

Business Administration Level 2 Units

Unit 107 - Make and receive telephone calls

Unit 113 - Use occupational and safety guidelines when using keyboards

Unit 115 - Bespoke software

Unit 116 - Data management software

Unit 117 - Database software

Unit 118 - Improving productivity using IT

Unit 119 - IT security for users

Unit 120 - Presentation software

Unit 121 - Set up an IT system

Unit 122 - Spreadsheet software

Unit 123 - Using collaborative technologies

Unit 124 - Website software

Unit 125 - Word processing software

Unit 201 - Manage own performance in a business environment

Unit 202 - Improve own performance in a business environment

Unit 203 - Work in a business environment

Unit 204 - Solve business problems

Unit 205 - Work with other people in a business environment

Unit 206 - Communicate in a business environment

Unit 207 - Use electronic message systems

Unit 208 - Use diary systems

Unit 209 - Take minutes

Unit 210 - Handle mail

Unit 211 - Provide reception services

Unit 212 - Produce documents in a business environment

Unit 213 - Prepare text from notes

Unit 214 - Prepare text from notes using touch typing (40 wpm)

Unit 215 - Prepare text from shorthand (60 wpm)

Unit 216 - Prepare text from recorded audio instruction (40 wpm)

Unit 217 - Organise and report data

Unit 218 - Research information

Unit 219 - Store and retrieve information

Unit 220 - Archive information

Unit 221 - Use office equipment

Unit 222 - Maintain and issue stationery stock items

Unit 223 - Support the organisation of an event

Unit 224 - Support the co-ordination of an event

Unit 225 - Support the organisation of business travel or accommodation

Unit 226 - Support the organisation of meetings

Unit 227 - Respond to change in a business environment

Unit 228 - Support the management and development of an information system

Unit 229 - Administer human resources records

Unit 230 - Administer the recruitment and selection process

Unit 238 - Bespoke software

Unit 239 - Data management software

Unit 240 - Database software

Unit 241 - Improving productivity using IT

Unit 242 - IT security for users

Unit 243 - Presentation software

Unit 244 - Set up an IT system

Unit 245 - Spreadsheet software

- Unit 246 - Using collaborative technologies
- Unit 247 - Website software
- Unit 248 - Word processing software
- Unit 256 - Meet and welcome visitors
- Unit 257 - Administer parking dispensations
- Unit 310 - Develop a presentation
- Unit 311 - Deliver a presentation
- Unit 312 - Design and produce documents in a business environment
- Unit 313 - Prepare text from notes using touch typing (60 wpm)
- Unit 314 - Prepare text from shorthand (80 wpm)
- Unit 315 - Prepare text from recorded audio instruction (60 wpm)
- Unit 316 - Support the design and development of an information system
- Unit 317 - Monitor information systems
- Unit 318 - Analyse and report data
- Unit 319 - Order products and services
- Unit 320 - Plan and organise an event
- Unit 321 - Co-ordinate an event
- Unit 322 - Plan and organise meetings
- Unit 326 - Contribute to innovation in a business environment
- Unit 327 - Contribute to running a project
- Unit 328 - Deliver, monitor and evaluate customer service to internal customers
- Unit 329 - Deliver, monitor and evaluate customer service to external customers