

Course Title:	NVQ LEVEL 2 AND 3 BUSINESS ADMINISTRATION
Course details	<p>Start Date: No set date End date: To be agreed</p> <p>Venue: Workplace Duration: Approx 6-12 mths</p>
Cost of Course:	This will be agreed on an individual basis. Train to Gain funding will be accessed where possible for each learner.
Course description	<p>NVQ Level 2 - There are 2 mandatory units and you must also choose 3 other optional units.</p> <p>Covers standard job responsibilities where the learner is involved in daily duties of an administration office. Duties would include dealing with customers face to face, over the phone, in writing or email. Most office duties will be covered by one of the optional units within the NVQ.</p> <p>NVQ Level 3 – There are 2 mandatory units and you must also choose 4 optional units.</p> <p>Covers more planning within the office environment and would suit a learner who takes extra responsibilities within the office. The learner should be able to work under their own supervision and where possible supervise others. The learner will need to be confident and act on their own initiative and carry out work that is complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required</p>
What will I learn?	By the end of the course you will have achieved a nationally recognised qualification related specifically to your job.
Is this course suitable for me?	As all NVQs are work based assessed and competency based qualifications you must be in an appropriate job role linked to the standards. Your NVQ Assessor will establish this with you and your line manager at the initial meeting.
How will I be taught?	Any skills gaps will be addressed on a one to one basis via your NVQ Assessor.

How will I be assessed?	This qualification would be obtained by gathering evidence from observations, questioning, professional discussions, witness testimonies from colleagues and supervisors and a review of work product evidence.
What Next?	For further information or to arrange a meeting with an NVQ Assessor, please contact: Jacqui Banks NVQ and Awarding Body Manager North Yorkshire County Council Adult Learning Service County Hall Racecourse Lane Northallerton North Yorkshire DL7 8AE Tel: 01609 533391 E:mail Jacqui.banks@northyorks.gov.uk