

Level 2 Diploma in Business Administration

Overview

This qualification is ideal for those new to an administration role, or with limited administrative experience. It provides candidates with the opportunity to gain recognition of their skills in a wide range of everyday administrative tasks such as managing diary systems, preparing notes for meetings and dealing with clients. Candidates may also gain knowledge and skills in more challenging activities, such as event co-ordination and project support. With the inclusion of optional units, the candidate can tailor their qualification to suit their individual role and the needs of their employer.

This qualification is based on Business and administration National Occupational Standards and is recognised as the combined knowledge and competence qualification of the Intermediate Level Apprenticeship in Business Administration.

The benefits of this qualification to the candidate

For candidates this qualification provides an opportunity:

- To develop new skills and gain recognition of existing skills.
- Achievement of a nationally recognised qualification.
- Career progression.

The benefits of this qualification for business

For business the benefits include:

- Improved staff morale and motivation.
- A nationally recognised qualification for key staff in your organisation.
- A true reflection of your staff's performance due to the competency based nature of the assessment.

Who is this qualification suitable for?

Candidates may be working in one of the following roles; however this list is not exhaustive:

- Administrator
- Junior Secretary
- Receptionist
- Business Support Officer

Delivery

This qualification is combined including both knowledge and competence units. Assessments will be carried out on learners' daily activities using a range of planned assessment methods.

Support

Candidates will be allocated a tutor who is a subject specialist within the field of business administration. Their tutor will support and advise candidates throughout their qualification and will:

- Provide a comprehensive induction to the qualification
- Support candidates to select the most appropriate optional units
- Discuss with candidates the most appropriate methods of assessment, these may include: observation, work products, witness testimonies, discussion, written questions and answers
- Support candidates in developing their knowledge and understanding
- Plan with candidates how to meet the qualification requirements
- Review and feedback on the work candidates complete

Learning and assessment

Candidates are required to demonstrate that they meet the requirements of the qualification by producing a portfolio of evidence. Candidates will be given an account for our web based learning and assessment system (iLearner). Via this system candidates will be able to:

- Progress at a pace that best suits them
- View up-to-date, on-going progress
- Study when, and where, they want
- Have instant access to all of the learning materials needed to develop their knowledge and understanding
- Communicate with those important to them in achieving their qualification
- Use more exciting and innovative forms of evidence
- 24/7 activity is possible.

Qualification duration

This is dependent upon the candidate's individual circumstances but generally the qualification duration is between 6- 9 months.

Qualification content

Candidates must achieve a total of 45 credits.

Mandatory Units

Candidates will achieve 21 credits from the completion of the following four mandatory units:

- **Communication in a Business Environment** - This unit is about being able to communicate clearly and accurately, in writing and verbally, with other people in a business environment. The unit also covers written business communications.
- **Understand Employer Organisations** – 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.
- **Principles of providing administrative services** - 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.

- **Principles of business document production and information management** - This unit is about the knowledge needed to manage information and produce documents, including, organising and researching information, and producing and storing documents.
- **Manage personal performance and development** - 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.
- **Develop working relationships with colleagues** - 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.

Optional Units

The remaining 23 credits are made up from a wide range of optional units. These units cover a variety of tasks and skills candidates may perform in their role within the business environment and include:

- Provide administrative support for meetings
- Prepare text from notes using touch typing
- Store and retrieve information
- Prepare text from recorded audio instruction
- Contribute to the development and implementation of an information system
- Analyse and present business data
- Understand the use of research in business
- Principles of digital marketing
- Know how to publish, integrate and share using social media

Entry requirements

There are no specific entry requirements but a basic level of communication is required and as this is a work based qualification candidates either need to be employed or be doing voluntary work or a work placement.

Resources

Candidates will be provided with all the resources needed to complete this qualification at no additional cost.

Progression

For some individuals, this qualification could provide useful recognition of their professional competence, to aid their step from one job role to another, e.g. moving into supervisory and/or management roles. For others, it could prepare them for progression to further learning and training within this sector, such as the Level 3 Diploma in Business Administration or the Advanced Level Apprenticeship in Business Administration.

Questions

Please contact us:

- Call us on 0191 6600355
- Email us info@roveconsultancy.co.uk
- Visit us: www.roveconsultancy.co.uk