



## Gain practical skills and a nationally recognised qualification

NVQs are work-oriented qualifications that assess not only knowledge and understanding, but also measure a candidate's performance in the real work environment. The qualification is based on Government approved national occupational standards.

### OCR NVQ level 2 in Business and Administration

This NVQ from Skills Team blends personal and administration skills with IT training to create a really practical programme that will develop and enhance the use of IT at work.



The programme has a flexible structure that allows candidates to gain recognition for the skills required in their specific job role as well as their current and newly learned IT and administration skills. Where additional training needs are identified, these can be

addressed at work through targeted training. Credit can be gained for past achievements where they relate to the NVQ standards.

The level 2 qualification in Business and Administration is aimed at administrators, team co-ordinators, reception staff, general office staff, sales teams, team leaders – in fact anyone with an administrative or organisational role who wants to use IT to be more effective and efficient in work. Candidates should have competence in using a computer for word processing or email, but do not necessarily have to be using a computer all the time in work.

Our programmes are flexible and tailored to individual needs comprising a blend of classroom training followed by just the right amount of individual support to gain a first time pass. The content can also be designed to deliver specific business outcomes.

What some students have said about our NVQ programmes:

*"The trainer was very supportive and gave me confidence"*

*"I feel far more confident and can already see a change in customer's reactions"*

*"I expected the main benefit would be getting the qualification – but looking back, the best part was understanding myself better and strengthening my working relationships"*

### THE PROGRAMME COMPRISES:

This programme covers 4 months of supported learning and workplace assessment to include:

- an individual skills diagnostic and learning plan
- 3 days classroom training
- detailed workbook and 'evidence builder'
- dedicated 1:1 coaching and advice from experienced assessors

### PROGRAMME STRUCTURE:

#### Day 1 – Full day classroom session covering IT skills and personal skills:

- Planning and communication
- Personal development
- Using Internet Explorer and Email with Microsoft Outlook

#### Day 2 – Full day classroom session covering IT skills and personal skills:

- Word processing using Microsoft Word
- Working effectively with other people

#### Day 3 – Full day classroom session covering IT skills and personal skills:

- Presentations using PowerPoint
- Working within your business environment
- Completing your qualification submission

The classroom activities are complemented by two or more 1:1 sessions with each candidate lasting just over an hour. These are used to review their role and work to date, set programme goals and give feedback to help finalise a portfolio of evidence for assessment.

To find out more, call our management training advisors on **020 3008 8547**

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