

# Level 2 & 3 Diploma in Business Administration



## Level 2 Diploma in Business Administration

These qualifications in Business Administration are for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills.

Is the qualifications part of a framework or initiative?

The Level 2-4 Diplomas in Business Administration are part of the Level 2-4 Apprenticeships in Business Administration.

Who did we develop the qualification with?

It was developed in association with the Council for Administration (Skills CfA)

What opportunities for progression are there?

These qualifications in Business Administration are for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills. A qualification in Business and Administration can help you succeed in a support role in any size or type of organisation.

These roles include:

- Secretary
- Receptionist
- Administrator
- Personal assistant
- Office supervisor/team leader
- Manager

# Level 2 Diploma in Business Administration

To achieve the Level 2 Diploma in Business Administration (5528-02), learners must achieve 45 credits in total; 21 credits from the mandatory units and a total of 24 credits from the optional units as follows:

A minimum of 14 credits from group A optional units.

A maximum of 10 credits from group B optional units.

A maximum of 6 credits from group C optional units.

A minimum of 36 credits must be achieved through completion of units at Level 2 or above.

Unit no.	Unit title
222	Communication in a business environment (3 credits)
224/674	Principles of providing administrative services (4 credits)
225/675	Principles of business document production & info management (3 credits)
226/676	Understand employer organisations (4 credits)
239	Manage personal performance & development (4 credits)
240	Develop working relationships with colleagues (3 credits)
<b>Optional Group A</b>	
101	Health and safety in a business environment (2 credits)
102	Use a telephone and voicemail system (2 credits)
103	Meet and welcome visitors in a business environment (2 Credits)
201	Manage diary systems (2 credits)
202	Produce business documents (3 credits)
203	Collate and report data (3 credits)
204	Store and retrieve information (4 credits)
205	Produce minutes of meetings (3 credits)
206	Handle mail (3 credits)
207	Provide reception services (3 credits)
208	Prepare text from notes using touch typing (4 credits)
209	Prepare text from shorthand (6 credits)
210	Prepare text from recorded audio instruction (4 credits)
212	Archive information (3 credits)
213	Maintain and issue stationery and supplies (3 credits)
214	Use and maintain office equipment (2 credits)
215	Contribute to the organisation of an event (3 credits)
216	Organise business travel or accommodation (4 credits)
217	Provide administrative support for meeting (4 credits)
218	Administer human resource records (3 credits)
219	Administer the recruitment & selection process (3 credits)
220	Administer parking dispensations (3 credits)
221	Administer finance (4 credits)
223	Buddy a colleague to develop their skills (3 credits)
227	Employee rights and responsibilities (2 credits)
304	Develop a presentation (3 credits)
305	Deliver a presentation (3 credits)
307	Contribute to the development & implementation of an info system (6 credits)
308	Monitor information systems (8 credits)
322	Analyse and present business data (6 credits)



## Optional Group B

228	Process information about customers (3 credits)
229	Develop customer relationships (3 credits)
230	Deliver customer service (5 credits)
233	Bespoke Software (3 credits)
234	Spreadsheet Software (4 credits)
236	Processing customers' financial transactions (4 credits)
237	Data Management Software (3 credits)
242	Using email (3 credits)
243	Presentation Software (4 credits)
244	Word Processing Software (4 credits)
245	Website Software (4 credits)
247	Payroll Processing (5 credits)
344	Participate in a project (3 credits)

## Optional Group C

654	Understand working in a customer service environment (3 credits)
211	Understand the use of research in business (6 credits)
231	Principles of marketing theory (4 credits)
232	Principles of digital marketing (5 credits)
235	Exploring Social Media (2 credits)
238	Principles of customer relationships (3 credits)
241	Principles of team leading (5 credits)
246	Know how to publish, integrate and share using social media (5 credits)
273/680	Principles of equality & diversity in work (2 credits)
274	Understand the safe use of online and social media platforms (4 credits)



## Level 3 Diploma in Business Administration

To achieve the Level 3 Diploma in Business Administration (5528-03), learners must achieve a total of 58 credits in total; 27 credits from the mandatory units and a minimum of 31 credits from the optional units as follows;

- A minimum of 13 credits from group A optional units
- A maximum of 10 credits from group B optional units.
- A maximum of 8 credits from group C optional units
- A min of 40 credits must be achieved through the completion of units at Level 3 or above

### Mandatory

Unit no.	Unit title
301	Communicate in a business environment (4 credits)
318/688	Principles of business comms & info (4 credits)
319/689	Principles of administration (6 credits)
320/690	Principles of business (10 credits)
345	Manage personal & professional development (3 credits)

### Optional group A

202	Produce business documents (3 credits)
204	Store and retrieve information (4 credits)
205	Produce minutes of meetings (3 credits)
206	Handle mail (3 credits)
208	Prepare text from notes using touch typing (4 credits)
209	Prepare text from shorthand (6 credits)
210	Prepare text from recorded audio instruction
213	Maintain and issue stationery and supplies (3 credits)
215	Contribute to the organisation of an event (3 credits)
216	Organise business travel or accommodation (Excluded combination of units 309) (4 credits)
217	Provide administrative support for meetings (4 credits)
218	Administer human resource records (3 credits)
219	Administer the recruitment & selection process (3 credits)
220	Administer parking dispensations (3 credits)
221	Administer finance (4 credits)
223	Buddy a colleague to develop their skills (3 credits)
227	Employee rights and responsibilities (2 credits)
302	Contribute to the improvement of business performance (6 credits)
303	Negotiate in a business environment (4 credits)
304	Develop a presentation (3 Credits)
305	Deliver a presentation (3 credits)
306	Create bespoke business documents (4 credits)
307	Contribute to the dev & implementation of an info system (6 credits)
308	Monitor information systems (8 credits)
309	Evaluate provision of business accommodation or travel (Excluded combination of units 216) (5 credits)
310	Provide administrative support in schools (5 credits)
311	Administer parking/traffic challenges, representations and civil parking appeals (5 credits)

- 312 Administer statutory parking and traffic appeals (6 credits)
- 313 Administer parking and traffic debt recovery (5 credits)
- 314 Administer legal files (5 credits)
- 315 Build legal case files (5 credits)
- 316 Manage legal case files (5 credits)
- 321 Manage an office facility (4 credits)
- 322 Analyse and present business data (6 credits)
- 405 Support environmental sustainability in a bus environment (4 credits)
- 406 Resolve administrative problems (6 credits)
- 407 Prepare specifications for contracts (4 credits)

### Optional group B

- 323 Organise and deliver customer service (5 credits)
- 325 Resolve customers' complaints (4 credits)
- 327 Bespoke Software (4 credits)
- 328 Spreadsheet Software (6 credits)
- 332 Promote equality, diversity and inclusion in the workplace (3 credits)
- 333 Manage team performance (3 credits)
- 334 Manage individuals' performance (4 credits)
- 335 Manage individuals' development in the workplace (3 credits)
- 336 Chair and lead meetings (3 credits)
- 338 Encourage innovation (4 credits)
- 340 Procure products and/or services (5 credits)
- 341 Implement change (5 credits)
- 342 Implement/maintain business continuity plans/processes (4 credits)
- 344 Participate in a project (Excluded combination of units 216) (3 credits)
- 347 Using email (3 credits)
- 348 Database Software (6 credits)
- 349 Presentation Software (6 credits)
- 351 Word Processing Software (6 credits)
- 352 Website Software (5 credits)
- 410 Develop & maintain professional networks (3 credits)
- 411 Develop & implement an operational plan (5 credits)
- 415 Manage physical resources (4 credits)
- 416 Prepare for and support quality audits (3 credits)
- 418 Manage a budget (4 credits)
- 419 Manage a project (Excluded combination of units 344) (7 credits)
- 420 Manage business risk (6 credits)
- 422 Recruitment, selection & induction practice (6 credits)

### Optional Group C

- 324/694 Understand the customer service environment (5 credits)
- 326 Principles of digital marketing and research (7 credits)
- 329 Principles of marketing stakeholder relationships (3 credits)
- 330 Principles of market research (5 credits)
- 337 Principles of leadership and management (8 credits)
- 346 Principles of Social Media within a Business (6 credits)
- 350 Principles of marketing and evaluation (7 credits)

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