



Step Up Training and Care

From Training to Caring, we deliver excellence

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| Qualification Name | Level 2 Diploma in Business Administration (RQF) |
| Qualification achieved | Highfield Level 2 Diploma in Business Administration (RQF) 601/4107/4 |

Qualification Structure

This qualification will be assessed through a portfolio of evidence. The Level 2 Diploma in Business Administration is a combined knowledge and competency qualification. This means that the qualification assesses competence, skills, knowledge and understanding.

You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification.

Learners will be required to undertake personal research and complete assignments in line with the qualification criteria. Work is submitted through building a portfolio of evidence which is submitting in a variety of ways including

- Telephone appointments with your assessor
- Written submissions usually sent by email
- Completing an E-portfolio where requested.

There are no exams required to pass this qualification. We do not require an observation of the learner in practice.

Qualification Duration

The total duration to complete this qualification is 450 hours. We recommend 229 guided learning hours for this course. This equates to approximately a 4-month timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor

Costs

This course is £500
50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.

Who can enrol for this course?

Must be aged 16+.

Entry requirements

There are no specific entry requirements however it is recommended that learners have a minimum of Level 1/ or suitable equivalent, in English and maths before enrolling on to this course.

Who is this qualification suitable for?

The Level 2 Diploma in Business Administration (RQF) is aimed at learners who wish to improve their knowledge and skills in a variety of work environments and sectors. It is suitable for learners working in a wide range of roles such as admin roles and similar settings.

This qualification is suitable for:

- Learners working in business/administration roles
- Customer Service roles
- Human resources roles
- Industrial relations
- Marketing and sales roles
- Leadership/management roles
- And other similar roles in business and across a variety of industries

The Business Administration Diplomas provide learners working in an administrative occupation (including Business Administration apprentices) with a nationally accredited qualification.

The qualifications provide learners with the opportunity to gain recognition of their skills in a wide range of administrative tasks; e.g. using diary systems, document production, supporting meetings; and developing knowledge & skills in more challenging activities, such as event co-ordination and project support.

With the inclusion of a wide range of optional units the learner can tailor their qualification to suit their individual role and the needs of their employer.

Certification

Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.

Enrolment

Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content

To complete the Highfield Level 2 Diploma in Business Administration (RQF) learners must achieve the following, totalling a minimum of 45 credits overall:

- all units in Mandatory Group A totalling 21 credits
- a minimum of 14 credits from Optional Group B
- a maximum of 10 credits from Optional Group C
- a maximum of 6 credits from Optional Group D

Mandatory Units:

- Communication in a business environment (Credit Value 3)
- Principles of providing administrative services (Credit Value 4)
- Principles of business document production and information management (Credit Value 3)
- Understand employer organisations (Credit Value 4)
- Manage personal performance and development (Credit Value 4)
- Develop working relationships with colleagues (Credit Value 3)

Group B Optional Units:

- Manage diary systems (Credit Value 2)

- Produce business documents (Credit Value 3)
- Collate and report data (Credit Value 3)
- Store and retrieve information (Credit Value 4)
- Produce minutes of meetings (Credit Value 3)
- Handle mail (Credit Value 3)
- Provide reception services (Credit Value 3)
- Prepare text from notes using touch typing (Credit Value 4)
- Prepare text from shorthand (Credit Value 6)
- Prepare text from recorded audio instruction (Credit Value 4)
- Archive information (Credit Value 3)
- Maintain and issue stationery and supplies (Credit Value 3)
- Use and maintain office equipment (Credit Value 2)
- Contribute to the organisation of an event (Credit Value 3)
- Organise business travel or accommodation (Credit Value 4)
- Provide administrative support for meetings (Credit Value 4)
- Administer human resource records (Credit Value 3)
- Administer the recruitment and selection process 2 3
- Administer parking dispensations (Credit Value 3)
- Administer finance (Credit Value 4)
- Buddy a colleague to develop their skills (Credit Value 3)
- Employee rights and responsibilities (Credit Value 2)
- Health and safety in a business environment (Credit Value 2)
- Use a telephone and voicemail system (Credit Value 2)
- Meet and welcome visitors in a business environment (Credit Value 2)
- Develop a presentation (Credit Value 3)
- Deliver a presentation (Credit Value 3)
- Contribute to the development and implementation of an information system (Credit Value 6)
- Monitor information systems (Credit Value 8)
- Analyse and present business data (Credit Value 6)

Group C Optional Units:

- Using email (Credit Value 3)
- Word Processing Software (Credit Value 4)
- Website Software (Credit Value 4)
- Spreadsheet Software (Credit Value 4)
- Presentation Software (Credit Value 4)
- Bespoke Software (Credit Value 3)
- Data Management Software (Credit Value 3)
- Deliver customer service (Credit Value 5)
- Process information about customers (Credit Value 3)
- Develop customer relationships (Credit Value 3)
- Participate in a project (Credit Value 3)
- Processing customers' financial transactions (Credit Value 4)
- Payroll Processing (Credit Value 5)

Group D Optional Units:

- Understand the use of research in business (Credit Value 6)
- Understand the legal context of business (Credit Value 6)
- Principles of customer relationships (Credit Value 3)
- Principles of team leading (Credit Value 5)

- Principles of equality and diversity in the workplace (Credit Value 2)
- Principles of marketing theory (Credit Value 4)
- Principles of digital marketing (Credit Value 5)
- Understand working in a customer service environment (Credit Value 3)
- Know how to publish, integrate and share using social media (Credit Value 5)
- Exploring Social Media (Credit Value 2)
- Understand the safe use of online and social media platforms (Credit Value 4)