

Mastering

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**Business Administration**

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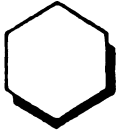


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Mastering

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# **Business Administration**

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Margaret Nicholson





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## Preface

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This book has been designed to help you achieve your NVQ Administration award. It also provides an opportunity to look at business organisations, how they are structured and the duties carried out by various departments. You will find it contains all you need to gain a real understanding of work in a busy office. Although it is aimed primarily at those working for an NVQ, it is also suitable for most office skills courses.

It is not just a textbook containing facts and information, it is also a workbook with the emphasis throughout on *learning by doing*. There are many practical activities and assignments, based on realistic situations, for you to complete, together with help on how to approach them. You will be developing your knowledge and practising skills as you carry out these activities. As you complete the tasks, label and file your work. This will build into an extensive portfolio which will help you to provide evidence towards your NVQ.

This book provides the underpinning knowledge for the eight compulsory units of NVQ Administration Level 2. You will also need to choose one option unit from a choice of seven. Before making your choice, discuss the options with your tutor or line manager and, if possible, select one which links with your present job or career prospects.

Margaret Nicholson



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# Study table for NVQ units

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## **Compulsory units of NVQ Administration Level 2**

Unit 1  
Unit 2  
Unit 3  
Unit 4  
Unit 5  
Unit 6  
Unit 7  
Unit 8

## **Topics covered in Mastering Business Administration**

Chapter 2  
Chapters 13 and 3  
Chapters 9 and 11  
Chapter 3  
Chapters 11 and 20  
Chapter 7  
Chapter 6  
Chapters 5 and 4

If you choose any of the option units from 9-13 you can find the information you need from the relevant chapter in this book. Units 14 and 15 are specific skill units; your particular course may include these skills but, if not, there are books available which deal with audio and shorthand skills.

## **Option units**

Unit 9  
Unit 10  
Unit 11  
Unit 12  
Unit 13  
Unit 14  
Unit 15

Chapter 9  
Chapters 8, 10 and 17  
Chapter 16  
Chapter 16  
Chapters 6 and 19  
Audio skills  
Shorthand skills



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