

# Business and Management

## Business and Administration NVQ Level 2 Work-based

### In Brief

#### Start Date / Duration

There are various start dates throughout the year and runs for 52 weeks.

#### Entry Requirements

You must be working or volunteering in an administrative role.

#### You will achieve

NVQ Level 2 in Business Administration

### Course Overview

The qualification assesses your abilities to carry out a range of administrative tasks and recognises your achievements in a way that is relevant to your work.

NVQs work by testing your abilities in the workplace. To complete an NVQ you need to prove that you can do certain work-related tasks. NVQs are assessed in a combination of ways: By portfolio – you build up evidence of what you’ve done at work; and by observation – an assessor watches you work and checks that you can do the tasks.

Candidates produce evidence to prove they have the competence to meet the NVQ standards. Assessors sign off units when the candidates are ready. The assessor tests candidates’ knowledge, understanding and work-based performance to make sure they can demonstrate competence in the workplace.

Candidates compare their performance with the standards as they learn. They look at what they have achieved, how much they still need to do and how they should go about it, until they are assessed as competent for a unit or a whole NVQ. The system is right for candidates who already have skills and want to increase them, but also for those who are starting from the beginning. As the system is so flexible, new ways of learning can be used immediately.

### Course Content

You will have an assessor who will work closely with you, often visiting you in your workplace. They will also keep in touch with you via email, telephone and drop-in workshops.

You will produce an e-portfolio (on Onefile) or paper based evidence to demonstrate your competence in working in an administrative role.

## Structure

To achieve the **Level 2 Diploma in Business Administration (5528-02)**, learners must achieve **45** credits in total; **21** credits from the mandatory units and a total of **24** credits from the optional units as follows:

- A **minimum** of **14** credits from group A optional units.
- A **maximum** of **10** credits from group B optional units.
- A **maximum** of **6** credits from group C optional units.
- A minimum of **36** credits must be achieved through the completion of units at Level 2 or above.

Unit accreditation no.	City & Guilds unit no.	Unit title	Credit value	Unit Level
<b>Mandatory</b>				
H/506/1893	222	Communication in a business environment	3	2
J/506/1899	224/674	Principles of providing administrative services	4	2
T/506/1901	225/675	Principles of business document production and information management	3	2
A/506/1964	226/676	Understand employer organisations	4	2
L/506/1788	239	Manage personal performance and development	4	2
R/506/1789	240	Develop working relationships with colleagues	3	2
<b>Optional Group A</b>				
D/506/1794	101	Health and safety in a business environment	2	1
K/506/1796	102	Use a telephone and voicemail system	2	1
A/506/1799	103	Meet and welcome visitors in a business environment	2	1
L/506/1807	201	Manage diary systems	2	2
Y/506/1809	202	Produce business documents	3	2
L/506/1810	203	Collate and report data	3	2
R/506/1811	204	Store and retrieve information	4	2
Y/506/1812	205	Produce minutes of meetings	3	2
D/506/1813	206	Handle mail	3	2
H/506/1814	207	Provide reception services	3	2

## Optional Group B

Unit accreditation no.	City & Guilds unit no.	Unit title	Credit value	Unit Level
R/506/2134	228	Process information about customers	3	2
Y/506/2149	229	Develop customer relationships	3	2
A/506/2130	230	Deliver customer service	5	2
F/502/4396	233	Bespoke Software	3	2
F/502/4625	234	Spreadsheet Software	4	2
F/601/8320	236	Processing customers' financial transactions	4	2
J/502/4559	237	Data Management Software	3	2
M/502/4300	242	Using email	3	2
M/502/4622	243	Presentation Software	4	2
R/502/4628	244	Word Processing Software	4	2
R/502/4631	245	Website Software	4	2
T/505/1238	247	Payroll Processing	5	2
F/506/1934	344	Participate in a project	3	3
<b>Optional Group C</b>				
L/506/2083	104/654	Understand working in a customer service environment	3	1
A/506/1818	211	Understand the use of research in business	6	2
D/502/9928	231	Principles of marketing theory	4	2
D/502/9931	232	Principles of digital	5	2

F/505/6880	235	marketing Exploring Social Media	2	2
K/503/8194	238	Principles of customer relationships	3	2
R/506/2294	241	Principles of team leading	5	2
<b>Unit accreditation no.</b>	<b>City &amp; Guilds unit no.</b>	<b>Unit title</b>	<b>Credit value</b>	<b>Unit Level</b>
R/505/3515	246	Know how to publish, integrate and share using social media	5	2
J/506/1806	273/680	Principles of equality and diversity in the workplace	2	2
L/505/3514	274	Understand the safe use of online and social media platforms	4	2

## How will I be assessed?

By continuous assessment of evidence produced and accompanying written reports.

## What Equipment Will I Need?

You will be required to provide paper, writing materials, A4 ring binder file, extra wide dividers and clear plastic wallets.

## Where will I study?

You will study in your workplace.

## What can I do next?

On successful completion of the programme you may wish to progress onto Level 3. You can also alternatively seek employment as a receptionist, clerical assistant or administrator.

## How much does the course cost?

Course fees: £795 full fee payable.

## Extra information

### Full Fee Payable

If the course is listed as full fee payable, you will have to pay for the course.

### Contact the Information Unit

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [mailto:info@barnsley.ac.uk]

### Additional Learning Support

Our Additional Learning Support team can provide you with the support you need. Please contact them on +44 (0)1226 216 769.

### Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

**Last updated:** 21st March 2019

### Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**