

Focus Awards Level 2 Diploma
in Business Administration
(RQF)

601/5868/2

Qualification Summary

Key Information

Level	Sector	Qualification Type
2	Administration	Occupational Qualification
Total Qualification Time	Credit Value	Guided Learning Hours
450	45	229
Status	Methods of Assessment	Minimum Age
Available to learners	Portfolio of evidence	16



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Focus Awards Level 2 Diploma in Business Administration (RQF)

QRN: 601/5868/2

GLH: 229

TQT: 450

Credit: 45

Qualification Purpose:

The Focus Awards Level 2 Diploma in Business Administration (RQF) is intended for those who wish to work in a business environment with a responsibility for administrative support.

Learners undertaking this qualification will be able to understand how to communicate in a business environment, the principles of the provision of administration services, the principles of business document production and information management, employer organisations, the effective management of personal performance and development and how to develop working relationships. Learners will be able to understand the effective management of administration in a business environment including providing support for meetings, managing information systems and management and liaison with customers and understanding customer behaviour.

Age Ranges

Entry is at the discretion of the centre; however, learners should be at least 16 to undertake this qualification.

Geographical Coverage

This qualification has been accredited for use in England and Northern Ireland.

Learner Entry Requirements

There are no specific entry requirements for this qualification.



Reasonable Adjustments and Special Considerations

Please refer to the Focus Awards 'Reasonable Adjustments and Special Considerations Policy'. A copy is available for download from the Focus Awards website at the following url: <https://www.focusawards.org.uk/wp-content/uploads/2016/08/Reasonable-Adjustments.pdf>

Assessment Methods

This qualification is Internally Assessed. Each learner must create a portfolio of evidence that demonstrates achievement of all the learning outcomes and assessment criteria associated with each unit.

The main pieces of evidence for the portfolio could include some or all of the following:

- Assessor observation
- Witness testimony
- Learner product
- Worksheets
- Assignments/projects/reports
- Record of oral and written questioning
- Learner and peer reports
- Recognition of prior learning (RPL)

Progression Routes

Upon successful completion of the Focus Awards Level 2 Diploma in Business Administration (RQF), candidates may choose to progress on to:

- Level 3 Diploma in Business Administration (RQF);
- Qualifications in team leading at Level 3;
- Qualifications at level 3 in management and other related areas.

Supporting Material and Useful Websites

You will find useful websites and supporting materials here:

- www.focusawards.org.uk/qualifications
- www.skillsfca.org
- ofqual.gov.uk



Qualification Structure

Learners must achieve a minimum of 45 credits using the following guidelines:

- 21 credits from Group A Mandatory units.
- Minimum of 14 credits from Group B optional units.
- Maximum of 10 credits from Group C optional units.
- Maximum of 6 credits from Group D optional units.

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

Mandatory Units

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Communication in a business environment	H/506/1893	2	3	19
Principles of providing administrative service	J/506/1899	2	4	25
Principles of business document production and information management	T/506/1901	2	3	21
Understand employer organisations	A/506/1964	2	4	40
Manage personal performance and development	L/506/1788	2	4	18
Develop working relationships with colleagues	R/506/1789	2	3	19

Optional Group B

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Manage diary systems	L/506/1807	2	2	12
Produce business documents	Y/506/1809	2	3	24
Collate and report data	L/506/1810	2	3	19
Store and retrieve information	R/506/1811	2	4	19
Produce minutes of meetings	Y/506/1812	2	3	13
Handle mail	D/506/1813	2	3	15
Provide reception services	H/506/1814	2	3	15
Prepare text from notes using touch typing	K/506/1815	2	4	26
Prepare text from shorthand	M/506/1816	2	6	46
Prepare text from recorded audio transaction	T/506/1817	2	4	15
Maintain and issue stationery and supplies	Y/506/2295	2	3	18
Use and maintain office equipment	J/506/1868	2	2	10
Contribute to the organisation of an event	L/506/1869	2	3	23
Organise business travel or accommodation	D/506/1875	2	4	23
Provide administrative support for meetings	H/506/1876	2	4	28
Administer human resource records	T/506/1879	2	3	28
Administer the recruitment and selection process	A/506/1883	2	3	25
Administer parking dispensations	R/506/1887	2	3	25
Administer finance	R/506/1890	2	4	21
Buddy a colleague to develop their skills	M/506/1895	2	3	19
Employee rights and responsibilities	L/506/1905	2	2	16
Health and safety in a business environment	D/506/1794	1	2	10
Use a telephone and voicemail system	K/506/1796	1	2	20
Meet and welcome visitors in a business environment	A/506/1799	1	2	20

Develop a presentation	K/506/1913	3	3	11
Deliver a presentation	M/506/1914	3	3	17
Contribute to the development and implementation of an information system	A/506/1916	3	6	21
Monitor information systems	F/506/1917	3	8	43
Analyse and present business data	M/506/1945	3	6	24

Optional Group C

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Using email	M/502/4300	2	3	20
Word processing software	R/502/4628	2	4	30
Website software	R/502/4631	2	4	30
Spreadsheet software	F/502/4625	2	4	30
Presentation software	M/502/4622	2	4	30
Bespoke software	F/502/4396	2	3	20
Data management software	J/502/4559	2	3	20
Deliver customer service	A/506/2130	2	5	27
Process information about customers	H/601/1215	2	5	33
Develop customer relationships	T/601/1526	2	6	40
Participate in a project	F/506/1934	3	3	19
Processing customers' financial transactions	F/601/8320	2	4	8
Payroll processing	T/505/1238	2	5	20

Optional Group D

Unit Title	Unit Reference	Level	Credit	Guided Learning Hours
Understand the use of research in business	A/506/1818	2	6	40
Understand the legal context of business	D/506/1939	3	6	44
Principles of customer relationships	K/503/8194	2	3	18
Principles of team leading	R/506/2294	2	5	37
Principles of equality and diversity in the workplace	J/506/1806	2	2	10
Principles of marketing theory	D/502/9928	2	4	30
Principles of digital marketing	D/506/9931	2	5	40
Understand working in a customer service environment	L/506/2083	1	3	25
Know how to publish, integrate and share using social media	R/505/3515	2	5	40
Exploring social media	F/505/6880	2	2	16
Understand the safe use of online and social media platforms	L/505/3514	2	4	35
Archive Information	T/506/1865	2	3	14

Staff Requirements

Requirements for Tutors/Instructors

Tutors delivering the qualification will be required to hold or be working towards a teaching qualification. This may include qualifications such as the Levels 3, 4 or 5 in Education and Training, or a Certificate in Education. Focus Awards will however; consider other teaching qualifications upon submission. Tutors must also be able to demonstrate that they are occupationally competent within the sector area.

Requirements for Assessors

Assessors will be required to hold, or be working towards a relevant assessing qualification. This includes qualifications such as:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Award in Assessing Vocationally-Related Achievement
- Level 3 Certificate in Assessing Vocational Achievement

Focus Awards will however; consider other relevant assessing qualifications upon submission.

Assessors who only hold the Level 3 Award in Understanding the Principles and Processes of Assessment will be required to complete an additional programme of study to achieve the relevant competency units required for one of the qualifications listed above.

Trainee assessors who do not hold an assessment qualification will require their decisions to be countersigned by a suitably qualified assessor.

Assessors must also be able to show they are occupationally competent within the sector area

Requirements for Internal Quality Assurers (IQA)

Internal Quality Assurers should hold or be working towards the following an IQA qualification. This may include qualifications such as the V1 (previously D34), or the Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice. Focus Awards will however; consider other relevant IQA qualifications upon submission. Trainee IQAs who do not hold an IQA qualification will require their decisions to be countersigned by a suitably qualified IQA. IQAs must be able to demonstrate occupational competence.

