

10383 – Level 2 Diploma in Business Administration - Mapping of old NVQ units to new units

This mapping document is intended to show where old units may map in part to new units. It is not intended to show full unit equivalences.

Unit no.	Unit Level	Ofqual Ref.	New unit title	Maps to old NVQ unit:
Mandatory Group A				
1	2	H/506/1893	Communication in a business environment	Communicate in a business environment (D/601/2475) (L2) Communicate in a business environment (F/601/2453) (L1)
2	2	J/506/1899	Principles of providing administrative services	
3	2	T/506/1901	Principles of business document production and information management	
4	2	A/506/1964	Understand employer organisations	
5	2	L/506/1788	Manage personal performance and development	Manage own performance in a business environment (F/601/2467) (L2) Manage personal development (F/600/9469) (L2) Improve own performance in a business environment (L/601/2469) (L2) Manage own performance in a business environment (L/601/2519) (L3) Develop personal performance through delivering customer service (R/601/1534) (L2)
6	2	R/506/1789	Develop working relationships with colleagues	Develop working relationships with colleagues (H/600/9660) (L2)
Optional Group B				
7	2	L/506/1807	Manage diary systems	Use a diary system (K/601/2477) (L2)
8	2	Y/506/1809	Produce business documents	Produce documents in a business environment (T/601/2482) (L2)
9	2	L/506/1810	Collate and report data	Organise and report data (R/601/2487) (L2)
10	2	R/506/1811	Store and retrieve information	Store and retrieve information (R/601/2490) (L2) Use a filing system (Y/601/2460) (L1)

11	2	Y/506/1812	Produce minutes of meetings	Take minutes (M/601/2478) (L2)
12	2	D/506/1813	Handle mail	Handle mail (T/601/2479) (L2)
13	2	H/506/1814	Provide reception services	Provide reception services (K/601/2480) (L2)
14	2	K/506/1815	Prepare text from notes using touch typing	Prepare text from notes using touch typing (20 wpm) (D/601/2458) (L1) Prepare text from notes using touch typing _40 wpm_ (F/601/2484) (L2) Prepare text from notes using touch typing _60 wpm_ (T/601/2532) (L3)
15	2	M/506/1816	Prepare text from shorthand	Prepare text from shorthand _60 wpm_ (J/601/2485) (L2) Prepare text from shorthand _80 wpm_ (A/601/2533) (L3)
16	2	T/506/1817	Prepare text from recorded audio instruction	Prepare text from recorded audio instruction _40 wpm_ (L/601/2486) (L2) Prepare text from recorded audio instruction _60 wpm_ (F/601/2534) (L3)
17	2	T/506/1865	Archive information	Archive information (H/601/2462) (L1) Archive information (Y/601/2491) (L2)
18	2	Y/506/2295	Maintain and issue stationery and supplies	Maintain and issue stationery stock items (M/601/2495) (L2)
19	2	J/506/1868	Use and maintain office equipment	Use office equipment (H/601/2493) (L2)
20	2	L/506/1869	Contribute to the organisation of an event	Support the organisation of an event (L/601/2505) (L2) Support the co-ordination of an event (D/601/2508) (L2)
21	2	D/506/1875	Organise business travel or accommodation	Support the organisation of business travel or accommodation (Y/601/2510) (L2) Organising Business Travel and Accommodation (Y/600/4987) (L2) Organise business travel or accommodation (H/601/2543) (L3)
22	2	H/506/1876	Provide administrative support for meetings	Support the organisation of meetings (T/601/2515) (L2) Plan and organise meetings (D/601/2542) (L3)
23	2	T/506/1879	Administer human resource records	Administer human resource records (T/601/2790) (L2)
24	2	A/506/1883	Administer the recruitment and selection process	Administer the recruitment and selection process (A/601/2791) (L2)

25	2	R/506/1887	Administer parking dispensations	Administer parking dispensations (J/601/2647) (L2)
26	2	R/506/1890	Administer finance	
27	2	M/506/1895	Buddy a colleague to develop their skills	Buddy a colleague to develop their customer service skills (M/601/1542) (L2)
28	2	L/506/1905	Employee rights and responsibilities	Principles of personal responsibilities and working in a business environment (L/601/7638) (L2)
29	1	D/506/1794	Health and safety in a business environment	Use occupational health and safety guidelines when using keyboards (T/601/2465) (L1)
30	1	K/506/1796	Use a telephone and voicemail system	Make and receive telephone calls (K/601/2446) (L1) Use electronic message systems (H/601/2476) (L2)
31	1	A/506/1799	Meet and welcome visitors in a business environment	Meet and welcome visitors (Y/601/2457) (L2)
32	3	K/506/1913	Develop a presentation	Develop a presentation (M/601/2528) (L3)
33	3	M/506/1914	Deliver a presentation	Deliver a presentation (T/601/2529)(L3)
34	3	A/506/1916	Contribute to the development and implementation of an information system	Support the design and development of an information system (L/601/2536) (L3) Support the management and development of an information system (J/601/2518) (L2)
35	3	F/506/1917	Monitor information systems	Monitor information systems (R/601/2537) (L3)
36	3	M/506/1945	Analyse and present business data	Analyse and report data (Y/601/2538) (L3)
Optional Group C				
37	2	M/502/4300	Using email	
38	2	R/502/4628	Word processing software	
39	2	R/502/4631	Website software	
40	2	F/502/4625	Spreadsheet software	
41	2	M/502/4622	Presentation software	
42	2	F/502/4396	Bespoke software	

43	2	J/502/4559	Data management software	
44	2	A/506/2130	Deliver customer service	Follow the rules to deliver customer service (L/601/1614) (L2) Make customer service personal (T/601/1218) (L2) Deliver reliable customer service (J/601/1210) (L2) Give customers a positive impression of yourself and your organisation (L/601/0933) (L2) Live up to the customer service promise (M/601/1217) (L2) Adapt your behaviour to give a good customer service impression (L/601/1211) (L1) Do your job in a customer friendly way (A/601/1205) (L1)
45	2	R/506/2134	Process information about customers	Process information about customers (H/601/1215) (L2)
46	2	Y/506/2149	Develop customer relationships	Develop customer relationships (T/601/1526) (L2) Improve the customer relationship (H/601/1232) (L3)
47	3	F/506/1934	Participate in a project	Contribute to running a project (J/601/2549) (L3)
48	2	F/601/8320	Processing customers' financial transactions	
49	2	T/505/1238	Payroll Processing	
Optional Group D				
50	2	A/506/1818	Understand the use of research in business	
51	3	D/506/1939	Understand the legal context of business	
52	2	K/503/8194	Principles of customer relationships	
53	2	R/506/2294	Principles of team leading	
54	2	J/506/1806	Principles of equality and diversity in the workplace	
55	2	D/502/9928	Principles of marketing theory	
56	2	D/502/9931	Principles of digital marketing	
57	1	L/506/2083	Understand working in a customer service environment	

58	2	R/505/3515	Know how to publish, integrate and share using social media	
59	2	F/505/6880	Exploring Social Media	
60	2	L/505/3514	Understand the safe use of online and social media platforms	