

4 Qualification structure

Pearson BTEC Level 2 Diploma in Business Administration (QCF)

The learner will need to meet the requirements outlined in the table below before the qualification can be awarded.

Minimum number of credits that must be achieved	45
Minimum number of credits that must be achieved at level 2 or above	36
Number of mandatory credits that must be achieved	21
Minimum number of optional credits that must be achieved from Group B	14
Minimum number of optional credits that must be achieved from Group B, C or D	10
Maximum number of optional credits that can be achieved from Group C	10
Maximum number of optional credits that can be achieved from Group D	6

Unit	Unit reference number	Mandatory units	Level	Credit	Guided learning hours
1	H/506/1893	Communication in a Business Environment	2	3	19
2	A/506/1964	Understand Employer Organisations	2	4	40
3	J/506/1899	Principles or Providing Administrative Services	2	4	25
4	T/506/1901	Principles of Business Document Production and Information Management	2	3	21
5	L/506/1788	Manage Personal Performance and Development	2	4	18
6	R/506/1789	Develop Working Relationships with Colleagues	2	3	19

Unit	Unit reference number	Group B Optional units	Level	Credit	Guided learning hours
7	A/506/1883	Administer the Recruitment and Selection Process	2	3	25
8	D/506/1813	Handle Mail	2	3	15
9	D/506/1875	Organise Business Travel or Accommodation	2	4	23
10	H/506/1814	Provide Reception Services	2	3	15
11	H/506/1876	Provide Administrative Support for Meetings	2	4	28
12	K/506/1815	Prepare Text from Notes Using Touch Typing	2	4	26
13	L/506/1807	Manage Diary Systems	2	2	12
14	L/506/1810	Collate and Report Data	2	3	19
15	L/506/1869	Contribute to the Organisation of an Event	2	3	23
16	L/506/1905	Employee Rights and Responsibilities	2	2	16
17	M/506/1816	Prepare Text from Shorthand	2	6	46
18	M/506/1895	Buddy a Colleague to Develop their Skills	2	3	19
19	R/506/1811	Store and Retrieve Information	2	4	19
20	R/506/1887	Administer Parking Dispensations	2	3	25
21	R/506/1890	Administer Finance	2	4	21
22	T/506/1817	Prepare Text from Recorded Audio Instruction	2	4	15
23	T/506/1865	Archive Information	2	3	14
24	T/506/1879	Administer Human Resource Records	2	3	28
25	Y/506/1809	Produce Business Documents	2	3	24
26	Y/506/1812	Produce Minutes of Meetings	2	3	13
27	A/506/1799	Meet and Welcome Visitors in a Business Environment	1	2	20
28	D/506/1794	Health and Safety in a Business Environment	1	2	10
29	K/506/1796	Use a Telephone and Voicemail System	1	2	20

Unit	Unit reference number	Group B Optional units	Level	Credit	Guided learning hours
30	A/506/1916	Contribute to the Development and Implementation of an Information System	3	6	21
31	F/506/1917	Monitor Information System	3	8	43
32	K/506/1913	Develop a Presentation	3	3	11
33	M/506/1914	Deliver a Presentation	3	3	17
34	M/506/1945	Analyse and Present Business Data	3	6	24
35	Y/506/2295	Maintain and Issue Stationery and Supplies	2	3	18
36	J/506/1868	Use and Maintain Office Equipment	2	2	10
Unit	Unit reference number	Group C Optional units	Level	Credit	Guided learning hours
37	M/502/4300	Using Email	2	3	20
38	F/502/4396	Bespoke Software	2	3	20
39	F/502/4625	Spreadsheet Software	2	4	30
40	J/502/4559	Data Management Software	2	3	20
41	M/502/4622	Presentation Software	2	4	30
42	R/502/4628	Word Processing Software	2	4	30
43	R/502/4631	Website Software	2	4	30
44	A/506/2130	Deliver Customer Service	2	5	27
45	F/506/1934	Participate in a Project	3	3	19
46	F/601/8320	Processing Customers' Financial Transactions	2	4	8
47	T/505/1238	Payroll Processing	2	5	20
48	R/506/2134	Process Information about Customers	2	3	14
49	Y/506/2149	Develop Customer Relationships	2	3	18

Unit	Unit reference number	Group D Optional units	Level	Credit	Guided learning hours
50	A/506/1818	Understand the Use of Research in Business	2	6	40
51	D/506/1939	Understand the Legal Context of Business	3	6	44
52	D/502/9928	Principles of Marketing Theory	2	4	30
53	D/502/9931	Principles of Digital Marketing	2	5	40
54	K/503/8194	Principles of Customer Relationships	2	3	18
55	L/506/2083	Understand Working in a Customer Service Environment	1	3	25
56	R/505/3515	Know How to Publish, Integrate and Share Using Social Media	2	5	40
57	F/505/6880	Exploring Social Media	2	2	16
58	L/505/3514	Understand the Safe Use of Online and Social Media Platforms	2	4	35
59	J/506/1806	Principles of Equality and Diversity in the Workplace	2	2	10
60	R/506/2294	Principles of Team Leading	2	5	37