



LEVEL 2 BUSINESS ADMINISTRATION FRAMEWORK

ABOUT THIS QUALIFICATION

This is a regulated qualification. The regulated number for this qualification is 601/3964/X.

This is a cross sector qualification aimed at current and prospective business administration team staff. This qualification covers the skills and knowledge needed to be a successful business administration worker, covering competencies applicable to a wide range of contexts. This qualification may be eligible for funding.

For further guidance on funding, please contact your local funding provider.

THINGS YOU NEED TO KNOW

- Qualification number (QN):601/3964/X
- Aim reference: 6013964X
- Total Qualification Time (TQT): 450
- Guided learning hours (GLH): 229
- Credit value: 45
- Level: 2
- Assessment requirements: internally assessed and externally moderated portfolio of evidence

TOTAL QUALIFICATION TIME (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

Total Qualification Time comprises:

- The Guided Learning Hours for the qualification
- An estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by but not under the immediate guidance or supervision of a lecturer, supervisor, Tutor or other appropriate provider of education or training.

AIMS AND OBJECTIVES OF THIS QUALIFICATION

This qualification aims to develop learners' knowledge and skills in carrying out a range of administrative and business support functions. The objective of this qualification is to develop and accredit learners' competence in a wide range of administrative duties. Skills and knowledge developed can be applied to a number of industries and job roles.

ENTRY GUIDANCE

This qualification is designed for learners aged 16 and above who are working in or looking to work in a business administration role or similar.

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already achieved a Level 1 qualification.

Entry is at the discretion of the centre. However, learners should be aged 16 or above to undertake this qualification.

Centres are responsible for ensuring that this qualification is appropriate for the age and ability of learners. They need to make sure that learners can fulfil the requirements of the assessment criteria and comply with the relevant literacy, numeracy, and health and safety aspects of this qualification. Learners registered on this qualification shouldn't undertake another qualification at the same level with the same or a similar title, as duplication of learning may affect funding eligibility.

ACHIEVING THIS QUALIFICATION

To be awarded the NCFE Level 2 Diploma in Business and Administration learners must achieve a minimum of 45 credits:

- a total of 21 credits from Group A
- a minimum of 14 credits from Group B
- The remaining credits can come from Groups B, C or D- however a maximum of 10 credits from Group C, and a maximum of 6 credits from Group D, can count towards achievement.

A minimum of 36 credits must be achieved at Level 2 or above. Group A mandatory units

- Unit 01 Communication in a business environment(3 credits)
- Unit 02 Understand employer organisations (4 credits)
- Unit 03 Principles of providing administrative services (4 credits)
- Unit 04 Principles of business document production and information management (3 credits)
- Unit 05 Manage personal performance and development (4 credits)
- Unit 06 Develop working relationships with colleagues (3 credits)*Group B optional units
- Unit 07 Administer the recruitment and selection process (3 credits)
- Unit 08 Handle mail (3 credits)*

- Unit 09 Organise business travel or accommodation(4 credits)
- Unit 10 Provide reception services (3 credits)
- Unit 11 Provide administrative support for meetings (4 credits)
- Unit 12Prepare text from notes using touch typing (4 credits)
- Unit 13 Manage diary systems (2 credits)
- Unit 14 Collate and report data (3 credits)
- Unit 15 Contribute to the organisation of an event (3 credits)
- Unit 16 Employee rights and responsibilities (2 credits)
- Unit 17 Prepare text from shorthand (6 credits)
- Unit 18 Buddy a colleague to develop their skills (3 credits)
- Unit 19Store and retrieve information (4 credits)*
- Unit 20 Administer finance (4 credits)
- Unit 21 Prepare text from recorded audio instruction (4 credits)
- Unit 22 Archive information (3 credits) Group B optional units (cont'd)
- Unit 23 Administer human resource records (3 credits)
- Unit 24 Produce business documents (3 credits)
- Unit 25 Produce minutes of meetings (3 credits)
- Unit 26 Meet and welcome visitors in a business environment (2 credits)
- Unit 27 Health and safety in a business environment (2 credits)
- Unit 28 Use a telephone and voicemail system (2 credits)
- Unit 29 Contribute to the development and implementation of an information system (6 credits)
- Unit 30 Monitor information systems (8 credits)
- Unit 31 Develop a presentation (3 credits)
- Unit 32 Deliver a presentation (3 credits)
- Unit 33 Analyse and present business data (6 credits)
- Unit 34 Maintain and issue stationery and supplies (3 credits)
- Unit 35 Use and maintain office equipment (2 credits) Group C optional units
- Unit 36 Using email (3 credits)
- Unit 37 Bespoke software (3 credits)

- Unit 38 Spreadsheet software (4 credits)
- Unit 39 Data management software (3 credits)
- Unit 40 Presentation software (4 credits)
- Unit 41 Word processing software (4 credits)
- Unit 42 Website software (4 credits)
- Unit 43 Deliver customer service (5 credits)
- Unit 44 Participate in a project (3 credits)
- Unit 45 Processing customers' financial transactions (4 credits)
- Unit 46 Payroll processing (5 credits)
- Unit 47 Process information about customers (3 credits)
- Unit 48 Develop customer relationships (3 credits) Group D optional units
- Unit 49 Understand the use of research in business (6 credits)
- Unit 50 Understand the legal context of business (6 credits)
- Unit 51 Principles of marketing theory (4 credits)
- Unit 52 Principles of digital marketing (5 credits)
- Unit 53 Principles of customer relationships (3 credits)
- Unit 54 Understand working in a customer service environment (3 credits) Group D optional units (cont'd)
- Unit 55 Know how to publish, integrate and share using social media (5 credits)
- Unit 56 Exploring social media (2 credits)
- Unit 57 Understand the safe use of online and social media platforms (4 credits)
- Unit 58 Principles of equality and diversity in the workplace (2 credits)
- Unit 59 Principles of team leading (5 credits)