

Diploma in Business Administration

Level
2



This qualification is about playing an important support role within a business or organisation.

Administrators handle the day-to-day tasks in an office and make sure things run smoothly – 97% of employers say that effective administration is essential to their business, so they do a crucial job.

The term 'administration' covers roles that involve organising people and resources, including, executive assistants, secretaries, administration assistants, data entry clerks and office juniors. Without them, information would be hard to find, meetings would be missed and businesses would be less productive.

As a business and administration student, your exact duties will depend on your employer. It's likely that you'll be working with a team or member of staff to handle various tasks. This sort of work requires a strong sense of responsibility, accuracy and attention to detail.

Progression

Learners can progress on to the Level 3 Diploma in Business Administration.

Job roles include:

- Personal Assistant
- Office Manager
- Legal or Medical Secretary.

Duration

The duration will be discussed upon application.

Entry Requirements

Learners must be aged 16 or above.

Ways to Pay



Pay in full:
£1,987.



The 19 – 23
Entitlement Fund:

This qualification is 100% funded for those eligible through this fund

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Structure

To achieve a Level 2 Diploma in Business Administration, learners must complete a minimum of 45 credits:

- ▶ 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.

- ▶ A maximum of 6 credits from GROUP D OPTIONAL UNITS.

A minimum of 36 credits must be achieved through the completion of units at Level 2 or above

GROUP A MANDATORY UNITS

Credit value 21	Level	Credit
Communication in a business environment	2	3
Principles of providing administrative services	2	4
Principles of business document production and information management	2	3
Understand employer organisations	2	4
Manage personal performance and development	2	4
Develop working relationships with colleagues	2	3

GROUP B OPTIONAL UNITS

Credit value minimum 14	Level	Credit
Manage diary systems	2	2
Produce business documents	2	3
Collate and report data	2	3
Store and retrieve information	2	4
Produce minutes of meetings	2	3
Handle mail	2	3
Provide reception services	2	3
Prepare text from notes using touch typing	2	4
Prepare text from shorthand	2	6
Prepare text from recorded audio instruction	2	4
Archive information	2	3
Maintain and issue stationery and supplies	2	3
Use and maintain office equipment	2	2
Contribute to the organisation of an event	2	3
Organise business travel or accommodation	2	4
Provide administrative support for meetings	2	4
Administer human resource records	2	3
Administer the recruitment and selection process	2	3
Administer parking dispensations	2	3
Administer finance	2	4
Buddy a colleague to develop their skills	2	3
Employee rights and responsibilities	2	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	1	2
Develop a presentation	3	3
Deliver a presentation	3	3
Contribute to the development and implementation of an information system	3	6
Monitor information systems	3	8
Analyse and present business data	3	6

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GROUP C OPTIONAL UNITS

Credit value maximum 10

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

GROUP D OPTIONAL UNITS

Credit value maximum 6

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