Business Administration Level 2

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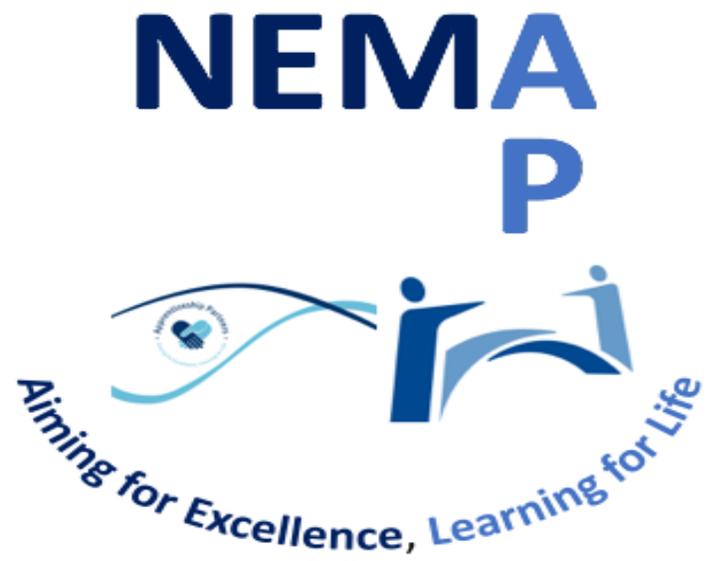
Diploma in Business Administration Level 2

The Level 2 Diploma in Business Administration qualification aims to give an introduction to the roles and functions of a team leader and explores issues such as accountability, authority limitations, motivating teams and planning and monitoring their work.

Find out more today, by speaking with one of our highly professional and experienced team, to find the right solution for you:

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Business Administration Level 2

Introduction

The Level 2 Diploma in Business Administration qualification aims to give an introduction to the roles and functions of a team leader and explores issues such as accountability, authority limitations, motivating teams and planning and monitoring their work.

The regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualification Framework (RQF) and provides a progression route to higher level or discipline related qualifications.

Qualification

Qualification title	**Level 2 Diploma in Business Administration**
Ofqual qualification number	601/3579/7
Level	2
Total qualification time	450
Guided learning hours	229
Assessment	Pass or fail
	Internally assessed and verified by centre staff
	External quality assurance by Awarding Body verifiers

What is Required?

Entry Requirements

There are no formal entry requirements for this qualification.

We will carry out an **initial assessment** of learner skills and knowledge to identify any gaps and help plan the assessment.

Qualification Structure

Learners must achieve **45 credits**:
- **21 Credits** from the **Mandatory units in Group A**, plus
- a minimum of **14 credits** from **Optional Group B**
- a maximum of **10 credits** may be from **Optional Group C**, and
- a maximum of **6 credits** may be from **Optional Group D**

Group A Mandatory Units – complete all units

Unit Reference Number	Unit Title	Unit Level	Credit Value
H/506/1893	Communication in a business environment	2	3
A/506/1964	Understand employer organisations	2	4
J/506/1899	Principles of providing administrative services	2	4
T/506/1901	Principles of business document production and information management	2	3
L/506/1788	Manage personal performance and development	2	4
R/506/1789	Develop working relationships with colleagues	2	3

Group B Optional Units – _a minimum of 14 credits

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

Group C Optional Units – a maximum of 10 credits

Unit Reference Number	Unit Title	Unit Level	Credit Value
M/502/4300	Using email	2	3
F/502/4396	Bespoke software	2	3
F/502/4625	Spreadsheet software	2	4
J/502/4559	Data management software	2	3
M/502/4622	Presentation software	2	4
R/502/4628	Word processing software	2	4
R/502/4631	Website software	2	4
A/506/2130	Deliver customer service	2	5
F/506/1934	Participate in a project	3	3
F/601/8320	Processing Customers' financial transactions	2	4
T/505/1238	Payroll processing	2	5
R/506/2134	Process information about customers	2	3
Y/506/2149	Develop customer relationships	2	3

Group D Optional Units – a maximum of 6 credits

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

Support

You will receive one-to-one support from your allocated Tutor, whom will be available to you, to provide the additional support that you may need.

All our Tutors aim to respond to your queries as soon as they possibly can, but certainly, this will be within 24-hours of receiving your request through our system.

The materials produced to help support you will include:
- Access to all policies and procedures in relation to:
  o Appeals
  o Complaints
  o Equality, Diversity & Inclusion
  o External Verification
  o Fair Assessment
  o Health & Safety
  o Internal Verification
  o Malpractice
  o Safeguarding
  o Tutor Marking

- Learning material including:
  o Written learning materials
  o Additional independent resources
  o Video's & podcasts (where available)
  o Recommended read and books (where available)

- Resources including:
  o Assignment Writing Template
  o Citation Guide
  o Harvard Referencing System Guide
  o Planning & Preparing to write Assignments
  o Quotation Guide
  o Sending evidence to your Tutor
  o Resubmitting evidence to your Tutor

How will I be Assessed?

This qualification is competence-based, learners must demonstrate the level of competence described in the units. Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in the qualification.

The qualification must be assessed by an appropriately experienced and qualified assessor.

Each learner is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:
- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- learner product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

Learning outcomes set out what a learner is expected to know, understand or be able to do.

Assessment criteria specify the standard a learner must meet to show the learning outcome has been achieved.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made by Tutors are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustment to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of learners. Our Awarding Body's "Reasonable Adjustments Policy" and "Special Consideration Policy" sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that we provide for some of these arrangements.

Certification

Learners who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title:

ProQual Level 2 Diploma in Business Administration