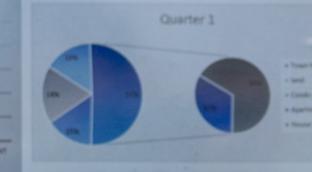
# Level 2 & 3 Diploma in Business Administration City









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)	
	Analyse and present bosiness data to creaits)	

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

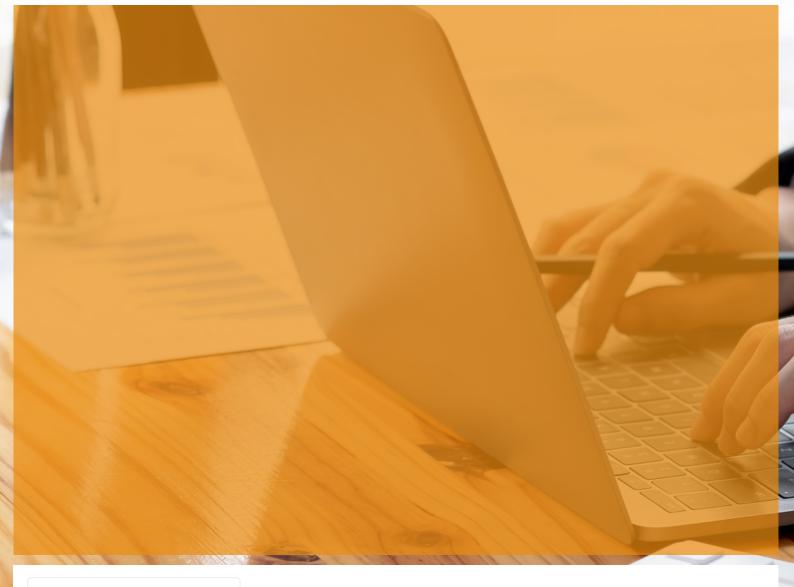
#### Mandatory

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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