

Focus Awards • Level 2 • Qualification No. 601/5868/2

Level 2 Diploma in Business Administration (RQF)

A 100% online diploma for people who want to work in an administrative support role — covering business documents, communication, presenting and customer service.

Ready to get started?

Enrol on the Level 2 Diploma in Business Administration today and get instant access to your Virtual Learning Environment.

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52

CREDITS

520

TQT

323

GLH

13

UNITS

■ Overview

The Level 2 Diploma in Business Administration (RQF) is an accredited, Ofqual-regulated, 100% online qualification for people who want to work in a business setting with administrative support responsibilities. Learners cover employer organisations, business document creation and information management, delivering administrative services, meeting support, operating information systems and customer service.

■ Who is it for?

- Learners who want to progress to a Level 3 Diploma
- Those aiming for a managerial role
- Anyone looking to advance their career in business administration
- Those wanting to improve their personal and professional skills

■ Duration & delivery

Study online at your own pace through our Virtual Learning Environment (VLE), with unlimited tutor support available throughout.

3 months fast-track, full-time

1 year part-time

■ Assessment & verification

All units are internally assessed by qualified assessors and externally verified by the awarding organisation. Assessment takes the form of written assignments, witness testimony and direct observation, with detailed guidance from your tutor. There are no exams.

■ Unit structure

- 1 Understand Employer Organisations
- 2 Principles of Business Document Production and Information Management
- 3 Principles of Providing Administrative Service
- 4 Develop a Presentation
- 5 Deliver a Presentation
- 6 Communication in a Business Environment

- 7 Manage Personal Performance and Development
- 8 Develop Working Relationships with Colleagues
- 9 Principles of Customer Relationships
- 10 Develop Customer Relationships
- 11 Understand Working in a Customer Service Environment
- 12 Deliver Customer Service
- 13 Monitor Information Systems

■ Course facts

Awarding body	Focus Awards
Qualification No.	601/5868/2
Level	Level 2
Regulator	Ofqual
Study mode	100% online
Minimum age	16+

■ Entry requirements

Learners must be 16 or older to enrol.

■ Career paths

- Administration Assistant
- Receptionist
- Secretary
- Personal Assistant
- Business Support Team Member
- Team Lead

■ Progression

Successful completion enables learners to progress to:

Level 3 Diploma in Business Administration (RQF)
OTHM Level 3 Diploma in Business Studies
OTHM Level 3 Foundation Diploma in Accountancy
NCFE Level 3 Diploma in Skills for Business

Have a question?

Our advisors can talk you through funding, timelines and next steps — free, no obligation.

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