



# SPECIFICATION

## **Level 2 Certificate in Principles of Business and Administration (QCF)**

## Qualification summary

<b>QCF level</b>	2
<b>Qualification credit value</b>	15 credits
<b>Minimum credits at/above level</b>	15 credits
<b>Assessment requirements</b>	Portfolio of Evidence

### **Aims and objectives of the qualification**

The aim of this qualification is to develop learners' knowledge of Business and Administration. It provides an insight into the principles of Business and Administration and will aid career development by providing knowledge and understanding of working in this sector.

This QCF knowledge based qualification is designed for individuals who are involved in Business and Administration as their primary work activity, who are seeking a career in Business and Administration and wish to take the first steps towards professional qualifications. It is also suitable for learners who wish to gain recognition of their knowledge in Business and Administration.

### **Entry guidance**

There are no formal entry requirements for this qualification.

This qualification is suitable for those who work within a number of industries and job roles. It provides learners with an opportunity to demonstrate their competence and knowledge in a wide range of job roles.

**Progression opportunities**

Learners who achieve this qualification could progress into or within employment in a number of business administration roles and/or continue their study in this or other areas. Learners who complete this qualification may go on to further study in related areas such as:

- IAO Level 2 Diploma in Business Administration (QCF)
- IAO Level 3 Diploma in Business Administration (QCF)
- IAO Level 2 Diploma in Team Leading (QCF)

## Qualification structure

To achieve the IAO Level 2 Certificate in Principles of Business and Administration (QCF), learners must complete all of the required six mandatory units to the value of 15 credits.

The total Guided Learning Hours (GLH) for this qualification is 120 hours.

## Unit Structures

All units are listed below

### Mandatory units

Unit ref	Unit title	Level	Credit value	GLH
L/601/7638	Principles of personal responsibilities and working in a business environment	2	4	32
R/601/7639	Principles of providing administrative services	2	4	32
J/601/7640	Principles of managing information and producing documents	2	3	24
R/601/7642	Principles of supporting business events	2	1	8
L/601/7641	Principles of supporting change in a business environment	2	1	8
F/601/7653	Principles of budgets in a business environment	3	2	16

<b>Title:</b>	<b>L/601/7638 Principles of personal responsibilities and working in a business environment</b>
<b>Level:</b>	<b>2</b>
<b>Credit value:</b>	<b>4</b>
<b>GLH:</b>	<b>32</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Know the employment rights and responsibilities of the employee and employer	1.1 Identify the main points of contracts of employment 1.2 Identify the main points of legislation affecting employers and employees 1.3 Identify where to find information on employment rights and responsibilities both internally and externally 1.4 Describe how representative bodies can support the employee 1.5 Identify employer and employee responsibilities for equality and diversity in a business environment 1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment
2. Understand the purpose of health, safety and security procedures in a business environment	2.1 Identify employer and employee responsibilities for health, safety and security in a business environment 2.2 Explain the purpose of following health, safety and security procedures in a business environment 2.3 Identify ways of maintaining a safe and secure environment in a business environment
3. Understand how to communicate effectively with others	3.1 Describe different methods of communication 3.2 Explain how to choose the most appropriate method of communicating with others

	3.3 Describe ways of actively listening
4. Understand how to work with and support colleagues	4.1 Explain the purpose of agreeing standards for own work with others 4.2 Explain the purpose of taking on new challenges and adapting to change 4.3 Explain the purpose of treating others with honesty and consideration
5. Know how to plan own work and be accountable to others	5.1 Explain the purpose of meeting work standards and deadlines when completing tasks 5.2 Identify ways of planning own work 5.3 Compare ways of keeping other people informed about progress
6. Understand the purpose of improving own performance in a business environment and how to do so	6.1 Explain the purpose of continuously improving own performance in a business environment 6.2 Describe ways of improving own performance in a business environment 6.3 Identify different types of career pathways that are available
7. Understand the types of problems that may occur in a business environment and how to deal with them	7.1 Identify the types of problems that may occur in a business environment 7.2 Explain ways of dealing with problems that may occur in a business environment 7.3 Explain how and when to refer problems to relevant colleagues
<b>Additional information about this unit</b>	
N/A	
<b>Unit aim (s)</b>	This unit is about understanding employment rights; health, safety and security; how to work with others and how to manage and improve own work in a business environment.
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	N/A
<b>Details of the relationship of the unit and relevant national occupational standards</b>	BAA231; BAF172.

<b>Title:</b>	<b>R/601/7639 Principles of providing administrative services</b>
<b>Level:</b>	<b>2</b>
<b>Credit value:</b>	<b>4</b>
<b>GLH:</b>	<b>32</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand how to make and receive telephone calls	1.1 Describe the different features of telephone systems and how to use them 1.2 Describe how to follow organisational procedures when making and receiving telephone calls 1.3 Explain the purpose of giving a positive image of self and own organisation
2. Understand how to handle mail	2.1 Explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages 2.2 Identify different internal and external mail services available to organisations 2.3 Describe the methods of calculating postage charges for mail or packages
3. Understand how to use different types of office equipment	3.1 Identify different types of equipment and their uses 3.2 Explain the purpose of following manufacturer's instructions when using equipment 3.3 Explain the purpose of keeping equipment clean, hygienic and ready for the next user
4. Understand how to keep waste to a minimum in a business environment	4.1 Explain why waste should be kept to a minimum in a business environment. 4.2 Identify the main causes of waste that may occur in a business environment 4.3 Identify ways of keeping waste to a minimum in a business environment

<p>5. Know how to make arrangements for meetings</p>	<p>5.1 Identify different types of meetings and their main features                      5.2 Identify the sources and types of information needed to arrange a meeting                      5.3 Describe how to arrange meetings</p>
<p>6. Understand procedures for organising travel and accommodation arrangements</p>	<p>6.1 Explain the purpose of confirming instructions and requirements for business travel and accommodation                      6.2 Outline the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow                      6.3 Explain the purpose of keeping records of business travel or accommodation arrangements</p>
<p>7. Understand diary management procedures</p>	<p>7.1 Explain the purpose of using a diary system to plan activities                      7.2 Identify the information needed to maintain a diary system</p>
<p>8. Understand the purpose of delivering effective customer service and how to do so</p>	<p>8.1 Contrast the differences between internal and external customers in a business environment                      8.2 Explain why customer service should meet or exceed customer expectations                      8.3 Identify the purpose and ways of building positive relationships with customers                      8.4 Identify how customers demonstrate their own needs and expectations</p>
<p>9. Understand the purpose of reception services and how to follow reception procedures</p>	<p>9.1 Describe the purpose of the receptionist role as the first point of contact between the public / client and an organisation                      9.2 Explain how to present a positive image of self and the organisation and the purpose of doing so                      9.3 Explain how to carry out entry, departure, security and confidentiality procedures in a reception area</p>
<p><b>Additional information about this unit</b>                      N/A</p>	



<b>Unit aim (s)</b>	This unit is about the knowledge and understanding needed to complete core administrative tasks in a business environment, including using office equipment, handling mail, using telephone equipment, minimising waste, providing reception services and effective customer service.
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	N/A
<b>Details of the relationship of the unit and relevant national occupational standards</b>	BAC121; BAC122; BAF172; BAG131

<b>Title:</b>	<b>J/601/7640 Principles of managing information and producing documents</b>
<b>Level:</b>	<b>2</b>
<b>Credit value:</b>	<b>3</b>
<b>GLH:</b>	<b>24</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand the purpose of information technology in a business environment	1.1 Identify different types of information technology that may be used for work tasks 1.2 Outline the benefits of using information technology for work tasks
2. Understand how to manage electronic and paper based information	2.1 Explain the purpose of agreeing objectives and deadlines for researching information 2.2 Identify different ways of researching, organising and reporting information 2.3 Describe procedures to be followed for archiving, retrieving and deleting information, including legal requirements, if required 2.4 Explain why confidentiality is critical when managing information
3. Understand the purpose of producing documents that are fit-for-purpose	3.1 Identify reasons for producing documents that are fit-for-purpose 3.2 Describe different types and styles of documents and when they are used
4. Know the procedures to be followed when producing documents	4.1 Identify reasons for agreeing the purpose, content, layout, quality standards and deadlines for the production of documents 4.2 Describe ways of checking finished documents for accuracy and correctness, and the purpose of doing so 4.3 Explain the purpose of confidentiality and data protection procedures when preparing documents

	<p>4.4 Compare different types of documents that may be produced from notes and the formats to be followed</p> <p>4.5 Explain the procedures to be followed when preparing text from notes</p>
<p><b>Additional information about this unit</b></p> <p>N/A</p>	
<b>Unit aim (s)</b>	<p>This unit is about the knowledge needed to manage information and produce documents, including, organising and researching information, and producing and storing documents.</p>
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	<p>N/A</p>
<b>Details of the relationship of the unit and relevant national occupational standards</b>	<p>BAA211; BAD321; BAD323; BAD332.</p>

<b>Title:</b>	<b>R/601/7642 Principles of supporting business events</b>
<b>Level:</b>	<b>2</b>
<b>Credit value:</b>	<b>1</b>
<b>GLH:</b>	<b>8</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand how to support the organisation of a business event	1.1 Describe the range of support activities that may be required when organising a business event 1.2 Identify ways of providing support before, during and after a business event
2. Understand the purpose of displaying professional and helpful behaviour whilst supporting a business event and how to do so	2.1 Explain the purpose of displaying professional and helpful behaviour when supporting a business event 2.2 Describe ways of exhibiting professional and helpful behaviour whilst supporting a business event
3. Understand how to deal with problems encountered when supporting a business event	3.1 Identify the types of problems that may occur when supporting a business event 3.2 Identify ways of dealing with problems when supporting a business event
<b>Additional information about this unit</b>	
N/A	
<b>Unit aim (s)</b>	This unit is about the ways in which event support can be provided and the types of problems that may occur when organising a business event.
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	N/A
<b>Details of the relationship of the unit and relevant national occupational standards</b>	Council for Administration

<b>Title:</b>	<b>L/601/7641 Principles of supporting change in a business environment</b>
<b>Level:</b>	<b>2</b>
<b>Credit value:</b>	<b>1</b>
<b>GLH:</b>	<b>8</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand why change happens in a business environment	1.1 Explain reasons for change in a business environment
2. Understand the purpose of supporting change in a business environment	2.1 Identify reasons for reviewing working methods, products or services 2.2 Describe types of support that people may need during change 2.3 Explain the benefits of working with others during change
3. Understand how to respond to change in a business environment	3.1 Explain the purpose of responding positively to changes in working methods, products or services 3.2 Identify ways of responding positively to change
<b>Additional information about this unit</b>	
N/A	
<b>Unit aim (s)</b>	This unit is about the reasons for change in working methods, products or services in a business environment and the knowledge and understanding needed to support change in a positive way.
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	N/A
<b>Details of the relationship of the unit and relevant national occupational standards</b>	Council for Administration

<b>Title:</b>	<b>F/601/7653 Principles of budgets in a business environment</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>2</b>
<b>GLH:</b>	<b>16</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand the purpose of budgets in a business environment	1.1 Explain the purpose of budgets for managing financial resources to meet business requirements
2. Understand how to develop budgets	2.1 Explain the purpose of agreeing the format in which a budget will be presented 2.2 Explain the purpose of using estimations when developing a budget and ways of doing so 2.3 Explain the purpose of identifying timescales, priorities and financial resources needed when preparing a budget and ways of doing so 2.4 Describe the purpose of negotiating and agreeing a budget
3. Understand how to manage budgets	3.1 Explain the purpose of monitoring, controlling and recording income and expenditure 3.2 Describe situations in which revisions to the budget and/or plans may be needed
<b>Additional information about this unit</b>	
N/A	
<b>Unit aim (s)</b>	This unit gives the background knowledge and understanding needed to develop, manage and monitor a budget within an organisation
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	N/A
<b>Details of the relationship of the unit and relevant national occupational standards</b>	BAA531; BAA533