

Business & Administration
Qualification Structure for Level 2 Diploma in Business & Administration: 5528 -02

The candidate must complete a **MINIMUM** of 45 credits:

- 21 credits from Mandatory Units
- 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 the completion of units at level 2 or above

NVQ Diploma Business and Administration Level 2 (QCF)

Unit Number	Unit Title	QCF Level	Credit Value
Group A: Mandatory			
222	Communication in a business environment	2	3
224	Principles of providing administrative services	2	4
225	Principles of business document production and information management	2	3
226	Understand employer organisations	2	4
239	Manage personal performance and development	2	4

240	Develop working relationships with colleagues	2	3
Group A: Optional			
101	Health & safety in a business environment	1	2
102	Use a telephone and voice mail system	1	2
103	Meet and welcome visitors in a business environment	1	2
201	Manage diary systems	2	2
202	Produce business documents	2	3
203	Collate and report data	2	3
204	Store and retrieve data	2	4
205	Produce minutes of meetings	2	3
206	Handle mail	2	3
207	Provide reception services	2	3
208	Prepare text from notes using touch typing	2	4
209	Prepare text from shorthand	2	6
210	Prepare text from recorded audio instruction	2	4
212	Archive information	2	3
213	Maintain and issue stationery and supplies	2	3
214	Use and maintain office equipment	2	2
215	Contribute to the organisation of an event	2	3
216	Organise business travel or accommodation	2	4
217	Provide administrative support for meetings	2	4
218	Administer human resource records	2	3
219	Administer the recruitment and selection process	2	3
220	Administer parking dispensations	2	3
221	Administer finance	2	4
223	Buddy a colleague to develop their skills	2	3

Location	Title	Responsibility	Date Created	Version/updated	Review Date
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Unit Number	Unit Title	QCF Level	Credit Value
227	Employee rights and responsibilities	2	2
304	Develop a presentation	3	3
305	Deliver a presentation	3	3
307	Contribute to the development and implementation of an information system	3	6
308	Monitor information systems	3	8
322	Analyse and present business data	3	6
Group B: Optional			
228	Process information about customers	2	3
229	Develop customer relationships	2	3
230	Deliver customer service	2	5
233	Bespoke software	2	3
234	Spreadsheet software	2	4
236	Processing customers financial transactions	2	4
237	Data management software	2	3
242	Using e-mail	2	3
243	Presentation software	2	4
244	Word processing software	2	4
245	Website software	2	4
247	Payroll processing	2	5
344	Participate in a project	3	3
Group C: Optional			
211	Understand the use of research in business	2	6
104	Understand working in a customer service environment	1	3
231	Principles of marketing theory	2	4
235	Exploring social media	2	2
238	Principles of customer relationships	2	3
241	Principles of team leading	2	5
246	Know how to publish, integrate and share using social media	2	5
273	Principles of equality and diversity in the workplace	2	2
274	Understand the safe use of online and social media platforms	2	4

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