

Business Administration

Overview

The aim of the Business Administration Qualification is to provide your employees with essential skills such as working and improving performance within a business environment, using a variety of office equipment. The qualification aims to develop skills of your office staff, positively impacting on your office support function and will help your employees to manage their workload, solve problems, handle information and use the appropriate communication methods within a business environment.

Quest only offers at Level 2,
Level 3 currently

Who will benefit?

People in a wide range of office-based roles whether new to the business administration role or those who want to enhance their existing skills further and achieve career progression.

The qualifications are designed to cater for the wide range and diversity of job roles where competence in business administration is vital.

Outcomes

The Business and Administration Qualification will benefit your business by enabling learners to meet many objectives; listed below are just a few examples:

- obtain the knowledge, understanding and competence needed to complete vital administrative tasks in a business environment, including using office equipment, handling mail, using telephone equipment, minimising waste, providing reception services and effective customer service
- manage information and produce documents, including, organising and researching information, and producing and storing documents
- provide support and understand the types of problems that may occur when organising a business event
- take part in or run a project in a business environment
- develop, manage and monitor a budget within an organization
- manage information and design and produce documents securely

Business Administration Intermediate Qualification Units

Manage own performance in a business environment	Improve own performance in a business environment	Work in a business environment
Communicate in a business environment	Solve business problems	Work with other people in a business environment
Contribute to running a project	Produce documents in a business environment	Prepare text from notes
Prepare text from notes using touch typing (40 wpm)	Prepare text from shorthand (60 wpm)	Prepare text from recorded audio instruction (40 wpm)
Design and produce documents in a business environment	Prepare text from notes using touch typing (60 wpm)	Prepare text from shorthand (80 wpm)
Prepare text from recorded audio instruction (60 wpm)	Support the organisation of an event	Support the co-ordination of an event
Support the organisation of business travel or accommodation	Support the organisation of meetings	Plan and organise an event
Co-ordinate an event	Plan and organise meetings	Make and receive telephone calls
Use electronic message systems	Use a diary system	Take minutes
Develop a presentation	Deliver a presentation	Meet and welcome visitors
Handle mail	Provide reception services	Deliver, monitor and evaluate customer service to internal customers
Organise and report data	Research information	Store and retrieve information
Archive information	Support the management and development of an information system	Support the design and development of an information system

Business Administration Advanced Qualification Units

Contribute to decision-making in a business environment	Negotiate in a business environment	Supervise a team in a business environment
Support the organisation of business travel or accommodation	Support the organisation of meetings	Support the co-ordination of an event
Organise business travel or accommodation	Evaluate the organisation of business travel or accommodation	Use customer service as a competitive tool
Monitor and solve customer service problems	Organise and report data	Agree a budget
Manage a budget	Respond to change in a business environment	Administer human resource records
Administer the recruitment and selection process	Administer parking dispensation	Administer parking and traffic challenges, representations and civil parking appeals
Administer legal files	Build case files	Manage case files

Administer statutory parking and traffic appeals	Administer parking and traffic debt recovery	Provide administrative support for schools
Provide leadership and direction for own area of responsibility	Develop working relationships with colleagues and stakeholders	Support learning and development within own area or responsibility
Manage physical resources	Manage the environmental impact of work activities	

In addition, learners will also complete functional skills and technical certificates