback and transcribe recorded speech
- 217.2 Produce documents from recorded speech

**218 Photocopy, present and distribute complex documents
(M/100/9626)**

- 218.1 Photocopy complex documents
- 218.2 Present and distribute complex documents

**219 Receive and make payments
(T/100/9627)**

219.1 Receive and record incoming payments

219.2 Make and record payments

**220 Process financial information
(A/100/9628)**

220.1 Enter financial information into a computer system

220.2 Produce standard financial documents using a computer system

**221 Support the collection of debts
(F/100/9629)**

221.1 Request payment of debts

221.2 Monitor payment of debts