

5528



BUSINESS SKILLS

BUSINESS ADMINISTRATION

QUALIFICATION FACTSHEET

BUSINESS SKILLS

LEVEL 2 & 3 DIPLOMAS AND LEVEL 4 NVQ DIPLOMA IN BUSINESS ADMINISTRATION (5528)

QCF Qualification	Credit	Fundable	GLH	QAN	City & Guilds number
Level 2 Diploma in Business Administration	45	Yes	209 - 387	601/3607/8	5528-02
Level 3 Diploma in Business Administration	58	Yes	282 - 426	601/3608/X	5528-03
Level 4 NVQ Diploma in Business Administration	57	Yes	279 - 376	601/3597/9	5528-04

Qualification aim	Qualification levels and definition	Progression routes
<p>Designed to reflect the current and future needs of employers, these qualifications will benefit people with minimal experience of providing administrative assistance through to those who implement business support services and organisational change.</p> <p>The Level 2 and 3 Diplomas are "hybrid" qualifications that combine both knowledge and competence (skills) units, whilst the Level 4 NVQ Diploma is competence based.</p>	<p>Level 2 focuses on enhanced skills requiring some professional responsibility such as event support. Level 3 learners develop a more comprehensive range of business skills, including team supervision and project management, while the focus on organisational strategy at Level 4 caters for those in a managerial role.</p> <p>The flexible structure allows learners a range of entry points to reach their career ambitions within Business Administration and related fields.</p>	<p>On completion learners will gain the skills and knowledge required to progress on to relevant administrative roles in employment or alternatively onto the subsequent qualification level. Additionally, the qualifications are required components within the Business Administration apprenticeship frameworks.</p> <p>Further training opportunities in specific administrative routes allow learners to gain the essential skills required to fulfil roles such as a medical administrator or legal secretary.</p> <p>We also have a number of qualifications offered through the Institute of Leadership and Management (ILM) at www.i-l-m.com.</p>

	Key features	Key benefits
Structure	Learners must complete all mandatory units, including those covering communication and personal development, plus a minimum number of credits from the optional units.	<p>A wide range of optional units allows you to tailor content to suit learners' individual needs, whilst meeting the occupational requirements of the industry.</p> <p>Optional units include those in IT, management and leadership and customer service.</p>
Assessment	Mandatory knowledge units are assessed on-demand through the City & Guilds e-assessment platform e-volve. The competence or skills-based units are assessed through a portfolio of evidence.	<p>e-volve is designed to cut the time spent marking and reduces your paperwork. The on-demand assessment is flexible and improves success rates as candidates only complete when they are ready.</p> <p>Portfolio assessment allows learners to draw upon real and relevant evidence that inspires and excites them, creating a more rewarding experience.</p>
Support	<p>Our support resources include: a free Qualification Handbook, online tutor and learner support via SmartScreen, our e-portfolio Learning Assistant and personal support.</p> <p>We have also written brand-new textbooks specifically for the Level 2 and Level 3 Diplomas.</p>	<p>SmartScreen helps tutors save time planning and supports learners in order to drive greater quality and better success rates.</p> <p>Learning Assistant helps save time and money by increasing learner completion rates by up to 40% over paper delivery.</p> <p>Personal support is available from the largest team of subject specific Quality Consultants, our Customer Relations Team and dedicated Business Managers.</p>

Reasons to choose City & Guilds	
Widest range and choice of qualifications	We are the market-leading awarding organisation for vocational qualifications. Learners can progress to and from the Business Administration suite to a wide variety of industry standard qualifications from City & Guilds.
Industry expertise	We have worked in partnership with training providers, industry experts and employers to ensure that our qualifications provide relevant, work-ready training.
Recognised by employers	Our qualifications are trusted and valued by experts and employers alike across industry. This helps providers engage with employers and allows learners to gain the skills and training needed to succeed in employment.

For more information call +44 (0) 844 543 0000

email: centresupport@cityandguilds.com or visit www.cityandguilds.com