

Open College Network West Midlands

Level 2 Diploma in Business Administration

Qualification Guide





'Passionate about enabling learning and releasing the potential of people and their communities'

Open College Network West Midlands is a national Awarding Organisation, regulated by Ofqual and the Quality Assurance Agency for Higher Education (QAA), to develop and award nationally recognised qualifications. We work in partnership with employers, training providers, colleges, universities, schools and voluntary and community organisations to offer vocational credit-based qualifications, Access to Higher Education Diplomas and quality assured Customised Accreditation to help learners gain employment or to progress into further learning and Higher Education.

Why choose us?

- **Outstanding personalised customer service and support**
- Proven expertise in developing vocational qualifications and credit based learning
- **Responsive and flexible qualification development service**
- Diverse range of qualifications
- **National accreditation, local service**
- Quality assurance, enhancement and improvement services
- **Competitive and transparent pricing**
- Charitable organisation with ethical and sustainable business practices

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1. About this qualification

Around 3.2 million people help to keep businesses running in the public, private and not-for-profit sectors. This includes registered directors, company and chartered secretaries, general administrators and specialist administrators who, in addition to general administration skills, also need sector-specific knowledge to fulfil job roles such as legal or medical secretaries. This qualification will ensure staff are trained to fill skills shortages and deal with technological changes. This will result in a more capable, knowledgeable, administrative workforce.

This qualification is ideal for those entering into employment within a business administration environment.

The Level 2 Diploma in Business Administration forms the core component of the Intermediate Apprenticeship in Business Administration (England).

Intermediate apprentices may work in roles such as administrators, office juniors, receptionists/medical receptionists, junior legal secretaries or junior medical secretaries.

Objectives of the qualification

This qualification can be used flexibly to meet learner needs. Depending on the context of the learning and the needs of each individual learner, the qualification can:

- prepare individuals to progress to a qualification in the same subject area but at a higher level or requiring more specific knowledge, skills and understanding;
- prepare learners for employment;
- support a role in the workplace;
- encourage engagement in learning.

This qualification has been designed to enable learners to:

- ensure health and safety requirements are met;
- organise meetings, events and travel;
- administer finance, recruitment and human resources;
- develop and deliver customer relationships;
- use telephone systems.

It is a requirement that assessment of this qualification is conducted in English.

The Open College Network West Midlands Level 2 Diploma in Business Administration qualification is accredited by Ofqual.

Guided Learning Hours (GLH)

Guided Learning Hours are defined as the number of hours of supervised or directed study time required for a unit or a qualification. Some learners will be able to achieve units and qualifications in a shorter time than indicated. Others, for example those with additional support requirements, may need longer.

Total Qualification Time (TQT)

Total qualification time is defined as the number of guided learning hours (GLH) plus the time taken by the learner for private study or work experience.

Guided learning hours and total qualification time for this qualification is:

Level 2 Diploma

GLH: 351 hours

TQT: 486 hours

2. Learner requirements

Entry requirements

There are no entry requirements for this qualification

Minimum age

The minimum age for access to this qualification is **16** years.

Reasonable Adjustment and Special Considerations

Assessment within the Open College Network West Midlands Level 2 Diploma in Business Administration qualification is designed to be accessible and inclusive. The assessment methodology is appropriate and rigorous for individuals or groups of learners.

If you have learners with particular needs you should refer to the *Reasonable Adjustment and Special Considerations Policy*, available from Open College Network West Midlands. This gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

3. Achieving the qualification

Rules of combination

Centres are responsible for ensuring that learners are able to achieve the qualification for which they are aiming. Centres must ensure that the following rules of combination that apply to each qualification are met.

To be awarded the Level 2 Diploma in Business Administration, learners must achieve 45 credits.

All 21 credits must be achieved from the Mandatory Group M and a minimum of 14 credits must be achieved from Group A.

A maximum of 10 credits can only be achieved from Group B and a maximum of 6 credits can only be achieved from Group C

Unit achievement

All of the assessment criteria in a unit must be met before the unit is deemed to be achieved. The unit achievement is not graded: units are either achieved or not achieved.

Recording achievement

You must record the learner's achievement of each unit on an appropriate form(s). You should record the learner's achievement against the specific units assessment criteria evidenced by the task.

4. The units

Mandatory Group M

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Communication in a business environment	2	3	19	30	AY5/2/NQ/007	M/508/0432
Develop working relationships with colleagues	2	3	19	30	AZ3/2/NQ/004	T/508/0433
Manage personal performance and development	2	4	18	40	AB2/2/NQ/008	A/508/0434
Principles of business document production and information management	2	3	21	30	AZ2/2/NQ/002	F/508/0435
Principles of providing administrative services	2	4	25	40	AB2/2/NQ/009	J/508/0436
Understand employer organisations	2	4	40	40	AB2/2/NQ/011	L/508/0437

Optional Group A

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Administer finance	2	4	21	40	AB2/2/NQ/005	T/508/0870
Administer human resource records	2	3	28	30	AJ2/2/NQ/003	F/508/0452

Administer parking dispensations	2	3	25	30	AC3/2/NQ/001	J/508/0453
Administer the recruitment and selection process	2	3	25	30	AY6/2/NQ/012	Y/508/0456
Analyse and present business data	3	6	24	50	AY5/3/NQ/002	L/508/0664
Archive information	2	3	14	27	AF3/2/NQ/002	L/508/0468
Buddy a colleague to develop their skills	2	3	19	30	AZ3/2/NQ/001	R/508/0469
Collate and report data	2	3	19	30	AB2/2/NQ/006	J/508/0470
Contribute to the development and implementation of an information system	3	3	21	55	AY6/3/NQ/001	L/508/0440
Contribute to the organisation of an event	2	3	23	30	AF6/2/NQ/003	R/508/0472
Deliver a presentation	3	3	17	27	AF3/3/NQ/001	R/508/0441
Develop a presentation	3	3	11	27	AF3/3/NQ/002	T/508/0447
Employee rights and responsibilities	2	2	16	20	AC4/2/NQ/001	Y/508/0473
Handle mail	2	3	15	30	AZ3/2/NQ/005	D/508/0474
Health and safety in a business environment	1	2	10	18	AB2/1/NQ/001	J/508/0873
Maintain and issue stationery and supplies	2	3	18	30	AZ3/2/NQ/006	H/508/0475
Manage diary systems	2	2	12	20	AZ3/2/NQ/007	K/508/0476

Meet and welcome visitors in a business environment	1	2	20	20	AF6/1/NQ/004	R/508/0438
Monitor information systems	3	8	53	75	AY5/3/NQ/003	T/508/0450
Organise business travel or accommodation	2	4	23	40	AF6/2/NQ/004	A/508/0479
Prepare text from notes using touch typing	2	4	26	40	AZ1/2/NQ/001	M/508/0480
Prepare text from recorded audio instruction	2	4	15	30	AZ1/2/NQ/002	T/508/0481
Prepare text from shorthand	2	6	46	55	AZ2/2/NQ/001	F/508/0483
Produce business documents	2	3	24	30	AZ3/2/NQ/008	Y/508/0490
Produce minutes of meetings	2	3	13	28	AF6/2/NQ/005	K/508/0493
Provide administrative support for meetings	2	4	28	40	AF6/2/NQ/006	D/508/0510
Provide reception services	2	3	15	30	AY7/2/NQ/004	A/508/0515
Store and retrieve information	2	4	19	30	AY5/2/NQ/008	F/508/0516
Use and maintain office equipment	2	2	10	18	AY8/2/NQ/003	L/508/0518
Use a telephone and voicemail system	1	2	20	20	AF3/1/NQ/004	Y/508/0439

Optional Group B

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Bespoke software	2	3	20	30	CP4/2/NQ/011	R/508/0536
Data management software	2	3	20	28	CQ6/2/NQ/004	D/505/6403
Deliver customer service	2	5	27	45	AZ3/2/NQ/002	D/508/0541
Develop customer relationships	2	3	18	21	AZ3/2/NQ/003	H/508/0542
Participate in a project	3	3	19	28	AG6/3/NQ/001	J/508/0548
Payroll processing	2	5	20	45	AK8/2/NQ/002	Y/508/0554
Presentation software	2	4	30	38	CQ5/2/NQ/008	D/505/3260
Process information about customers	2	3	14	28	AB2/2/NQ/010	A/508/0563
Processing customers' financial transactions	2	4	8	35	AK1/2/NQ/001	Y/508/0571
Spreadsheet software	2	4	30	40	CP3/2/NQ/004	L/505/3299
Using email	2	3	20	28	CR3/2/NQ/005	D/505/3310
Website software	2	4	30	38	CK8/2/NQ/001	F/505/6426
Word processing software	2	4	30	38	CQ1/2/NQ/004	M/505/3313

Optional Group C

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Exploring social media	2	2	16	20	CR1/2/NQ/001	Y/508/0666
Know how to publish, integrate and share using social media	2	5	40	48	AB2/2/NQ/007	K/508/0672
Principles of customer relationships	2	3	18	30	AY4/2/NQ/001	D/508/0667
Principles of digital marketing	2	5	40	48	BF2/2/NQ/001	H/508/0668
Principles of equality and diversity in the workplace	2	2	10	20	AG8/2/NQ/002	K/508/0669
Principles of marketing theory	2	4	30	38	BA1/2/NQ/006	D/508/0670
Principles of team leading	2	5	37	48	AF5/2/NQ/001	H/508/0671
Understand the legal context of business	3	6	44	55	AB2/3/NQ/003	R/508/0715
Understand the safe use of online and social media platforms	2	4	35	40	CR1/2/NQ/002	A/508/0711
Understand the use of research in business	2	6	40	56	AC3/2/NQ/002	L/508/0714
Understand working in a customer service environment	1	3	25	28	AZ3/1/NQ/001	R/508/0665

Level descriptors

The level of the units within this qualification are linked to the latest QCF level descriptors published by Ofqual.

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 1	Has basic factual knowledge of a subject and/or knowledge of facts, procedures and ideas to complete well-defined routine tasks and address simple problems; and Is aware of aspects of information relevant to the area of study or work.	Use basic cognitive and practical skills to complete well-defined routine tasks. Select and use relevant information. Identify whether actions have been effective.

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 2	Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems. Can interpret relevant information and ideas. Is aware of a range of information that is relevant to the area of study or work.	Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems. Identify, gather and use relevant information to inform actions. Identify how effective actions have been.

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 3	Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine. Can interpret and evaluate relevant information and ideas. Is aware of the nature of the area of study or work. Is aware of different perspectives or approaches within the area of study or work.	Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. Use appropriate investigation to inform actions. Review how effective methods and actions have been.

Extracted from 'After the QCF A New Qualification Framework' October 2015

5. Assessment

This qualification requires achievement of the specified units with no further requirements for additional/summative assessment. Achievement is therefore determined by successful completion of unit assessment. The assessment process is as follows:

- Assessments are internally set and approved at the centre by assessors, against the requirements detailed in the assessment criteria of the unit.
- The learners are assessed internally at the centre, using the assessments set.
- The resulting portfolios of assessed evidence are internally quality assured by an Internal Quality Assurer (IQA) at the centre.
- The portfolios of assessed evidence are quality assured either by an Open College Network West Midlands Quality Adviser (QA) or, for centres with Direct Claims Status, an Internal Quality Assurer (IQA) approved by Open College Network West Midlands.

Assessment methods

When delivering Open College Network West Midlands units and qualifications, centres may choose from a range of assessment methods. It is important that the most effective and appropriate methods are selected. We therefore strongly advise that all those involved in assessment and internal quality assurance of this qualification refer to the *Open College Network West Midlands Centre Handbook* and our *Assessment Methods* publication. These provide guidance on the range of assessment methods available and the types of evidence appropriate for each. These publications are available on our website www.opencollnet.org.uk.

It is important when devising assessments to differentiate between the assessment method (what the learner is asked to do) and the evidence (what the learner produces).

When designing any assessment method, tutors or assessors will need to consider the presentation of the assessment task to the learner to make it fair and accessible. Tutors or assessors may also need to consider arrangements for learners with particular learning difficulties and will need to be aware of Open College Network West Midlands' policy on reasonable adjustments.

All proposed assessment tasks must be checked and confirmed as appropriate, fair, valid and reliable by an appropriately qualified and experienced Internal Quality Assurer (IQA) before being issued to learners.

All assessment must be in line with the Skills CFA assessment strategy which can be found on our website.

The CFA Assessment Strategy provides principles and guidance to Awarding Organisations for the assessment of competence-based units and qualifications (including Scottish Vocational Qualifications and National Vocational Qualifications) within Business

Administration, Customer Service and Management and Leadership in England, Scotland, Wales and Northern Ireland.

This document outlines Skills CFA principles in regards to:

- external quality control of assessment
- requirements of assessor and verifiers
- evidence
- employer direct model.

These principles are in addition to the generic criteria that Awarding Organisations must meet for delivery of qualifications as required by the qualification regulators.

6. Offering the qualification

Centres wishing to deliver this qualification will need to demonstrate the ability to adhere to quality assurance and assessment regulations.

All procedures for the use of this qualification or units of this qualification, including approval, registration of learners, verification and certification will be completed through Open College Network West Midlands, who will have an identified officer to support your centre. If you have any queries or difficulties at any time you should contact the Open College Network West Midlands office on 01902 624230.

If you are an Open College Network West Midlands Recognised Centre and you wish to add this qualification to your curriculum offer please also complete and submit an *Open College Network West Midlands New Course Notification Form*. This is available to download from [here](#). The completed form should be forwarded to your Business Development Manager for approval.

If you are not an Open College Network West Midlands Recognised Centre and you wish to offer the qualification, you will need to apply for Centre Recognition with us. To start the application process please email enquiries@opencollnet.org.uk or telephone 01902 624 239.

For more information visit 'Becoming a Centre' on our website.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards.

Standardisation:

- establishes statements on the standard of evidence required to meet the assessment criteria for the units in Open College Network West Midlands qualifications;
- makes recommendations on assessment practice;
- produces advice and guidance for the assessment of units;
- identifies good practice in assessment.

It is a requirement of the centre recognition process that each centre offering units from Open College Network West Midlands qualifications must contribute assessment materials and learners' evidence for standardisation if requested.

Open College Network West Midlands will notify centres of the required sample for standardisation purposes. Assessment materials, learners' evidence and tutor feedback will be sent to Open College Network West Midlands by centres.

Outcomes from standardisation will be available to centres through Open College Network West Midlands.

Support for centres

Open College Network West Midlands provide all of our centres with on-going support and advice on the use of Open College Network West Midlands units and qualifications, including the requirements for assessment.

If centres approved to offer Open College Network West Midlands units and qualifications have obtained a UKPRN (UK Provider Reference Number) from the UKRLP (UK Register of Learning Providers), this will be used as the centre reference number. If a centre has not obtained a UKPRN they will be issued with a unique Open College Network West Midlands centre number.

Information about obtaining a Unique Learner Number (ULN) on behalf of the learners is included in the *Open College Network West Midlands Centre Handbook*.

Centre responsibilities

Each centre should identify a centre contact who will be responsible for Open College Network West Midlands provision within the centre.

The centre contact must ensure all procedures relating to the delivery of the qualification operate effectively in the centre.

The centre contact is the person responsible for confirming and ensuring that the centre meets all the Open College Network West Midlands requirements for centre recognition.

The centre contact is responsible for ensuring all relevant Open College Network West Midlands documentation is distributed as required within the centre and that the security requirements for external assessment are adhered to, where applicable.

The information provided in this qualification guide is accurate at the time of publication but is subject to change. Open College Network West Midlands will occasionally update qualification information, so please refer to the 'Open College Network West Midlands Qualifications' page of our website to view any updates, and the latest versions of our qualification guides

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