

Level 2 Diploma in Business Administration (combined qualification) (10383)

Qualification Title	Level 2 Diploma in Business Administration (QCF)
Credit Value	45
Level	2
Structure reference	S/016/606
Minimum GLH	229
Maximum GLH	351
Qualification Structure	<p>To achieve a Level 2 Diploma in Business Administration, learners must complete a minimum of 45 credits:</p> <ol style="list-style-type: none"> 1. 21 credits from GROUP A MANDATORY UNITS. 2. A minimum of 14 credits from GROUP B OPTIONAL UNITS. 3. A maximum of 10 credits from GROUP C OPTIONAL UNITS. 4. A maximum of 6 credits from GROUP D OPTIONAL UNITS. <p>A minimum of 36 credits must be achieved through the completion of units at Level 2 or above.</p>

Mandatory Group A						
CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
B&A 34	H/506/1893	1	Communication in a business environment	3	2	19
B&A 36	J/506/1899	2	Principles of providing administrative services	4	2	25
B&A 37	T/506/1901	3	Principles of business document production and information management	3	2	21
B&A 38	A/506/1964	4	Understand employer organisations	4	2	40
M&L 1	L/506/1788	5	Manage personal performance and development	4	2	18
M&L 2	R/506/1789	6	Develop working relationships with colleagues	3	2	19

Optional Group B						
CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
B&A 13	L/506/1807	7	Manage diary systems	2	2	12
B&A 14	Y/506/1809	8	Produce business documents	3	2	24
B&A 15	L/506/1810	9	Collate and report data	3	2	19
B&A 16	R/506/1811	10	Store and retrieve information	4	2	19
B&A 17	Y/506/1812	11	Produce minutes of meetings	3	2	13
B&A 18	D/506/1813	12	Handle mail	3	2	15
B&A 19	H/506/1814	13	Provide reception services	3	2	15
B&A 20	K/506/1815	14	Prepare text from notes using touch typing	4	2	26
B&A 21	M/506/1816	15	Prepare text from shorthand	6	2	46
B&A 22	T/506/1817	16	Prepare text from recorded audio instruction	4	2	15

B&A 24	T/506/1865	17	Archive information	3	2	14
B&A 25	Y/506/2295	18	Maintain and issue stationery and supplies	3	2	18
B&A 26	J/506/1868	19	Use and maintain office equipment	2	2	10
B&A 27	L/506/1869	20	Contribute to the organisation of an event	3	2	23
B&A 28	D/506/1875	21	Organise business travel or accommodation	4	2	23
B&A 29	H/506/1876	22	Provide administrative support for meetings	4	2	28
B&A 30	T/506/1879	23	Administer human resource records	3	2	28
B&A 31	A/506/1883	24	Administer the recruitment and selection process	3	2	25
B&A 32	R/506/1887	25	Administer parking dispensations	3	2	25
B&A 33	R/506/1890	26	Administer finance	4	2	21
B&A 35	M/506/1895	27	Buddy a colleague to develop their skills	3	2	19
B&A 39	L/506/1905	28	Employee rights and responsibilities	2	2	16
B&A 4	D/506/1794	29	Health and safety in a business environment	2	1	10
B&A 6	K/506/1796	30	Use a telephone and voicemail system	2	1	20
B&A 8	A/506/1799	31	Meet and welcome visitors in a business environment	2	1	20
B&A 43	K/506/1913	32	Develop a presentation	3	3	11
B&A 44	M/506/1914	33	Deliver a presentation	3	3	17
B&A 46	A/506/1916	34	Contribute to the development and implementation of an information system	6	3	21
B&A 47	F/506/1917	35	Monitor information systems	8	3	43
B&A 61	M/506/1945	36	Analyse and present business data	6	3	24

Optional Group C

CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
	M/502/4300	37	Using email	3	2	20
	R/502/4628	38	Word Processing Software	4	2	30
	R/502/4631	39	Website Software	4	2	30
	F/502/4625	40	Spreadsheet Software	4	2	30
	M/502/4622	41	Presentation Software	4	2	30
	F/502/4396	42	Bespoke Software	3	2	20
	J/502/4559	43	Data Management Software	3	2	20
CS 7	A/506/2130	44	Deliver customer service	5	2	27
CS 13	R/506/2134	45	Process information about customers	3	2	14
CS 19	Y/506/2149	46	Develop customer relationships	3	2	18
M&L 23	F/506/1934	47	Participate in a project	3	3	19
	F/601/8320	48	Processing customers' financial transactions	4	2	8
	T/505/1238	49	Payroll Processing	5	2	20

Optional Group D

CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
B&A 23	A/506/1818	50	Understand the use of research in business	6	2	40
B&A 56	D/506/1939	51	Understand the legal context of business	6	3	44
	K/503/8194	52	Principles of customer relationships	3	2	18
M&L 6	R/506/2294	53	Principles of team leading	5	2	37

M&L 7	J/506/1806	54	Principles of equality and diversity in the workplace	2	2	10
	D/502/9928	55	Principles of marketing theory	4	2	30
	D/502/9931	56	Principles of digital marketing	5	2	40
CS 1	L/506/2083	57	Understand working in a customer service environment	3	1	25
	R/505/3515	58	Know how to publish, integrate and share using social media	5	2	40
	F/505/6880	59	Exploring Social Media	2	2	16
	L/505/3514	60	Understand the safe use of online and social media platforms	4	2	35