

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: |
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| 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) |

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| 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) |

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| 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 | |

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| 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 | |

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| 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 | |