

## Level 2 Diploma Business and Administration

A minimum of 45 credits is required to achieve this qualification. This will be made up of 21 credits from Group A- Mandatory units, a minimum of 14 credits from Group B optional units, a maximum of 10 credits from Group C optional units and a maximum of 6 credits from Group D optional units.

A minimum of 36 credits must be achieved at level 2 or above.

### Mandatory Units Group A

| Unit Level | Credit value | Unit Title  |
|------------|--------------|---|
| 2          | 3            | Communication in a business environment                               |
| 2          | 4            | Principles of providing administrative services                       |
| 2          | 3            | Principles of business document production and information management |
| 2          | 4            | Understanding employer organisations                                  |
| 2          | 4            | Manage personal performance and development                           |
| 2          | 3            | Develop working relationships with colleagues                         |

### Optional Group B

| Unit Level | Credit value | Unit Title  |
|------------|--------------|---|
| 2          | 2            | Manage diary systems  |
| 2          | 3            | Produce business documents  |
| 2          | 3            | Collate and report data   |
| 2          | 4            | Store and retrieve information  |
| 2          | 3            | Produce minutes of meetings   |
| 2          | 3            | Handle mail   |
| 2          | 4            | Prepare text from notes using touch typing                                |
| 2          | 6            | Prepare text from shorthand   |
| 2          | 4            | Prepare text from recorded audio instruction                              |
| 2          | 3            | Archive information   |
| 2          | 3            | Maintain and issue stationery and supplies                                |
| 2          | 2            | Use and maintain office equipment   |
| 2          | 3            | Contribute to the organisation of an event                                |
| 2          | 4            | Organise business travel or accommodation                                 |
| 2          | 4            | Provide administrative support for meetings                               |
| 2          | 3            | Administer human resource records   |
| 2          | 3            | Administer the recruitment and selection process                          |
| 2          | 3            | Administer parking dispensations  |
| 2          | 4            | Administer finance  |
| 2          | 3            | Buddy a colleague to develop skills                                       |
| 2          | 2            | Employee rights and responsibilities                                      |
| 1          | 2            | Health and safety in a business environment                               |
| 1          | 2            | Use a telephone and voicemail system                                      |
| 1          | 2            | Meet and welcome visitors in a business environment                       |
| 3          | 3            | Develop a presentation  |
| 3          | 3            | Deliver a presentation  |
| 3          | 6            | Contribute to the development and implementation of an information system |
| 3          | 8            | Monitor an information system   |
| 3          | 6            | Analyse and present business data   |

**Optional Group C**

| <b>Unit Level</b> | <b>Credit value</b> | <b>Unit Title</b>                            |
|-------------------|---------------------|--|
| 2                 | 3                   | Using email                                  |
| 2                 | 4                   | Word processing software                     |
| 2                 | 4                   | Website software                             |
| 2                 | 4                   | Spreadsheet software                         |
| 2                 | 4                   | Presentation software                        |
| 2                 | 3                   | Bespoke software                             |
| 2                 | 3                   | Data management software                     |
| 2                 | 3                   | Data management software                     |
| 2                 | 5                   | Deliver customer service                     |
| 2                 | 3                   | Process information about customers          |
| 2                 | 3                   | Develop customer relationships               |
| 3                 | 3                   | Participate in a project                     |
| 2                 | 4                   | Processing customers' financial transactions |
| 2                 | 5                   | Payroll processing                           |

**Optional Group D**

| <b>Unit Level</b> | <b>Credit value</b> | <b>Unit Title</b>  |
|-------------------|---------------------|--|
| 2                 | 6                   | Understand the use of research in business                   |
| 3                 | 6                   | Understand the legal context of business                     |
| 2                 | 3                   | Principles of customer relationships                         |
| 2                 | 5                   | Principles of team leading                                   |
| 2                 | 2                   | Principles of equality and diversity in the workplace        |
| 2                 | 4                   | Principles of marketing theory                               |
| 2                 | 5                   | Principles of digital marketing                              |
| 1                 | 3                   | Understand working in a customer service environment         |
| 2                 | 5                   | Know how to publish, integrate and share using social media  |
| 2                 | 2                   | Exploring social media                                       |
| 2                 | 4                   | Understand the safe use of online and social media platforms |