SPECIFICATION

IAO LEVEL 2 CERTIFICATE IN PRINCIPLES OF BUSINESS AND ADMINISTRATION

QUALIFICATION NUMBER: 601/3376/4

Innovate Awarding is an Ofqual regulated awarding organisation with an innovative and dynamic approach. We develop off-the-shelf, customised and fully bespoke qualifications across a growing number of sectors – all on the Regulated Qualifications Framework (RQF).

Our portfolio is always growing and we currently have qualifications in the following sectors:

Active Leisure	**Health and Social Care**
Business and Management	**Hospitality and Catering**
Childcare	**IT**
Employability	**Logistics**
Retail	**Education and Training**

We currently offer over 100 qualifications and we're continuously developing and diversifying our portfolio. Please visit our website regularly to keep up-to-date www.innovateawarding.org.

This document will be updated if there are any changes, so it is important to make sure you are working from the most up-to-date version, which is available to download from our website.

This specification also provides details on administration, quality assurance policies and the requirements as well as responsibilities that are associated with the delivery of vocational qualifications.

Innovate Awarding is an Ofqual-regulated Awarding Organisation in England.

If you have any questions regarding qualifications in general, aspects of specific qualifications or our quality assurance policies and procedures, visit our website where a lot more information is available.

If you cannot find what you are looking for on our website, please call or email our customer support team:

Telephone: 0117 314 2800
Email: contactus@innovateawarding.org

"We work with a wide variety of organisations such as employers, training providers, FE colleges and Sector Skills Councils and develop off-the-shelf, customised and bespoke qualifications."

Qualification summary

Qualification Accreditation Number (QAN)	601/3376/4
Qualification review date	31st December, 2025
Guided Learning Hours (GLH)	Minimum 120 hours
Total Qualification Time (TQT)	150 hours
RQF level	2
Qualification credit value	15 credits
Minimum credits at/above level	15 credits
Assessment requirements	Portfolio of Evidence
	This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by Innovate Awarding External Quality Advisors (EQAs).
Aims and objectives of the qualification	The aim of this qualification is to develop learners' knowledge ofBusiness and Administration. It provides an insight into the principles of Business and Administration and will aid career development by providing knowledge and understanding of working in this sector.
	This RQF knowledge-based qualification is designed for individuals who are involved in Business and Administration as their primary work activity, who are seeking a career in Business and Administration and wish to take the first steps towards professional qualifications. It is also suitable for learners who wish to gain recognition of their knowledge in Business and Administration.
Entry guidance	There are no formal entry requirements for this qualification.
	This qualification is suitable for those who work within a number ofindustries and job roles. It provides learners with an opportunity todemonstrate their competence and knowledge in a wide range of job roles.

Progression opportunities

Learners who achieve this qualification could progress into or within employment in a number of business administration rolesand/or continue their study in this or other areas.

Learners who complete this qualification may go on to further study in related areas such as:

- IAO Level 3 Diploma in Business Administration
- IAO Level 2 Diploma in Team Leading

Funding

For details on eligibility for government funding please refer to the following websites:

http://www.education.gov.uk/section96/
https://www.gov.uk/government/organisations/education-and-skills-funding-agency

Innovate Awarding

When you work with Innovate Awarding, you're working with an awarding organisation that sets itself apart – a dynamic company with a collaborative approach to doing business. We're consultative and innovative…everything that our customers say they want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

We have a Performance Pledge that details guaranteed response times. Copies of these can be found on our website www.innovateawarding.org.

Feedback

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at contactus@innovateawarding.org or call us on 0117 314 2800.

Complaints

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint then we recommend you read our Complaints Procedure which can be found on our website.

Fees

Our fees structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Unlike other awarding organisations, we do not charge an annual centre fee. Visit our website to compare our fees.

Enquiries and appeals

We recognise that sometimes decisions are made that a centre (or learner) may wish to appeal. We have an Enquiries and Appeals Policy and Process on our website that sets out guidelines on grounds for appeal and the process.

Data Protection

Innovate Awarding takes the protection of data seriously; we have a data protection statement outlining how we and our centres, comply with the current legislation on data protection. This statement can be found on our website.

Equality and Diversity

Innovate Awarding is committed to giving everyone who wants to gain one of our qualifications an equal opportunity of achieving it in line with current UK legislation (Equality Act 2010) and EU directives.

Centres are required, as conditions of approval, to use an equality and diversity policy that works together with ours and that they maintain an effective complaint and appeals process. We expect centres to tell learners how to find and use their own equality and diversity and appeals processes. For information, please visit our website.

Reasonable Adjustment and Special Consideration

All learners must be treated fairly and equally and be given every opportunity to achieve our/the qualifications. A copy of our policy on Reasonable Adjustments and Special Considerations, and application form, can be found on our website.

Malpractice and Maladministration

Innovate Awarding has a responsibility to do everything it can to prevent any malpractice or maladministration from occurring, and where it has already occurred, ensuring action is taken proportionate to the gravity and scope of the occurrence.

A copy of our policy and procedure on Malpractice and Maladministration is available on our website.

Recognition of Prior Learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification or unit. Innovate Awarding have produced guidance on RPL and this can be found within our Information and Guidance for Centres on our website.

Please note the above is not a comprehensive guide to running qualifications. Once approved centres must adhere to the Centre Agreement and Information and Guidance for Centres.

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The Regulated Qualifications Framework (RQF)

What is the RQF?

The Regulated Qualifications Framework (RQF) is an Ofqual regulated system of cataloguing qualifications. Qualifications on the RQF can be found by their size or level. Qualifications at a given level can differ depending on their content and purpose.

All of Innovate Awarding's qualifications are on the RQF.

Qualification Level

The level reflects the challenge or difficulty of the qualification. There are eight levels of qualification from 1 to 8, supported by three "Entry" levels.

Qualification Size

The size of a qualification reflects the estimated total amount of time it would take the average learner to study and be assessed. The size of a qualification is expressed in terms of Total Qualification Time (TQT). The time spent being taught or supervised, rather than studying alone, is the Guided Learning Hours (GLH).

Qualifications can sit at different levels, but require similar amounts of study and assessment. Similarly, qualifications at the same level can take different amounts of time to complete.

Credit values

Every unit and qualification on the RQF has been given a credit value, which denotes the number of credits that will be awarded to each candidate who successfully completes the unitor qualification.

- **1** credit represents **10** notional learning hours

Notional learning hours represent the amount of time a learner is expected to take, on average,to complete the learning outcomes of the unit to the standard required within the assessmentcriteria. It is important to note that notional learning hours is not the same as guided learning hours (GLH). GLH represents the hours during which a tutor or trainer is present and contributing to the learning process. Notional learning hours represents the hours which are needed to successfully cover all the learning required to achieve the unit, either guided or independently.

RQF terminology

Whilst the evidence outcomes required from RQF and NVQ units are the same, the RQF unitsuse different terminology to the NVQ units. The assessment criteria for NVQ units are 'what you must do' and 'what you must know' whereas the RQF units are all 'the Learner can' or 'the Learner is able to'.

Rules of Combination (RoC)

Every qualification on the RQF is structured through Rules of Combination. Rules of Combination are important because they define the number of credits which need to be achieved and where these credits must come from in order for a Learner to achieve the qualification. Rules of Combination also state what the potential is for Learners who wish to transfer credits between qualifications and awarding bodies.

Qualification structure

To achieve the IAO Level 2 Certificate in Principles of Business and Administration, learnersmust complete all of the required six mandatory units to the value of 15 credits.

The total Guided Learning Hours (GLH) for this qualification is 120 hours.

The Total Qualification Time (TQT) for this qualification is 150 hours.

Unit Structures

All units are listed below

Mandatory units

Unit ref	Unit title	Level	Credit value	GLH
L/601/7638	Principles of personal responsibilities and working in a business environment	2	4	32
Y/617/3469	Principles of providing administrative services	2	4	32
J/601/7640	Principles of managing information and producing documents	2	3	24
R/601/7642	Principles of supporting business events	2	1	8
L/601/7641	Principles of supporting change in a business environment	2	1	8
F/601/7653	Principles of budgets in a business environment	3	2	16

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Title:	L/601/7638 Principles of personal responsibilities and working in a business environment
Level:	2
Credit value:	4
GLH:	32

Learning outcomesThe learner will:	Assessment criteria The learner can:
1. Know the employment rights and responsibilities of the employee and employer	1.1 Identify the main points of contracts of employment 1.2 Identify the main points of legislation affecting employers and employees 1.3 Identify where to find information on employment rights and responsibilities both internally and externally 1.4 Describe how representative bodies can support the employee 1.5 Identify employer and employee responsibilities for equality and diversity ina business environment 1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment
2. Understand the purpose of health, safety and security procedures in a business environment	2.1 Identify employer and employee responsibilities for health, safety and security in a business environment 2.2 Explain the purpose of following health, safety and security procedures in a business environment 2.3 Identify ways of maintaining a safe and secure environment in a business environment
3. Understand how to communicate effectively with others in a business environment	3.1 Describe different methods of communication 3.2 Explain how to choose the most appropriate method of communicating with others

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	3.3 Describe ways of actively listening
4. Understand how to work with and support colleagues	4.1 Explain the purpose of agreeing standardsfor own work with others 4.2 Explain the purpose of taking on newchallenges and adapting to change 4.3 Explain the purpose of treating others withhonesty and consideration
5. Know how to plan own work and be accountable to others	5.1 Explain the purpose of meeting work standards and deadlines when completingtasks 5.2 Identify ways of planning own work 5.3 Describe methods of keeping othersinformed about progress
6. Understand the purpose of improving own performance in a business environment and how to do so	6.1 Explain the purpose of continuously improving own performance in a businessenvironment 6.2 Describe ways of improving own performance in a business environment 6.3 Identify different types of career pathwaysthat are available
7. Understand the types of problems that may occur in a business environment and how to deal with them	7.1 Identify the types of problems that mayoccur in a business environment 7.2 Explain ways of dealing with problems that may occur in a business environment 7.3 Explain how and when to refer problemsto relevant colleagues
Additional information about this unit N/A	
Unit aim (s)	This unit is about understanding employmentrights and the impact on the business environment. The importance of organisational policies andprocedures, principals and regulations governing employment rights, which protect the employer, employee and their business environment. This unit refers to the working relationship of the individual and colleagues within an organisation and how the rules and

	regulations support this, to achieve performance and maintain a safe environment.
Assessment requirements specified by asector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit andrelevant national occupational standards	BAA231; BAF172.

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Title:	Y/617/3469 Principles of providingadministrative services
Level:	2
Credit value:	4
GLH:	32

Learning outcomesThe learner will:	Assessment criteriaThe learner can:
1. Understand how to use communication systems	1.1 Describe the different features of communication systems including how to use them 1.2 Describe how to follow organisational procedures when communicating with others both face to face or remotely 1.3 Explain the purpose of giving a positive image of self and own organisation
2. Understand how to handle mail	2.1 Explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages 2.2 Identify different internal and external mailservices available to organisations 2.3 Describe the methods of calculating postage charges for mail or packages
3. Understand how to use different types of office equipment	3.1 Identify different types of equipment andtheir uses 3.2 Explain the purpose of following manufacturer's instructions when using equipment 3.3 Explain the purpose of keeping equipment clean, safe and hygienic and ready for the next user
4. Understand how to keep waste to a minimum in a business environment	4.1 Explain why waste should be kept to a minimum in a business environment 4.2 Identify the main causes of waste thatmay occur in a business environment 4.3 Identify ways of keeping waste to a minimum in a business environment

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5. Know how to make arrangements for meetings	5.1 Identify different types of meetings and their main features
	5.2 Identify the sources and types of information needed to arrange a meeting
	5.3 Describe how to arrange meetings
6. Understand procedures for organising travel and accommodation arrangements	6.1 Explain the purpose of confirming instructions and requirements for businesstravel and accommodation
	6.2 Outline the main types of business travel or accommodation arrangements that mayneed to be made and the procedures to follow
	6.3 Explain the purpose of keeping records of business travel or accommodation arrangements
7. Understand diary management procedures	7.1 Explain the purpose of using a diary system to plan activities
	7.2 Identify the information needed to maintain a diary system
8. Understand the purpose of delivering effective customer service and how to doso	8.1 Contrast the differences between internaland external customers in a business environment
	8.2 Explain why customer service should meet or exceed customer expectations
	8.3 Identify the purpose and ways of building positive relationships with customers
	8.4 Identify how customers demonstrate their own needs and expectations
9. Understand the purpose of reception services and how to follow receptionprocedures	9.1 Describe the purpose of the receptionistrole as the first point of contact between the public / client and an organisation
	9.2 Explain how to present a positive image ofself and the organisation and the purpose of doing so
	9.3 Explain how to carry out entry, departure, security and confidentiality procedures in a reception area
Additional information about this unit	
N/A	
Unit aim (s)	This unit is about the knowledge and understanding needed to complete core

	administrative tasks in a business environment. Completing administrative tasks will be supported by the effective use of systems and equipment, in line with organisational procedures, standards and regulations. The administration of these procedures must be executed in a professional manner utilising effective customer service, and the results of which can be justified by the methods used.
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit andrelevant national occupational standards	BAC121; BAC122; BAF172; BAG131

Title:	J/601/7640 Principles of managing information and producing documents
Level:	2
Credit value:	3
GLH:	24

Learning outcomesThe learner will:	Assessment criteria The learner can:
1. Understand the purpose of informationtechnology in a business environment	1.1 Identify different types of information technology that may be used for work tasks 1.2 Outline the benefits of using information technology for work tasks
2. Understand how to manage electronic and paper-based information	2.1 Explain the purpose of agreeing objectives and deadlines for researchinginformation 2.2 Identify different ways of researching, organising and reporting information 2.3 Describe procedures to be followed for archiving, retrieving and deleting information, including legal requirements,if required 2.4 Explain why confidentiality is critical when managing information
3. Understand the purpose of producing documents that are fit-for-purpose	3.1 Identify reasons for producing documents that are fit-for-purpose 3.2 Describe different types and styles of documents and when they are used
4. Know the procedures to be followed whenproducing documents	4.1 Identify reasons for agreeing the purpose, content, layout, quality standards and deadlines for the production of documents 4.2 Describe ways of checking finished documents for accuracy and correctness, and the purpose of doing so 4.3 Explain the purpose of confidentiality and procedures when preparing documents 4.4 Compare different types of documents that may be produced from notes and the formats to be followed

	4.5 Explain the procedures to be followed when preparing text from notes
Additional information about this unit	
N/A	
Unit aim (s)	The unit includes, knowledge of procedures, regulations and systems applicable to the management, production and storage of information
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant national occupational standards	BAA211; BAD321; BAD323; BAD332.

Title:	R/601/7642 Principles of supportingbusiness events
Level:	2
Credit value:	1
GLH:	8

Learning outcomesThe learner will:	Assessment criteriaThe learner can:
1. Understand how to support the organisation of a business event	1.1 Describe the range of support activities that may be required when organising a business event 1.2 Identify ways of providing support before, during and after a business event
2. Understand the purpose of displaying professional and helpful behaviour whilst supporting a business event and how to do so	2.1 Explain the purpose of displaying professional and behaviour when supporting a business event 2.2 Describe ways of exhibiting professional and helpful behaviour whilst supporting abusiness event
3. Understand how to deal with problems encountered when supporting a business event	3.1 Identify the types of problems that may occur when supporting a business event 3.2 Identify ways of dealing with problemswhen supporting a business event

Additional information about this unit	
N/A	
Unit aim (s)	This unit is about the ways in which business event organisation support can be provided and the types of problems that may occur andthe professional behaviour required. The unit includes understanding the procedures, regulations and systems that are applicable to supporting the management of events.
Assessment requirements specified by asector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit andrelevant national occupational	Council for Administration

standards	

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Title:	L/601/7641 Principles of supporting change in a business environment
Level:	2
Credit value:	1
GLH:	8

Learning outcomes The learner will:	Assessment criteria The learner can:
1. Understand why change happens in a business environment	1.1 Explain reasons for change in a business environment
2. Understand the purpose of supporting change in a business environment	2.1 Identify reasons for reviewing working methods, products or services 2.2 Describe types of support that people may need during change 2.3 Explain the benefits of working with others during change
3. Understand how to respond to change in a business environment	3.1 Explain the purpose of responding positively to changes in working methods, products or services 3.2 Identify ways of responding positively to change

Additional information about this unit	
N/A	
Unit aim (s)	This unit is about the reasons for change in a business environment which can include working methods, products or services. This unit includes the knowledge and understanding needed to support change in a positive way.
Assessment requirements specified by a sector or regulatory body (if appropriate)	N/A
Details of the relationship of the unit and relevant national occupational standards	Council for Administration

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Title:	F/601/7653 Principles of budgets in abusiness environment
Level:	3
Credit value:	2
GLH:	16

Learning outcomesThe learner will:	Assessment criteriaThe learner can:
1. Understand the purpose of budgets in a business environment	1.1 Explain the purpose of budgets for managing financial resources to meet business requirements
2. Understand how to develop budgets	2.1 Explain the purpose of agreeing the format in which a budget will be presented 2.2 Explain the purpose of using estimations when developing a budget and ways of doing so 2.3 Explain the purpose of identifying timescales, priorities and financial resources needed when preparing a budget and ways of doing so 2.4 Describe the purpose of negotiating and agreeing a budget
3. Understand how to manage budgets	3.1 Explain the purpose of monitoring, controlling and recording income and expenditure 3.2 Describe situations in which revisions to the budget and/or plans may be needed

Additional information about this unit
N/A

Unit aim (s)	This unit gives the background knowledge and understanding needed to develop, manage and monitor a budget within an organisation. The unit includes reasons for investigating, agreeing, monitoring, evaluating, and recordingbudget forecasting, and why this is needed.
Assessment requirements specified by asector or regulatory body (if appropriate)	N/A

Details of the relationship of the unit and relevant national occupational standards	BAA531; BAA533

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