

**all you need  
to know.**

**Qualification Specification**

NCFE Level 2 Diploma in Business  
Administration (601/3964/X)

### **Aims and objectives of this qualification**

This qualification aims to develop learners' knowledge and skills in carrying out a range of administrative and business support functions.

The objective of this qualification is to develop and accredit learners' competence in a wide range of administrative duties. Skills and knowledge developed can be applied to a number of industries and job roles

### **Progression opportunities**

Learners who achieve this qualification could progress to:

- NCFE Level 3 Diploma in Business Administration
- NCFE Level 3 Diploma in Customer Service

### Achieving this qualification

To be awarded the NCFE Level 2 Diploma in Business and Administration learners must achieve a minimum of **45** credits:

- a total of **21** credits from Group A
- a minimum of **14** credits from Group B
- the remaining credits can come from Groups B, C or D – however, a maximum of 10 credits from Group C, and a maximum of 6 credits from Group D, can count towards achievement.

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

#### Group A mandatory units

- Unit 01 Communication in a business environment (3 credits)
- Unit 02 Understand employer organisations (4 credits)
- Unit 03 Principles of providing administrative services (4 credits)
- Unit 04 Principles of business document production and information management (3 credits)
- Unit 05 Manage personal performance and development (4 credits)
- Unit 06 Develop working relationships with colleagues (3 credits)\*

#### Group B optional units

- Unit 07 Administer the recruitment and selection process (3 credits)
- Unit 08 Handle mail (3 credits)\*
- Unit 09 Organise business travel or accommodation (4 credits)
- Unit 10 Provide reception services (3 credits)
- Unit 11 Provide administrative support for meetings (4 credits)
- Unit 12 Prepare text from notes using touch typing (4 credits)
- Unit 13 Manage diary systems (2 credits)
- Unit 14 Collate and report data (3 credits)
- Unit 15 Contribute to the organisation of an event (3 credits)
- Unit 16 Employee rights and responsibilities (2 credits)
- Unit 17 Prepare text from shorthand (6 credits)
- Unit 18 Buddy a colleague to develop their skills (3 credits)
- Unit 19 Store and retrieve information (4 credits)\*
- Unit 20 Administer finance (4 credits)

- Unit 21 Prepare text from recorded audio instruction (4 credits)
- Unit 22 Archive information (3 credits)

**Group B optional units (cont'd)**

- Unit 23 Administer human resource records (3 credits)
- Unit 24 Produce business documents (3 credits)
- Unit 25 Produce minutes of meetings (3 credits)
- Unit 26 Meet and welcome visitors in a business environment (2 credits)
- Unit 27 Health and safety in a business environment (2 credits)
- Unit 28 Use a telephone and voicemail system (2 credits)
- Unit 29 Contribute to the development and implementation of an information system (6 credits)
- Unit 30 Monitor information systems (8 credits)
- Unit 31 Develop a presentation (3 credits)
- Unit 32 Deliver a presentation (3 credits)
- Unit 33 Analyse and present business data (6 credits)
- Unit 34 Maintain and issue stationery and supplies (3 credits)
- Unit 35 Use and maintain office equipment (2 credits)

**Group C optional units**

- Unit 36 Using email (3 credits)
- Unit 37 Bespoke software (3 credits)
- Unit 38 Spreadsheet software (4 credits)
- Unit 39 Data management software (3 credits)
- Unit 40 Presentation software (4 credits)
- Unit 41 Word processing software (4 credits)
- Unit 42 Website software (4 credits)
- Unit 43 Deliver customer service (5 credits)
- Unit 44 Participate in a project (3 credits)
- Unit 45 Processing customers' financial transactions (4 credits)
- Unit 46 Payroll processing (5 credits)
- Unit 47 Process information about customers (3 credits)
- Unit 48 Develop customer relationships (3 credits)

**Group D optional units**

- Unit 49 Understand the use of research in business (6 credits)
- Unit 50 Understand the legal context of business (6 credits)
- Unit 51 Principles of marketing theory (4 credits)

- Unit 52 Principles of digital marketing (5 credits)
- Unit 53 Principles of customer relationships (3 credits)
- Unit 54 Understand working in a customer service environment (3 credits)

**Group D optional units (cont'd)**

- Unit 55 Know how to publish, integrate and share using social media (5 credits)
- Unit 56 Exploring social media (2 credits)
- Unit 57 Understand the safe use of online and social media platforms (4 credits)
- Unit 58 Principles of equality and diversity in the workplace (2 credits)
- Unit 59 Principles of team leading (5 credits)

To achieve the NCFE Level 2 Diploma in Business Administration, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification.

Grades are not awarded

