



# Level 2 Business Administration

Our qualification will improve your practical skills, helping with teamwork and staff morale. You will learn how to support your colleagues more effectively. Aimed at learners who work in administrative support roles and are keen to develop their career.

## Benefits for the learner

- On the job learning to help you develop your skills
- Understand how to use various systems required in your role
- Quality teaching by trainer coaches with industry links
- Achieve a nationally recognised qualification
- Access a wealth of resources through Moodle - our online learning platform

## Benefits for the employer

- Increased productivity in business performance
- Optional units to tailor the qualification to your business needs
- Promote a culture of learning and development
- A strong focus on workplace performance
- Help with recruiting new staff to fill vacancies



**INVESTORS IN PEOPLE™**  
We invest in people Platinum



# Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication and Application of Number qualifications are an integral element to the funded apprenticeship frameworks.

We offer a blended learning approach delivered remotely, face-to-face and using our online learner Moodle. You will be assessed via a 4 – 6 hour task and a 45 minute test for both Communication and Application of Number. Tests will be held in-person at our test centre.

If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

Essential Skills	
Learners will need to complete:	
Application of Number	Level 1
Digital Literacy	Level 1
Communication	Level 1

## Qualification Overview

To achieve our Level 2 Business Administration qualification, you must complete **45 credits in total (minimum 36 credits at Level 2 or above)**:

- Mandatory Group - **21 credits**
- Optional Group A - **14 credits**
- Optional Group B - **10 credits**
- Optional Group C - **6 credits**
- The qualification will take 12 months to complete

## Mandatory Group

Unit Title	Level	Credit Value
Communication in a business environment	2	3
Principles of business document production and information management	2	3
Principles of providing administrative services	2	4
Manage personal performance and development	2	4
Understand employer organisations	2	4
Develop working relationships with colleagues	2	3

## Optional Group A

Unit Title	Level	Credit Value
Manage diary systems	2	2
Organise business travel/lodgings	2	4
Produce business documents	2	3
Provide support for meetings	2	4
Collate and report data	2	3
Administer human resource records	2	3
Store and retrieve information	2	4
Administer recruitment & selection process	2	3
Produce minutes of meetings	2	3
Administer parking dispensations	2	3
Handle mail	2	3
Administer finance	2	4
Provide reception services	2	3
Buddy a colleague/develop their skills	2	3
Prepare text from notes using touch typing	2	4
Employee rights and responsibilities	2	2
Prepare notes from shorthand	2	6
Health and safety in a business environment	1	2
Prepare text from recorded audio instruction	2	4
Use a telephone and voicemail system	1	2
Archive information	2	3
Meet and welcome visitors to the business environment	1	2
Maintain and issue stationery and supplies	2	3
Develop a presentation	3	3
Use and maintain office equipment	2	2
Deliver a presentation	3	3
Contribute to the organisation of an event	2	3
Monitor information systems	3	8
Development and implement of an information system	3	6
Analyse and present business data	3	6

## Optional Group B

Unit Title	Level	Credit Value
Using email	2	3
Deliver customer service	2	5
Word processing software	2	4
Process information about customers	2	3
Website software	2	4
Payroll processing	2	5

Unit Title	Level	Credit Value
Spreadsheet software	2	4
Develop customer relationships	2	3
Presentation software	2	4
Participate in a project	3	3
Bespoke software	2	3
Processing customers' financial transactions	2	4
Data management software	2	4

## Optional Group C

Unit Title	Level	Credit Value
Understand the use of research in business	2	6
Principles of digital marketing	2	5
Principles of customer relationships	2	3
Understand working in a customer service environment	1	3
Principles of team leading	2	5
Understand the safe use of online and social media platforms	2	4
Principles of equality and diversity in the workplace	2	2
Exploring social media	2	2
Principles of marketing theory	2	4
Publish, integrate and share using social media	2	5

## Progression

If you are in a suitable role, you could progress to:

- Level 3 Business Administration
- Level 4 Business Administration