

# Regulated Qualifications Framework (RQF) Fact Sheet

## Business & Administration Level 2

Our business administration qualifications provide individuals with the skills required for an administrative or clerical role, and instil an understanding of the key responsibilities that are required. These qualifications will benefit people with minimal experience of providing administrative assistance through to those who implement business support services and organisational change.

Developed in collaboration with the Sector Skills Body for business, our business administration qualifications have been developed following research into emerging industry trends, research into the skills and knowledge requirements of employers.

The Level 2 Diploma in Business Administration focuses on enhanced skills requiring some professional responsibility such as using and maintaining office equipment. Selecting from a range of units this qualification will develop an individual's skills and further enhance their knowledge of the subject.

### Level 2 NVQ Diploma in Business Administration (RQF)

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

- 21 credits from MANDATORY GROUP UNITS
- A minimum of 14 credits from OPTIONAL GROUP A UNITS
- A maximum of 10 credits from OPTIONAL GROUP B UNITS
- A maximum of 6 credits from OPTIONAL GROUP C UNITS

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



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<b>Mandatory Group</b>	<b>Credit</b>	<b>Level</b>
Communication in a business environment	3	2
Principles of providing administrative services <b>(Multiple choice online test)</b>	4	2
Principles of business document production and information management <b>(Multiple choice online test)</b>	3	2
Understand employer organisations <b>(Multiple choice online test)</b>	4	2
Manage personal performance and development	4	2
Develop working relationships with colleagues	3	2
<b>Optional Group A</b>	<b>Credit</b>	<b>Level</b>
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 <b>(Short answer questions)</b>	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 B</b>	<b>Credit</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 C</b>	<b>Credit</b>	<b>Level</b>
Understand the use of research in business	6	2
Principles of customer relationships	3	2
Principles of team leading	5	2
Principles of equality and diversity in the workplace* <b>(Multiple choice online test)</b>	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