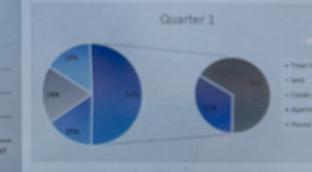
Level 2 & 3 Diploma in Business Administration City









APPRENTICESHIPS







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; 21credits 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 | |
|--|--|--|
| 222 224/674 225/675 226/676 239 240 | Communication in a business environment (3 credits) Principles of providing administrative services (4 credits) Principles of business document production & info management (3 credits) Understand employer organisations (4 credits) Manage personal performance & development (4 credits) Develop working relationships with colleagues (3 credits) | |
| Optional Group A | | |
| 101 102 103 201 202 203 204 205 206 207 208 209 210 212 213 214 215 216 217 218 216 217 218 219 220 221 220 221 223 227 304 305 | Health and safety in a business environment (2 credits) Use a telephone and voicemail system (2 credits) Meet and welcome visitors in a business environment (2 Credits) Manage diary systems (2 credits) Produce business documents (3 credits) Collate and report data (3 credits) Store and retrieve information (4 credits) Produce minutes of meetings (3 credits) Handle mail (3 credits) Provide reception services (3 credits) Prepare text from notes using touch typing (4 credits) Prepare text from shorthand (6 credits) Prepare text from recorded audio instruction (4 credits) Archive information (3 credits) Maintain and issue stationery and supplies (3 credits) Use and maintain office equipment (2 credits) Contribute to the organisation of an event (3 credits) Organise business travel or accommodation (4 credits) Administer human resource records (3 credits) Administer the recruitment & selection process (3 credits) Administer parking dispensations (3 credits) Administer parking dispensations (3 credits) Employee rights and responsibilities (2 credits) Develop a presentation (3 credits) | |
| 307 308 322 | Contribute to the development & implementation of an info system (6 credits) Monitor information systems (8 credits) Analyse and present business data (6 credits) | |
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| Unit no. | Unit title | |
|------------------|---|--|
| 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) | |
| 244 245 | Word Processing Software (4 credits) Website Software (4 credits) | |
| 245 247 | Payroll Processing (5 credits) | |
| 344 | Participate in a project (3 credits) | |
| 344 | | |
| 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)

ADMIN

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

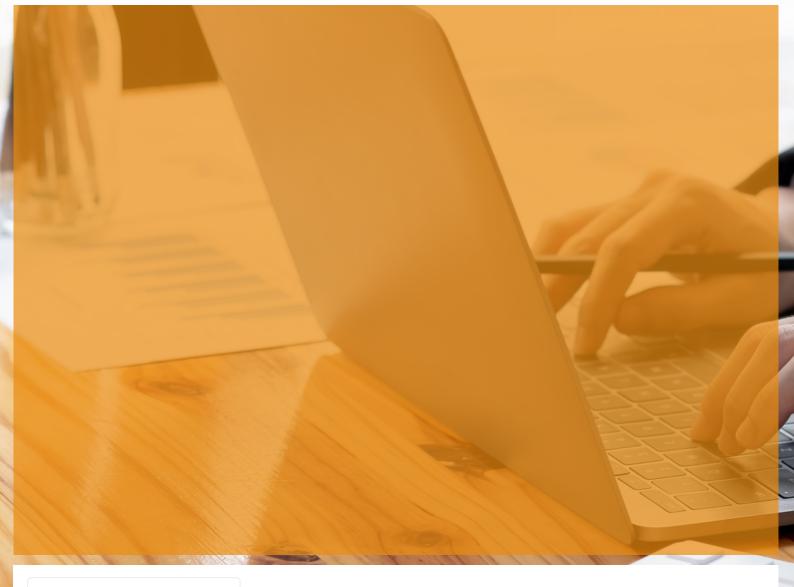
Mandatory

| 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) | |
| 348 349 | Database Software (6 credits) 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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