SPECIFICATION

Level 2 Diploma in Business Administration

Qualification summary

RQF level	2
Qualification credit value	45 Credits
Minimum credits at/above level	36 Credits
Assessment requirements	Portfolio of Evidence

Aims and objectives of the qualification

The aim of this qualification is to contribute to the skills, knowledge and overall performance of Business Administration for a learner. It provides an insight into the principles and processes of Business and Administration and will aid career development with both knowledge and skills areas required in Business Administration.

This RQF competence-based qualification is designed for those people who are involved in Business and Administration as their primary work activity and are seeking a career in Business Administration and wish to take the first steps towards professional qualifications. In addition, it is for learners who wish to gain recognition of their skills, knowledge and experience in Business 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:

- Level 3 Diploma in Business Administration
- Level 2 Diploma in Team Leading

Qualification structure

To achieve a Level 2 Diploma in Business Administration, learners must complete a **minimum of 45 credits**:

1. **21 credits** from **GROUP A MANDATORY UNITS.**

2. A **minimum of 14 credits** from **GROUP B OPTIONAL UNITS.**

3. A **maximum of 10 credits** from **GROUP C OPTIONAL UNITS.**

4. A **maximum of 6 credits** from **GROUP D OPTIONAL UNITS.**

A **minimum of 36 credits** must be achieved through the completion of units at Level 2 or above.

Unit Structures

Mandatory units are listed below.

Mandatory units

Unit ref	Unit title	Level	Credit value	GLH
H/506/1893	Communication in a business environment	2	3	19
J/506/1899	Principles of providing administrative services	2	4	25
T/506/1901	Principles of business document production and information management	2	3	21
A/506/1964	Understand employer organisations	2	4	40
L/506/1788	Manage personal performance and development	2	4	18
R/506/1789	Develop working relationships with colleagues	2	3	19

Optional units (group B)

Unit ref	Unit title	Level	Credit value	GLH
L/506/1807	Manage diary systems	2	2	12
Y/506/1809	Produce business documents	2	3	24
L/506/1810	Collate and report data	2	3	19
R/506/1811	Store and retrieve information	2	4	19
Y/506/1812	Produce minutes of meetings	2	3	13
D/506/1813	Handle mail	2	3	15
H/506/1814	Provide reception services	2	3	15
K/506/1815	Prepare text from notes using touch typing	2	4	26
M/506/1816	Prepare text from shorthand	2	6	46
T/506/1817	Prepare text from recorded audio instruction	2	4	15
T/506/1865	Archive information	2	3	14
Y/506/2295	Maintain and issue stationery and supplies	2	3	18
J/506/1868	Use and maintain office equipment	2	2	10
L/506/1869	Contribute to the organisation of an event	2	3	23
D/506/1875	Organise business travel or accommodation	2	4	23
H/506/1876	Provide administrative support for meetings	2	4	28
T/506/1879	Administer human resource records	2	3	28
A/506/1883	Administer the recruitment and selection process	2	3	25
R/506/1887	Administer parking dispensations	2	3	25
R/506/1890	Administer finance	2	4	21
M/506/1895	Buddy a colleague to develop their skills	2	3	19
L/506/1905	Employee rights and responsibilities	2	2	16
D/506/1794	Health and safety in a business environment	1	2	10
K/506/1796	Use a telephone and voicemail system	1	2	20
A/506/1799	Meet and welcome visitors in a business environment	1	2	20
K/506/1913	Develop a presentation	3	3	11
M/506/1914	Deliver a presentation	3	3	17
A/506/1916	Contribute to the development and implementation of an information system	3	6	21
F/506/1917	Monitor information systems	3	8	43
M/506/1945	Analyse and present business data	3	6	24

Optional units (group C)

Unit ref	Unit title	Level	Credit value	GLH
M/502/4300	Using email	2	3	20
R/502/4628	Word Processing Software	2	4	30
R/502/4631	Website Software	2	4	30
F/502/4625	Spreadsheet Software	2	4	30
M/502/4622	Presentation Software	2	4	30
F/502/4396	Bespoke Software	2	3	20
J/502/4559	Data Management Software	2	3	20
A/506/2130	Deliver customer service	2	5	27
R/506/2134	Process information about customers	2	3	14
Y/506/2149	Develop customer relationships	2	3	18
F/506/1934	Participate in a project	3	3	19
F/601/8320	Processing customers' financial transactions	2	4	8
T/505/1238	Payroll Processing	2	5	20

Optional units (group D)

Unit ref.	Title	Level	Credit value	GLH
A/506/1818	Understand the use of research in business	2	6	40
D/506/1939	Understand the legal context of business	3	6	44
K/503/8194	Principles of customer relationships	2	3	18
R/506/2294	Principles of team leading	2	5	37
J/506/1806	Principles of equality and diversity in the workplace	2	2	10
D/502/9928	Principles of marketing theory	2	4	30
D/502/9931	Principles of digital marketing	2	5	40
L/506/2083	Understand working in a customer service environment	1	3	25
R/505/3515	Know how to publish, integrate and share using social media	2	5	40
F/505/6880	Exploring Social Media	2	2	16
L/505/3514	Understand the safe use of online and social media platforms	2	4	35

Title:	H/506/1893 Communication in a Business Environment
Level:	2
Credit value:	3
GLH:	19
Learning outcomes **The learner will:**	**Assessment criteria** **The learner can:**
1. Understand the requirements of written and verbal business communication	1.1 Explain why different communication methods are used in the business environment 1.2 Describe the communication requirements of different audiences 1.3 Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications 1.4 Explain the importance of using appropriate body language and tone of voice when communicating verbally
2. Be able to produce written business communications	2.1 Identify the nature, purpose, audience and use of the information to be communicated 2.2 Use communication channels that are appropriate to the information to be communicated and the audience 2.3 Present information in the format that meets the brief 2.4 Adhere to agreed business communication conventions and degree of formality of expression when producing documents 2.5 Produce business communications that are clear, accurate and correct 2.6 Meet agreed deadlines in communicating with others

3. Be able to communicate verbally in business environments	3.1 Identify the nature, purpose, recipient/s and intended use of the information to be communicated
	3.2 Use language that is appropriate for the recipient's needs
	3.3 Use body language and tone of voice to reinforce messages
	3.4 Identify the meaning and implications of information that is communicated verbally
	3.5 Confirm that a recipient has understood correctly what has been communicated
	3.6 Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards

| **Additional information about this unit** | |
| N/A | |

Unit aim (s)	This unit aims to develop the knowledge and skills required to communicate in a business environment. Upon completion of this unit, learners will be able to produce written business communications and will be able to communicate verbally in business environments.
Assessment requirements specified by a sector or regulatory body (if appropriate)	Skills CFA Assessment Strategy Competence units (S/NVQ)
Details of the relationship of the unit and relevant national occupational standards	Business & Administration (2013) National Occupational Standards: • CFABAA613 Understand how to communicate in a business environment • CFABAA614 Prepare to communicate in a business environment • CFABAA615 Communicate in a business environment

Title:	J/506/1899 Principles of providing administrative services
Level:	2
Credit value:	4
GLH:	25
Learning outcomes **The learner will:**	**Assessment criteria** **The learner can:**
1 Understand the organisation and administration of meetings	1.1 Describe the features of different types of meetings 1.2 Outline the different ways of providing administrative support for meetings 1.3 Explain the steps involved in organising meetings
2 Understand the organisation of travel and accommodation	2.1 Describe the features of different types of business travel and accommodation 2.2 Explain the purpose of confirming instructions and requirements for business travel and accommodation 2.3 Explain the purpose of keeping records of business travel and accommodation
3 Understand how to manage diary systems	3.1 Describe the features of hard copy and electronic diary systems 3.2 Explain the purpose of using diary systems to plan and co-ordinate activities and resources 3.3 Describe the types of information needed to manage a diary system 3.4 Explain the importance of obtaining correct information when making diary entries

4 Understand how to use office equipment	4.1. Describe different types of office equipment 4.2. Explain the uses of different types of office equipment 4.3. Describe factors to be considered when selecting office equipment to complete tasks 4.4. Describe how to keep waste to a minimum when using office equipment
5 Understand the use of mail services in a business context	5.1 Describe the types of mail services used in business organisations 5.2 Explain the need for different types of mail services 5.3 Explain the factors to be considered when selecting mail services 5.4 Explain the factors to be taken into account when choosing postage methods
6 Understand customer service in a business environment	6.1 Describe different types of customers 6.2 Describe the impact of their own behaviour on a customer 6.3 Explain the impact of poor customer service

Additional information about this unit	
N/A	

Unit aim (s)	This unit aims to develop knowledge and understanding regarding the provision of providing administrative services. Upon completion of this unit, learners will have developed an understanding of the organisation and administration of meetings, the organisation of travel and accommodation, and the management of diary systems. Learners will also understand how to use office equipment and will understand the use of mail services in a business context.
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant national occupational standards	Business & Administration (2013) National Occupational Standards

Title:	T/506/1901 Principles of business document production and information management
Level:	2
Credit value:	3
GLH:	21
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand how to prepare business documents	1.1 Describe different types of business documents that may be produced and the format to be followed for each 1.2 Explain the use of different types of information communication technology (ICT) for document production 1.3 Explain the reasons for agreeing the use, content, layout, quality standards and deadlines for document production 1.4 Explain the importance of document version control and authorisation 1.5 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the production of business documents 1.6 Explain how to check the accuracy of business documents
2 Understand the distribution of business documents	2.1 Explain how the requirements of security, data protection, copyright and intellectual property legislation may affect the distribution and storage of business documents 2.2 Describe different types of distribution channels

3 Understand how information is managed in business organisations	3.1 Describe the types of information found in business organisations 3.2 Explain the need for safe storage and efficient retrieval of information 3.3 Describe the features of different types of systems used for storage and retrieval of information 3.4 Describe the legal requirements for storing business information
Additional information about this unit N/A	
Unit aim (s)	This unit aims to develop knowledge and understanding regarding the principles of business document production and information management. Upon completion of this unit, learners will understand how to prepare and distribute business documents and will also understand how information is managed in business organisations.
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant national occupational standards	Business & Administration (2013) National Occupational Standards

Title:	A/506/1964 Understand employer organisations
Level:	2
Credit value:	4
GLH:	40
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand organisational structures	1.1 Explain the differences between the private sector, public sector and voluntary sector 1.2 Explain the functions of different organisational structures 1.3 Describe the features of different types of legal structures for organisations
2. Understand the organisational environment	2.1 Describe the internal and external influences on organisations 2.2 Explain the use of different models of analysis in understanding the organisational environment 2.3 Explain why change in the business environment is important
Additional information about this unit N/A	
Unit aim (s)	This unit aims to develop knowledge and understanding regarding employer organisations. Upon completion of this unit, learners will have developed an understanding of organisational structures and the organisational environment.
Assessment requirements specified by a sector or regulatory body (if appropriate)	All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.
Details of the relationship of the unit and relevant national occupational standards	N/A

Title:	L/506/1788 Manage personal performance and development
Level:	2
Credit value:	4
GLH:	18
Learning outcomes **The learner will:**	**Assessment criteria** **The learner can:**
1 Be able to manage personal performance	1.1 Agree specific, measurable, achievable, realistic and time-bound (SMART) objectives that align with business needs with line manager 1.2 Agree criteria for measuring progress and achievement with line manager 1.3 Complete tasks to agreed timescales and quality standards 1.4 Report problems beyond their own level of competence and authority to the appropriate person 1.5 Take action needed to resolve any problems with personal performance
2 Be able to manage their own time and workload	2.1 Plan and manage workloads and priorities using time management tools and techniques 2.2 Take action to minimise distractions that are likely to limit the effective management of time and the achievement of objectives 2.3 Explain the benefits of achieving an acceptable "work-life balance"
3 Be able to identify their own development needs	3.1 Identify organisational policies relating to personal development 3.2 Explain the need to maintain a positive attitude to feedback on performance 3.3 Explain the potential business benefits of personal development 3.4 Identify their own preferred learning style(s)

	3.5 Identify their own development needs from analyses of the role, personal and team objectives 3.6 Use feedback from others to identify their own development needs 3.7 Agree specific, measurable, achievable, realistic and time-bound (SMART) development objectives that align with organisational and personal needs
4 Be able to fulfil a personal development plan	4.1 Agree a personal development plan that specifies actions, methods, resources, timescales and review mechanisms 4.2 Make use of formal development opportunities that are consistent with business needs 4.3 Use informal learning opportunities that contribute to the achievement of personal development objectives 4.4 Review progress against agreed objectives and amend plans accordingly 4.5 Share lessons learned with others using agreed communication methods

Additional information about this unit	
N/A	
Unit aim (s)	This unit aims to develop the knowledge and skills required to manage personal performance and development. Upon completion of this unit, learners will be able to manage their own performance, time and workload. They will also be able to identify their own development needs and fulfil a personal development plan.
Assessment requirements specified by a sector or regulatory body (if appropriate)	All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.
Details of the relationship of the unit and relevant national occupational standards	N/A

Title:	R/506/1789 Develop working relationships with colleagues
Level:	2
Credit value:	3
GLH:	19
Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand the principles of effective team working	1.1 Outline the benefits of effective team working 1.2 Describe how to give feedback constructively 1.3 Explain conflict management techniques that may be used to resolve team conflicts 1.4 Explain the importance of giving team members the opportunity to discuss work progress and any issues arising 1.5 Explain the importance of warning colleagues of problems and changes that may affect them
2. Be able to maintain effective working relationships with colleagues	2.1 Recognise the contribution of colleagues to the achievement of team objectives 2.2 Treat colleagues with respect, fairness and courtesy 2.3 Fulfil agreements made with colleagues 2.4 Provide support and constructive feedback to colleagues
3. Be able to collaborate with colleagues to resolve problems	3.1 Take others' viewpoints into account when making decisions 3.2 Take ownership of problems within own level of authority 3.3 Take action to minimise disruption to business activities within their own level of authority 3.4 Resolve problems within their own level of authority and agreed contribution

Additional information about this unit	
N/A	
Unit aim (s)	This unit aims to develop the knowledge and skills required to develop working relationships with colleagues, and introduces learners to the key principles underpinning effective team working. Upon completion of this unit, learners will be able to maintain effective working relationships with colleagues and work collaboratively to resolve problems.
Assessment requirements specified by a sector or regulatory body (if appropriate)	All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.
Details of the relationship of the unit and relevant national occupational standards	N/A