



Level 2 Diploma Business Administration

Achieving your Level 2 Diploma Business Administration

Is this course for me?

This course would be ideal for you if you work as an administrator, business support officer or receptionist or perform a range of administrative tasks as part of your wider role. You'll finish the course equipped with a new range of administration and clerical skills!

How long will the course take me to complete?

As with anything worthwhile, this course requires you to dedicate some of your time to it. This will be 12 months, but afterwards you'll have the fantastic feeling of becoming a professionally recognised member of staff and set yourself up for a long and rewarding career.

Will it take up much of my time?

You'll need to manage your own learning independently and set aside up to 5 hours a week to work towards your Level 2. You may prefer to split this time up into a few evenings a week and some time at the weekend, but it's entirely up to you.

How do I achieve the qualification?

The course is split up into different units which must total 45 credits for you to achieve the qualification. There is a lot of flexibility for you to choose units which really interest you or pick topics which would be useful for the job you're doing at the moment.

So, you'll complete 45 credits. 21 of these will be from mandatory units and you can make the other 24 credits up from a choice of optional units, split across different groups.

During the course, you'll cover skills such as managing personal performance, developing working relationships and providing administrative services.

The course will also include personal learning and thinking skills, employment rights and responsibilities as well as Functional Skills in English, Maths and ICT.

Will I need to attend classes?

Great news - **there are no classes to attend!** Your Parenta assessor will visit you on a regular basis to observe you at work and check you're fulfilling the course requirements. You'll also need to complete coursework online too, but you can carry this out at your own pace and benefit from phone and online support from your Parenta assessor if there's anything at all that you need help with.

How will I be assessed?

You'll be assessed through a mixture of 'at home' and 'at work' tasks. Before this happens, your assessor will talk with you to find out what learning style suits you best and tailor your assessments around it.

At home:

- Writing from personal experience
- Case studies
- Assignments asking you to describe/explain something
- Reflections on how you dealt with past events

At work:

- Observations by an assessor
- Professional discussions with your assessor

How will the course impact my future?

You'll be the holder of a Level 2 Diploma in Business Administration, which is a great achievement and will put you in a stronger position to look at future roles in administration! From a practical point of view, you will feel more confident in your current role and have new skills to benefit your employer.

Once I have achieved the Level 2 in Business Administration, what would be the next step in my career?

You could progress to the Level 2 Diploma in Team Leading or Level 3 Diploma in Business Administration or Management to take your career options to the next level.

Unit	What units do I need to take?	Credit
1	Communicate in a Business Environment	3
2	Understand Employer Organisations	4
3	Principles of Providing Administrative Services	4
4	Principles of Business Document Production and Information Management	3
5	Manage Personal Performance and Development	4
6	Develop Working Relationships with Colleagues	3
	Group B Optional Units	Credit
7	Administer the Recruitment and Selection Process	3
8	Handle Mail	3
9	Organise Business Travel or Accommodation	4
10	Provide Reception Services	3
11	Provide Administrative Support for Meetings	4
12	Prepare Text from Notes Using Touch Typing	4
13	Manage Diary Systems	2
14	Collate and Report Data	3
15	Contribute to the Organisation of an Event	3
16	Employee Rights and Responsibilities	2
17	Prepare Text from Shorthand	6
18	Buddy a Colleague to Develop their Skills	3
19	Store and Retrieve Information	4
20	Administer Parking Dispensations	3
21	Administer Finance	4
22	Prepare Text from Recorded Audio Instruction	4
23	Archive Information	3
24	Administer Human Resource Records	3
25	Produce Business Documents	3
26	Produce Minutes of Meetings	3
27	Meet and Welcome Visitors in a Business Environment	2
28	Health and Safety in a Business Environment	2
29	Use a Telephone and Voicemail System	2
30	Contribute to the Development and Implementation of an Information System	6
31	Monitor Information System	8
32	Develop a Presentation	3
33	Deliver a Presentation	3
34	Analyse and Present Business Data	6
35	Maintain and Issue Stationery and Supplies	3
36	Use and Maintain Office Equipment	2

Working together for our children

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