

Business Administration

Level 2 Diploma

Programme Factsheet

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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 QCF 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. 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. 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 (QCF).

Framework Structure

All learners will need to achieve the following mandatory units:

- Communication in a business environment
- Principles of providing administrative services
- Principles of business document production and information management
- Understand employer organisations
- Manage personal performance and development
- Develop working relationships with colleagues

Learners following the Generic pathway will need to achieve the following units:

- Produce business documents
- Store and retrieve information
- Use and maintain office equipment
- Use a telephone and voicemail system
- Health and safety in a business environment
- Employee rights and responsibilities
- Using email
- Word Processing Software
- Principles of equality and diversity in the workplace

Learners following the HR pathway will need to achieve the following units:

- Produce business documents
- Store and retrieve information
- Use and maintain office equipment
- Administer human resource records
- Administer the recruitment and selection process
- Employee rights and responsibilities
- Using email
- Provide administrative support for meetings

Learners following the Reception pathway will need to achieve the following units:

- Collate and report data
- Store and retrieve information
- Provide reception services
- Employee rights and responsibilities
- Use a telephone and voicemail system
- Process information about customers
- Bespoke Software
- Deliver customer service

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Learners following the Marketing pathway will need to achieve the following units:

- Manage diary systems
- Collate and report date
- Store and retrieve information
- Maintain and issue stationery and supplies
- Use a telephone and voicemail system
- Provide administrative support for meetings
- Employee rights and responsibilities
- Principles of marketing theory

Funded candidates will also need to complete the following:

- Functional Skills in English L1/L2
- Functional Skills in Maths L1/L2
- Functional Skills in ICT L1

Framework Unit Breakdown

Communication in a business environment:

This unit will enable you to develop the written, verbal and non-verbal communication skills required to communicate effectively in a business environment. You will review the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications, formatting information appropriately and producing communications that are clear, accurate and produced to agreed deadlines. You will also look at how to use appropriate verbal, body language and tone of voice to reinforce messages.

Develop working relationships with colleagues:

This unit will provide you with the opportunity to review the principles of effective team working, including the benefits of team work, giving constructive feedback and conflict management techniques. It will also enable you to develop your competency by working effectively with your team and collaborating to resolve problems.

Manage personal performance and development:

This unit is about exploring different ways of managing your personal development and establishing practices that enable you to continuously learn as you develop within your career. This unit covers setting objectives and criteria for measuring success, dealing with problems, using time management tools and ways of minimising distractions. You will explore the ways in

which personal development is supported within your organisation, how you learn at work and what your learning styles are. You will also put into place and follow a personal development plan which will require you to demonstrate your personal development process and progress.

Understand employer organisations:

This unit will require you to look at the different sectors, such as private, public or voluntary, that organisations exist in and various types of organisational structures. You will also look at models of analysis that are used to understand the organisational environment, how internal and external influences affect organisations and why organisational change is important.

Principles of providing administrative services:

Within this unit you will develop your knowledge regarding a range of administrative support duties. These include, the administration of meetings, organisation of travel and accommodation, management of diary systems, use of office equipment and mail services. As part of this unit you will also cover customer service in a business environment.

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Principles of business document production and information management:

This unit covers the different aspects of preparing and distributing business documents. It includes looking at the different types of information and documents, the ICT required for producing documents, agreeing content and layout and the importance of version control and accuracy. It also covers different types of distribution channels and the impact of security requirements, data protection, copyright and intellectual property legislation on document production, distribution and storage.

Produce business documents:

This unit covers how to prepare and distribute business documents and includes topics such as identifying the purpose, audience, content, style and format of documents to be produced, choosing appropriate language, tone and images for presentations, checking grammar, spelling, punctuation, sentence construction and adhering to version control requirements. You will also be required to look at the impact of corporate identity on document production and the specification of distribution lists.

Store and retrieve information:

This unit covers the knowledge and competency associated with information storage and retrieval. It looks at the systems and procedures for storing and retrieving information, the legal and organisational requirements for information security, the creation of filing systems and how to use different search techniques to locate and retrieve information. You will be required to gather, store and retrieve information according to organisational procedures and within agreed timescales.

Use and maintain office equipment:

This unit will require you to use and maintain office equipment within the remit of your job role. It covers following organisational procedures and manufacturers instructions, conforming to health and safety requirements and reporting problems to the appropriate persons.

Use a telephone and voicemail system:

This unit covers the knowledge and competence required to make and receive telephone calls and use voicemail systems. You will be required to follow organisational procedures to make and receive calls, follow organisational standards when communicating, pass calls to the right person or department, take messages when required, keep the voicemail system up to date and pass on messages left on a voice mail system.

Health and safety in a business environment:

This unit covers how to work safely in a business environment. You will look at why its important to comply with health and safety regulations, different responsibilities for health and safety and relevant occupational health and safety guidance. You will be required to identify health and safety hazards, describe ways in which accidents can be avoided, use approved techniques to prevent strain or injury when working and outline your organisations emergency health and safety procedures.

Employee rights and responsibilities:

This unit will enable you to explore career and progression pathways and learn about different sources of information and advice to help you make informed choices about your career. It also includes information on employment legislation to ensure you know your rights and responsibilities as an employee.

Using email:

This unit gives you the opportunity to develop your skills and competence in using e-mail tools and techniques to compose and send messages and manage incoming e-mails effectively. Skills included in the unit cover tasks such as including attachments, reducing the size of your message, sending emails to groups and individuals, staying safe when using emails, using an address book to organise contact information, respond to incoming emails, organise store and archive messages and respond appropriately to email problems.

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Word Processing Software:

In this unit you will learn how to enter text, modify layout and structures and use word processing tools to format, check and present documents. You will also learn how to store and retrieve template files.

Principles of equality and diversity in the workplace:

In this unit you will learn about the laws to promote equality and how they are implemented through your organisation's policies. Then you will go on to consider the benefits of good equality and diversity policies and the consequences of failing to comply with equality law. You will learn about your own responsibilities for equality and diversity in your workplace and about the way to behave to support equality, diversity and inclusion.

Deliver customer service:

This unit is about the relationship between customer needs, expectations and satisfaction, why it is important to treat customers as individuals, balancing the needs of customers with those of the organisation, product and service 'features' and 'benefits', brand awareness and the escalation of customer service problems. You will also develop the skills to deal with customers, provide customer service and support improvements in customer service delivery.

Administer human resource records:

This unit gives you the opportunity to explore how records in an HR setting are administered. In this unit you will learn how to work to organisational policies and procedures in terms of keeping and maintaining up to date records of staff in your organisation. You will also learn about the implications of not keeping up to date records and what the consequences would be if this were the case. You will learn about confidentiality and the key legal issues surrounding this as well as ensuring that confidentiality is maintained at all times.

Administer the recruitment and selection process:

The administration function of HR plays a key role in the success of recruiting the right candidate and requires good organisational skills to ensure all activities

occur at the correct time. In this unit you will learn how to work through steps which ensure that the recruitment and selection process runs smoothly. You will be able to ensure that all arrangements for selection, interviews and appointments are organised successfully and prospective candidates and key members of staff have the information required in preparation for the recruitment and selection process.

Provide administrative support for meetings:

You will need to support the organisation of meetings, by making all the arrangements to set one up including booking the meeting room/venue, sending information to attendees, organising resources, and ensuring all equipment required is set up safely. You will also support the staff member leading the meeting, e.g. taking notes of discussions taking place and following up any action required. In addition to this you will learn about the legal implications of formal meetings and health, safety and security considerations for holding meetings.

Collate and report data:

This unit aims to develop the knowledge and skills required to collate and report data in the workplace. You'll develop an understanding of different ways that data can be organised, the use of text and diagrams in helping readers to understand the presented data, the requirements relating to confidentiality, data protection, intellectual property and copyright legislations and the different ways that data can be organised. This knowledge will allow you to demonstrate the ability to collate and report data using different techniques ensuring accuracy is checked and time lines are met.

Provide reception services:

In this unit you will learn how to develop your skills by exploring key functions that a receptionist is responsible for. You will be required to welcome visitors into the organisation, record their presence and direct them to the correct area of the organisation. You will also need to answer and deal with telephone calls and explain how to deal with calls or visitors who could be challenging.

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Process information about customers:

This unit aims to develop the knowledge and skills required to process customer information. To complete this unit you'll need to show an understanding and ability of how to process customer information including storing and providing information in line with legal and ethical guidelines.

Bespoke Software:

To complete this unit you must be using software that is specific to your role or organisation, the use of MS office based programs such as Word and Excel or similar software is not sufficient to complete this unit.

You'll need to demonstrate the ability to select and use a suitable bespoke software application to carry out appropriate data processing tasks. It includes understanding the capabilities of the software and the types of tasks for which it is suitable, as well as the skills and techniques needed to use the software application appropriately and effectively.

Manage diary systems:

This unit aims to develop the knowledge and skills required to manage diary systems. To complete this unit you'll need to demonstrate a knowledge of the importance of keeping diary systems up to date, the basis on which bookings and changes are prioritised, constraints relating to making bookings and the types of problems that can occur. You'll also need to show you can obtain relevant information, make accurate diary entries, respond to changes, communicate up-to-date information and keep diaries up-to-date.

Maintain and issue stationery and supplies:

This unit aims to develop the knowledge and skills required to maintain and issue stationary and supplies. To achieve this unit you'll need to know your organisations policies & procedures, how to check stock, the types of problems that can occur with deliveries & how to deal them, calculate and place orders and dispose of or recycle waste products. You'll also need to demonstrate your ability to securely maintain stock levels and records check and handle deliveries.

Deliver customer service:

This unit aims to develop the knowledge and skills required to deliver customer service. Upon completion of this unit, learners will be able to prepare to deal with customers, provide customer service, and support improvements to customer service delivery.

Principles of marketing theory:

This unit concerns understanding how to segment the market, the value of marketing and the principles of socially responsible marketing. To achieve the unit you'll learn about the importance of market segments, cluster customers with similar characteristics, the strengths and weaknesses of different marketing data collection methods the use of Customer Relationship Management activities, the significance of customer loyalty, the role of performance indicators, the significance of brand and reputation and look at the purpose of socially responsible marketing.