



APPRENTICESHIP

# Diploma in Business Administration

Level 2

2



# Qualification Overview

The Diploma in Business Administration is 45 credits at Qualifications and Credit Framework (QCF) Level 2.

The areas covered by the Diploma are:

<b>Mandatory Units (total of 22 Credits)</b>	<b>Credits Value</b>
Communication in a Business Environment	3
Understand employer Organisations (knowledge)	4
Principles of Providing Administrative Services (knowledge)	4
Principles of Business Document Production and Information Management (knowledge))	3
Manage Personal Performance and Development	4
Develop Working Relationships with Colleagues	3

To achieve a Level 2 Diploma in Business Administration, learners must complete a minimum of 45 credits made up of 21 credits from Group A (Mandatory Units), a minimum of 14 credits from Group B, a maximum of 10 credits from Group C and a maximum of 6 credits from Group D. A minimum of 36 credits must be achieved through completion of units at level 2 or above. Learners will select optional units with their Training Advisor and Line Manager, from the following Optional Groups that are appropriate to their role and responsibilities to meet the requirements.

Optional Group B Title	Credits Value	Level
Manage diary systems	2	2
Produce business documents	3	2
Collate and report data	3	2
Store and retrieve information	4	2
Produce minutes of meetings	3	2
Handle mail	3	2
Provide reception services	3	2
Prepare text from notes using touch typing	4	2
Prepare text from shorthand	6	2
Prepare text from recorded audio instruction	4	2
Archive information	3	2
Maintain and issue stationery and supplies	3	2
Use and maintain office equipment	2	2
Contribute to the organisation of an event	3	2
Organise business travel or accommodation	4	2
Provide administrative support for meetings	4	2
Administer human resource records	3	2

Administer the recruitment and selection process	3	2
Administer parking dispensations	3	2
Administer finance	4	2
Buddy a colleague to develop their skills	3	2
Employee rights and responsibilities	2	2
Health and safety in a business environment	2	1
Use a telephone and voicemail system	2	1
Meet and welcome visitors in a business environment	2	1
Develop a presentation	3	3
Deliver a presentation	3	3
Contribute to the development and implementation of an information system	6	3
Monitor information systems	8	3
Analyse and present business data	6	3

<b>Optional Group C Title</b>	<b>Credits Value</b>	<b>Level</b>
Using email	3	2
Word Processing Software	4	2
Website Software	4	2

Spreadsheet Software	4	2
Presentation Software	4	2
Bespoke Software	3	2
Data Management Software	3	2
Deliver customer service	5	2
Process information about customers	3	2
Develop customer relationships	3	2
Participate in a project	3	3
Processing customers' financial transactions	4	2
Payroll Processing	5	2

<b>Optional Group D Title</b>	<b>Credits Value</b>	<b>Level</b>
Understand the use of research in business	6	2
Understand the legal context of business	6	3
Principles of customer relationships	3	2
Principles of team leading	5	2
Principles of equality and diversity in the workplace	2	2
Principles of marketing theory	4	2
Principles of digital marketing	5	2

Understand working in a customer service environment	3	1
Know how to publish, integrate and share using social media	5	2
Exploring Social Media	2	2
Understand the safe use of online and social media platforms	4	2

## Delivery Overview

The Diploma in Business Administration Level 2 is delivered over 9 months and comprises of 3 virtual workshops (for groups or one-to-one delivery for individual learners) and 6 one-to-one sessions. These may be face to face or remotely via Teams.

Where the schedule refers to a visit, this will be an opportunity to review progress with the Learner and their Line Manager virtually using a suitable communication platform. For the purpose of this schedule we have referred to these meetings as taking place on 'Teams'. Dates will be agreed with the Learner's Line Manager and the Learner in line with the individual needs of the Learner and funding compliance rules.

## Please contact us for more information

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