



Course Information Sheet

Subject: Business Administration (5528-02)

Level: 2

Accreditation No: 601/3607/8

Tutor: Sam Beattie

Course Outline:

These qualifications in Business Administration are for people who want to work in administrative support roles in public or private sector organisations, or people who want to improve their administrative and supervisory skills. A one day per week placement will be needed to study this course unless you are completing an apprenticeship which your place of work will be your 'work placement'. This qualification includes mandatory units that you must complete and a range of other units which will be chosen by your tutor to suit your needs.

Mandatory Units for this qualification include:

222 Communication in a business environment

224/674 Principles of providing administrative services

225/675 Principles of business document production and information management

226/676 Understand employer organisations

239 Manage personal performance and development

240 Develop working relationships with colleagues

Other units can include:

101 Health and safety in a business environment	207 Provide reception services
102 Use a telephone and voicemail system	214 Use and maintain office equipment
103 Meet and welcome visitors in a business environment	227 Employee rights and responsibilities
201 Manage diary systems	234 Spreadsheet Software
202 Produce business documents	242 Using email
203 Collate and report data	243 Presentation Software
204 Store and retrieve information	244 Word Processing Software
205 Produce minutes of meetings	304 Develop a presentation
206 Handle mail	305 Deliver a presentation