

## Business and Administration – GK6X 22

## Level 2

### Standards

This SVQ is based on standards developed by the Council for Administration. The Council for Administration represent a wide variety of people working in a broad range of occupations.

### Structure of the SVQ

The way the SVQ is made up is shown below. The unit title appears in bold and the elements that make up each unit are listed under the title.

Candidates must complete 8 units in total for this qualification. Three units must be selected from Group A: Mandatory Core Units at least three units must be selected from Group B: Optional Units Two further units must be selected from either Group B: Optional Units or Group C: Optional Units

### Mandatory units

Candidates must complete all of the following units:

#### Group A

FD8W 04	<b>Agree how to manage and improve own performance in a business environment.</b>
FD8X 04	<b>Undertake work in a business environment</b>
F93W 04	<b>Prepare to communicate in a business environment</b>

### Optional units

Candidates must complete 5 of the following units

#### Group B

##### Work Responsibilities

FD8Y 04	<b>Plan how to solve business problems</b>
FD90 04	<b>Work with other people in a business environment</b>
F93T 04	<b>Produce documents in a business environment</b>
FD9W 04	<b>Prepare text from notes</b>
FD9X 04	<b>Prepare text from notes using touch typing (40 wpm)</b>
FD9T 04	<b>Prepare text from shorthand (60 wpm)</b>
FD9V 04	<b>Prepare text from recorded audio instruction (40 wpm)</b>
FD9N 04	<b>Support the organisation and co-ordination of events</b>
FD9P 04	<b>Support the organisation of business travel or accommodation</b>
FD9R 04	<b>Support the organisation of meetings</b>

#### Communications

- H983 04 Use voicemail message systems
- FD92 04 Use a diary system
- FD93 04 Take minutes

#### Customer Service

- FD94 04 Handle mail
- F93X 04 Provide reception services
- FD96 04 Meet and welcome visitors

#### Manage Information and Data

- H984 04 Collate and organise data
- FD98 04 Research information
- H559 04 Store and retrieve information using a filing system
- FD993 04 Provide archive services
- FD9A 04 Support the management and development of an information system

#### Business Resources

- F93V 04 Use office equipment
- H985 04 Maintain and issue stock items

#### Innovation and Change

- FD9F 04 Respond to change in a business environment

#### Specialised Business Support Services - Human Resources

- FD9G 04 Administer HR records
- FD9H 04 Administer the recruitment and selection process

#### Specialised Business Support Services - Parking

- FD9J 04 Administer parking dispensations

#### IT

- F9AP 04 Bespoke software 2
- F9AV 04 Specialist software 2
- F9C2 04 Date management software
- F9C5 04 Database software 2
- F99E 04 Improving productivity using IT 2
- F99T 04 IT Security for users 2
- F9CT 04 Presentation Software 2
- F99K 04 Setting up an IT system 2
- F9A7 04 Using collaborative technologies 2
- F9D4 04 Website software 2

## OPTIONAL UNITS: Group C

### Project Management

FE09 04      Contribute to running a project

### Document Production

FE0X 04      Design and produce documents in a business environment

FE11 04      Prepare text from notes using touch typing (60 wpm)

FE0Y 04      Prepare text from shorthand (80 wpm)

FE10 04      Prepare text from recorded audio instruction (60 wpm)

### Events and Meetings

FE0T 04      Organise and co-ordinate events

FE0V 04      Plan and organise meetings

FE0W 04      Organise business travel or accommodation

### Communications

F93N 04      Make and receive telephone calls

FE0D 04      Develop a presentation

FE0E 04      Deliver a presentation

### Customer Service

H989 04      Deliver, monitor and evaluate customer service to internal and/or external customers

### Manage Information and Data

FE0F 04      Support the design and development of information systems

FE0G 04      Monitor information systems

FE0H 04      Analyse and report data

### Specialised Business Support Services - Education

FE0M 04      Provide administrative support in schools

### Specialised Business Support Services - Parking

H98A 04      Administer parking and traffic challenges, representations and parking charge appeals

FE0P 04      Administer statutory parking and traffic appeals

FE0R 04      Administer parking and traffic debt recovery

### Health, Safety and Security of People, Premises and Property

H982 04      Use occupational and safety guidelines when using a workstation

**IT**  
**F9AN 04** Bespoke Software 1  
**F9AT 04** Specialist Software 1  
**F9C1 04** Data management software 1  
**F9C4 04** Database software 1  
**F99D 04** Improving productivity using IT 1  
**F99R 04** IT security for users 1  
**F9CR 04** Presentation software 1  
**F99J 04** Setting up an IT system 1  
**F9A6 04** Using collaborative technologies 1  
**F9D3 04** Website software 1

**Finance**  
**FD9K 04** Control payroll  
**FD9L 04** Account for income and expenditure  
**FD9M 04** Draft financial statements  
**FD8V 04** Calculate