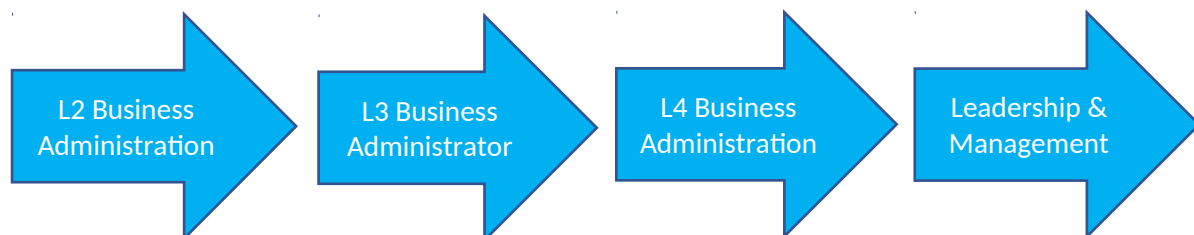# Business Administration
(Framework)

Level 2

Overview

This qualification covers the essentials of business administration, allowing the learner to develop the skills and knowledge required in a business environment and is ideal for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills.

The following areas can be covered within this qualification:

Communicate in a business environment | Manage personal and professional development | Contribute to the improvement of business performance | Principles of administration.

Career Pathway:

L2 Business Administration → L3 Business Administrator → L4 Business Administration → Leadership & Management

Funding Band: £2,000.00

Apprenticeships

Mandatory

222 Communication in a business environment
224 Principles of providing administrative services
225 Principles of business document production and information management
226 Understand employer organisations
239 Manage personal performance and development
240 Develop working relationships with colleagues

Optional Group A

101 Health and safety in a business
102 Use a telephone and voicemail system
103 Meet and welcome visitors in a business environment
201 Manage diary systems
202 Produce business documents
203 Collate and report data
204 Store and retrieve information
205 Produce minutes of meetings
206 Handle mail
207 Provide reception services
208 Prepare text from notes using touch typing
209 Prepare text from shorthand
210 Prepare text from recorded audio instruction 4
212 Archive information
213 Maintain and issue stationery and supplies
214 Use and maintain office equipment
215 Contribute to the organisation of an event
216 Organise business travel or accommodation
217 Provide administrative support for meetings
218 Administer human resource records
219 Administer the recruitment and selection process
220 Administer parking dispensations
221 Administer finance
223 Buddy a colleague to develop their skills
227 Employee rights and responsibilities
304 Develop a presentation
305 Deliver a presentation
307 Contribute to the development and implementation of an information system
308 Monitor information systems
322 Analyse and present business data

Optional Group B

228 Process information about customers
229 Develop customer relationships
230 Deliver Customer Service
233 Bespoke Software
234 Spreadsheet Software
236 Processing customers' financial transactions
237 Data Management Software
242 Using email
243 Presentation Software
244 Word Processing Software
245 Website Software
247 Payroll Processing
344 Participate in a project

Optional Group C

104 Understand working in a customer service environment
211 Understand the use of research in business
231 Principles of marketing theory
232 Principles of digital marketing
235 Exploring Social Media
238 Principles of customer relationships
241 Principles of team leading
246 Know how to publish, integrate and share using social media
273/680 Principles of equality and diversity in the workplace
274 Understand the safe use of online and social media platforms

Apprenticeships