

# Diploma in Business Administration Level 2



**At More Training we go further in fully understanding what it is that our clients want to achieve from their training.**

**We work as your partner to deliver that vision, developing stronger employees who work well as individuals and as part of a team.**

## Why work with **More**training?

- We are a market leader in the field of employee development and have delivered our bespoke training for almost 20 years to a growing number of major employers.
- Our success is built on delivering proven results for employers to support their business needs
- Our Trainer Assessors have relevant industry experience, so we know the pressures and opportunities that face businesses.

## Employer benefits

- A more efficient and effective communication with clients and stakeholders
- Improved productivity and performance
- Assisting with employee retention, teamwork and motivation
- Helping your workforce feel valued
- Showing customers, you invest in quality improvement

## Employee benefits

- Acquiring new knowledge and skills
- Recognition through nationally recognised qualifications
- A career development opportunity
- Improved morale and better job satisfaction



## What to expect

Business and Administration includes all aspects of general administration involved in running a business such as controlling documentation, servicing meetings and dealing with customers and may include:

- Producing documents
- Using a variety of software packages
- Co-ordinating events and meetings
- Updating information and managing projects

## Stages of provision.....

### Information, Advice and Guidance Stage

**A consultation meeting with the learners as a group.**

**Duration approximately 1 hour**

#### Main Qualification

- To discuss the qualification and how it applies to their roles
- The commitment from us and the learners
- Delivery methods: - the ways in which we can assess and the various types of suitable evidence
- Frequency of visits – 1 per month for Main Qualification plus any Essential Skills support that may be required
- any work required between scheduled visits.
- Duration of qualification – up to 15 months

#### Essential Skills

- Outline the purpose of the qualifications, supporting any needs identified.
- WEST Assessments.
- ES delivery via 1-2-1 sessions of 1½ hours each and group sessions
- Frequency of sessions
- Controlled Tasks

### H&S Vetting Stage

**This can be undertaken either during or closely following the IAG meeting.**

This is to ascertain and prove that the employer has in place all the Health & Safety processes, documentation etc to ensure a safe environment for the learners and More Training staff to conduct their required activities.

### Sign Up Stage

**This can be co-ordinated to meet the requirements of the business and learners.**

**Scheduled in a group or groups and can be split over 2 x sessions.**

There are 4 elements to any sign up, each will take approximately 1½ hours to complete. (6 hours in total).

#### Session 1

- WEST Assessment in Application of Number
- WEST Assessment in Communication

#### Session 2

- WEST Assessment in Digital Literacy
- Completion of the funding application paperwork

### Business Administration Level 2 Delivery Stage

The **NVQ and Technical Certificate elements** are combined within the qualification framework and would be delivered via 1-2-1 sessions with the allocated assessor. These sessions will take place once a month and will last approximately 2 hours. During this time the assessor will take each learner through an induction into the qualification, establish which of the optional units would be most reflective of their role and provide the best development opportunities for them.

The assessor will support them with the “knowledge” elements, where learners will be required to look at various principles and business models. They will discuss the knowledge elements of the qualification and suggest the best ways for them to gain the most from these units and how we can best support them throughout their learning journey. They will establish what would be suitable evidence, how it can be assessed and the best ways for them to present it. Looking for naturally occurring evidence for their NVQ elements wherever possible, to reflect how they implement their knowledge and understanding into their working activities.

There will be occasions where the assessor will request to observe learners at their place of work and go through their portfolio, to evidence their competence and to meet the requirements of the standards within the qualification.



## Framework

Qualification title	Technical Certificate	Essential Skills	Level
<b>C&amp;G Level 2 NVQ Diploma in Business Administration</b>	Combined within framework	Communication Application of Number Digital Literacy	1 1 1

## Qualification overview

Qualification title	Credit value	Structure
<b>C&amp;G Level 2 NVQ Diploma in Business Administration</b> <b>C&amp;G Ref 5528-02</b>	45 credits	<ul style="list-style-type: none"> <li>• Two hours induction</li> <li>• A minimum of 14 credits from group A optional units.</li> <li>• A maximum of 10 credits from group B optional units.</li> <li>• A maximum of 6 credits from group C optional units..</li> </ul>

## Mandatory units

Reference	Unit title	CV*	Level
<b>222</b>	Communication in a business environment	3	2
<b>224/674</b>	Principles of providing administrative services	4	2
<b>225/675</b>	Principles of business document production and information management	3	2
<b>226/676</b>	Understand employer organisations	4	2
<b>239</b>	Manage personal performance and development	4	2
<b>240</b>	Develop working relationships with colleagues	3	2

\*Credit value

## Optional Group A

Reference	Unit title	CV*	Level
<b>101</b>	Health and safety in a business environment	2	1
<b>102</b>	Use a telephone and voicemail system	2	1
<b>103</b>	Meet and welcome visitors in a business environment	2	1
<b>201</b>	Manage diary systems	2	2
<b>202</b>	Produce business documents	3	2
<b>203</b>	Collate and report data	3	2
<b>204</b>	Store and retrieve information	4	2
<b>205</b>	Produce minutes of meetings	3	2
<b>206</b>	Handle mail	3	2
<b>207</b>	Provide reception services	3	2
<b>208</b>	Prepare text from notes using touch typing	4	2
<b>209</b>	Prepare text from shorthand	6	2
<b>210</b>	Prepare text from recorded audio instruction	4	2
<b>212</b>	Archive information	3	2
<b>213</b>	Maintain and issue stationery and supplies	3	2
<b>214</b>	Use and maintain office equipment	2	2
<b>215</b>	Contribute to the organisation of an event	3	2
<b>216</b>	Organise business travel or accommodation	4	2
<b>217</b>	Provide administrative support for meetings	4	2



## Optional Group A (continued....)

Reference	Unit title	CV*	Level
218	Administer human resource records	3	2
219	Administer the recruitment and selection process	3	2
220	Administer parking dispensations	3	2
221	Administer finance	4	2
223	Buddy a colleague to develop their skills	3	2
227	Employee rights and responsibilities	2	2
304	Develop a presentation	3	3
305	Deliver a presentation	3	3
307	Contribute to the development and implementation of an information system	6	3
308	Monitor information systems	8	3
322	Analyse and present business data	6	3

## Optional Group B

Reference	Unit title	CV*	Level
228	Process information about customers	3	2
229	Develop customer relationships	3	2
230	Deliver customer service	5	2
233	Bespoke Software	3	2
234	Spreadsheet Software	4	2
236	Processing customers' financial transactions	4	2
237	Data Management Software	3	2
242	Using email	3	2
243	Presentation Software	4	2
244	Word Processing Software	4	2
245	Website Software	4	2
247	Payroll Processing	5	2
344	Participate in a project	3	3

## Optional Group C

Reference	Unit title	CV*	Level
104/654	Understand working in a customer service environment	3	1
211	Understand the use of research in business	6	2
231	Principles of marketing theory	4	2
232	Principles of digital marketing	5	2
235	Exploring Social Media	2	2
238	Principles of customer relationships	3	2
241	Principles of team leading	5	2
246	Know to publish, integrate and share using social media	5	2
273/680	Principles of equality and diversity in the workplace	2	2
274	Understand the safe use of online and social media platforms	4	2



## Essential Skills



**We work as your partner to deliver the vision of developing stronger employees who work well as individuals and as part of a team**

**All funded courses are achieved through an apprenticeship framework, the framework includes:**

- Technical certificate which is the training and teaching part
- NVQ which is the competency part to confirm what you have learnt from the training is being embedded within your job role
- Essential Skills are mandatory and a funding requirement. They include Application of Number, Communication and Digital literacy. The minimum level of Essential Skills will differ with each qualification we deliver, and we will look to provide the level that is appropriate to each learner's development needs. (See more information below)

### Essential Skills

#### **Level 1 (minimum requirement)**

##### **Application of Number**

Controlled Task takes up to 4 hours to complete over an 8 week period

Confirmatory test, multiple choice takes 45 minutes

##### **Communication**

Controlled Task takes up to 4 hours to complete over an 8 week period – One part to the task the learner must take part in a group discussion of 10 minutes with a minimum of 3 participants.

Confirmatory test, multiple choice takes 45 minutes

##### **Digital Literacy**

Controlled Task takes up to 4 hours to complete over an 8 week period – Within the task there is a section where there is collaborative work which much include a minimum of 3 participants.

A one to one question and answer discussion.

#### **Level 2 (further development opportunity)**

##### **Application of Number**

Controlled Task takes up to 5 hours to complete over an 8 week period

Confirmatory test, multiple choice takes 45 minutes

##### **Communication**

Controlled Task takes up to 5 hours to complete over an 8 week period – One part to the task the learner must take part in a group discussion of 10 minutes with a minimum of 3 participants and create a short power point presentation.

Confirmatory test, multiple choice takes 45 minutes

##### **Digital Literacy**

Controlled Task takes up to 5 hours to complete over an 8-week period – Within the task there is a section where there is collaborative work which much include a minimum of 3 participants.

A one to one question and answer discussion.