

# BTEC Diploma in Business Administration

The BTEC Level 2 Diploma in Business Administration develops skills and confidence and gives valuable professional recognition for operational level personnel.

It is based on recognised occupational standards and is jointly certificated by Best Practice and Pearson – the leading Awarding Organisation for vocational qualifications.

- Course duration: 9 – 12 months
- Assessed through observation, written worksheets, workplace evidence and onscreen tests
- Supported by e.learning and optional in-company workshops

Learners must achieve a total of 45 credits: 21 credits from mandatory units and at least 24 credits from optional units. At least 14 credits from Group B and no more than 10 credits from Group C.

\* These units are assessed through onscreen tests. Credit values are shown below in brackets.

## Level 2

Mandatory units – Group A	
■ Communicate in a business environment (3)	
■ Principles of providing administrative services (4) *	
■ Principles of business document production and information management (3) *	
■ Understand employer organisations (4) *	
■ Manage personal performance and development (4)	
■ Develop working relationships with colleagues (3)	
Optional units – Group B	
■ Manage diary systems (2)	■ Maintain and issue stationery & supplies (3)
■ Produce business documents (3)	■ Use and maintain office equipment (2)
■ Collate and report data (3)	■ Contribute to the organisation of an event (3)
■ Store and retrieve information (4)	■ Organise business travel or accommodation (4)
■ Produce minutes of meetings (3)	■ Provide administrative support for meetings (4)
■ Handle mail (3)	■ Administer finance (4)
■ Provide reception services (3)	■ Employee rights and responsibilities (2)
Optional units – Group C	
■ Using email (3)	■ Spreadsheet software (4)
■ Word processing software (4)	■ Presentation software (4)

### Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

### Progression

Successful learners may progress to a Level 3 Diploma in Business Administration.