

BIIAB Level 2 Diploma in Business Administration (QCF)

Business administration skills are essential in today's competitive market place with an increased reliance on these functions to develop with the pace of change. The programme is designed for Learners to:

- Demonstrate a broad set of skills when carrying out business administrative tasks
- Develop their understanding of the principles that underpin working in a business administrative environment including specialist and sector related knowledge
- Demonstrate occupational competence in a range of business administrative roles for example:
 - Office Junior
 - Receptionist
 - Administrator
 - Secretary
 - Business Support Officer

Studies are applicable across industry sectors and provide valuable skills in support of the modern working office.

What does it comprise of?

To achieve a BIIAB Level 2 Diploma in Business Administration, learners must attain a minimum of **45 credits** of which:

- **21 credits** must be completed from **Group A Mandatory Units**
- **14 credits** must be completed from **Group B Optional Units**
- **24 credits** must be completed from **Group B, C or D Optional Units**. This must consist of:
 - A minimum of **14** optional credits that can be achieved from Group B
 - A maximum of **10** optional credits that can be achieved from Group C
 - A maximum of **6** optional credits that can be achieved from Group D
- A **of 36 credits** must be achieved through the completion of units at Level 2 or above

There are rules of combination that may restrict choice of units; an assessor will go over the choices with you.

- A minimum of **229** Guided Learning Hours will need to be completed
- A maximum of **351** Guided Learning Hours can be completed

Group A Mandatory units Group A (21 credits)			
Unit	Level	Credits	GLH
Communicate in a Business Environment	2	3	19
Principles of Providing Administrative Services	2	4	25
Principles of Business Document Production and Information Management	2	3	21
Understand Employer Organisations	2	4	41
Manage Personal Performance and Development	2	4	18
Develop Working Relationships With Colleagues	2	3	19

Group B Optional Units			
Administer the Recruitment and Selection Process	2	3	25
Handle Mail	2	3	15
Organise Business Travel or Accommodation	2	4	23
Provide Reception Services	2	3	15
Provide Administrative Support for Meetings	2	4	28
Prepare Text From Notes Using Touch Typing	2	4	26
Manage Diary Systems	2	2	12
Collate and Report Data	2	3	19
Contribute to the Organisation of an Event	2	3	23
Employee Rights and Responsibilities	2	2	16
Prepare Text From Shorthand	2	6	46
Buddy a Colleague to Develop their Skills	2	3	19
Store and Retrieve Information	2	4	19
Administer Parking Dispensations	2	3	25
Administer Finance	2	4	21
Prepare Text from Recorded Audio Instruction	2	2	18
Archive Information	2	3	14
Administer Human Resource Records	2	3	28
Produce Business Documents	2	3	24
Produce Minutes of Meetings	2	3	13
Meet and Welcome Visitors in a Business Environment	1	2	20
Health and Safety in a Business Environment	1	2	10
Use a Telephone and Voicemail System	1	2	20
Contribute to the Development and Implementation of an Information System	3	6	21
Monitor Information System	3	8	43
Develop a Presentation	3	3	11
Deliver a Presentation	3	3	17
Analyse and Present Business Data	3	6	24
Maintain and Issue Stationery and Supplies	2	3	18
Use and Maintain Office Equipment	2	2	10
Group C Optional Units			
Using E mail	2	3	20
Bespoke Software	2	3	20
Spreadsheet Software	2	4	30
Data Management Software	2	3	20

Presentation Software	2	4	30
Word Processing Software	2	4	30
Website Software	2	4	30
Deliver Customer Service	2	5	27
Participate in a Project	3	3	19
Processing Customers' Financial Transactions	2	4	8
Payroll Processing	2	5	20
Process Information about Customers	2	3	14
Develop Customer Relationships	2	3	18
Group D Optional Units			
Understand the Use of Research in Business	2	6	40
Understand the Legal Context of Business	3	6	44
Principles of Marketing Theory	2	4	30
Principles of Digital Marketing	2	5	40
Principles of Customer Relationships	2	3	18
Understand Working in a Customer Service Environment	1	3	25
Know How to Publish, Integrate and Share Using Social Media	2	5	40
Exploring Social Media	2	2	16
Understand the Safe Use of Online and Social Media Platforms	2	4	35
Principles of Equality and Diversity in the Workplace	2	2	10
Principles of Team Leading	2	5	37

Assessment

Each of the units is made up from specific elements applicable to a Business Administration role, for example, *using business software, organising and coordinating events and diaries*. Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning. A portfolio of evidence is produced which demonstrates that the candidate can perform to the level described. Participants will all have a Training Assessor who will help assemble the portfolio and prepare for assessment.

To complete the Apprenticeship in Business and Administration learners must complete the following components:

- Level 2 BTEC Diploma in Business and Administration
- Functional Skills: English Level 1, Math's Level 1 and IT Level 1
- Personal Learning and Thinking Skills

This qualification forms the combined knowledge and competency qualification of the BTEC Intermediate Apprenticeship in Business Administration (Level 2).

How long will it take?

To protect quality and make sure all apprentices receive a high-quality meaningful experience, all Apprenticeships must last for a minimum period of 12 months. In some cases the Apprenticeship may be longer and is based upon a number of factors including the number of hours the learner works and the requirements of the apprenticeship framework for the sector they work in. The apprenticeship includes guided learning, assessment and training, and monitored workplace practice which is planned and agreed between the learner, their employer and their Training Advisor.

Progression

Learners may progress onto Level 3 BTEC Diploma in Business and Administration, which forms part of an apprenticeship frame-work.

How to participate

Our centre will provide you with advice on how to access the programme, methods of delivery and eligibility for funding.

For more information please call:

0330 088 0888

Smart Training & Recruitment

info@smarttar.co.uk

www.smarttar.co.uk