

LEVEL 2 DIPLOMA IN BUSINESS AND ADMINISTRATION

City & Guilds qualification number 5528-02

Qualification accreditation number 601/3607/8



Who is it for?

This Level 2 Diploma will suit you if you are in a junior role and want to develop your skills to become a future team leader or business manager. You need practical knowledge of more complex administrative support, perhaps supporting meetings and events or retrieving information.

What is the structure?

You must achieve a minimum of 45 credits overall, of which 21 credits must be from six mandatory units and the balance from a choice of optional units. The mandatory units are:

- Communication in a business environment
- Work in a business environment
- Principles of providing administrative services
- Principles of business document production and information management
- Understand employer organisations
- Manage personal performance and development

Where will it take me?

You can take additional optional units as professional development or progress to a Level 3 Diploma. A qualification in Business and Administration can also help you succeed in a support role in any size or type of organisation. These roles include:

- Secretary
- Receptionist
- Administrator
- Personal assistant
- Office supervisor/team leader
- Manager

How is it delivered?

You will be assigned a personal assessor – an experienced practitioner who is there to help and guide you. You will build up evidence to of what you know, and what you can do: this will be stored in a web based e-portfolio, which you and your assessor can access at any time.

You will develop your knowledge through studying a mixture of printed and online resources and attending webinars: your assessor will test your knowledge by setting you a variety of tasks. Your assessor will also visit you at work to carry out and record observations of your practice.

How long does it take?

There is no fixed time – it depends on how committed you are and how easily we can carry out observations. Nine months to a year is typical but, if you are doing this qualification as part of an apprenticeship, please note that there is a minimum duration of one year.

You will develop your knowledge through studying a mixture of printed and online resources and attending webinars.

What funding is available?

If you are employed for at least 16 hours per week and are able to achieve functional skills at Level 1 in maths, English and ICT, we can deliver your qualification free through an apprenticeship. If you prefer, you can take GCSE maths and English as an alternative to functional skills.

If you are unemployed and receiving state benefits, or if you are aged under 24 and don't already have any qualification at Level 2 or above (including 5 grade C GCSEs), the qualification can also be delivered free of charge – although you will need to have a work placement which allows us sufficient time, over a period, to observe you at work.

In other circumstances we will have to charge but we can generally access part funding for learners under 24 or those employed in small businesses.