

Qualification Specification

600/3451/8

iCQ Level 2 Certificate in Principles of
Business and Administration (RQF)



Qualification Details

Title : iCQ Level 2 Certificate in Principles of Business and Administration (RQF)

Awarding Organisation : [iCan Qualifications Limited](http://icanqualify.net)

Fees Price List Url : <https://icanqualify.net>

Qualification Type : RQF

Qualification Sub Type : None

Qualification Level : Level 2

Qualification Sub Level : None

EQF Level : Level 3

Regulation Start Date : 30-Sep-2011

Operational Start Date : 01-Oct-2011

Offered In England : Yes

Offered In Wales : Yes

Offered In Northern Ireland : Yes

Assessment Language In English : Yes

Assessment Language In Welsh : No

Assessment Language In Irish : No

SSA : 15.2 Administration

Purpose : B. Prepare for further learning or training and/or develop knowledge and/or skills in a subject area

Sub Purpose : B2. Develop knowledge and/or skills in a subject area

Total Credits : 13

Min Credits at/above Level : 13

Minimum Guided Learning Hours : 104

Maximum Guided Learning Hours : 108

Diploma Guided Learning Hours : 104

Barring Classification Code : ZZZZ

Overall Grading Type : Pass

Assessment Methods : Portfolio of Evidence

Structure Requirements : Learners must attain 13 credits to achieve this qualification. 11 Credits are required from the Group A Mandatory Units, plus a minimum of 2 credits from Group B, Optional Units.

Age Ranges : Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes

Qualification Objective : This qualification is for learners who are looking to develop the knowledge that is required to work in a range of environments in a business administration role

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Overarching Group	Yes	0	2	0	13	0
A) Mandatory Units	Yes	3	3	3	11	0
B) Optional Units	Yes	9	1	0	2	0

Group A Mandatory Units

URN	Title	Level	GLH	Credit
I/601/7640	Principles of managing information and producing documents	2	24	3
L/601/7638	Principles of personal responsibilities and working in a business environment	2	32	4
R/601/7639	Principles of providing administrative services	2	32	4

Group B Optional Units

URN	Title	Level	GLH	Credit
A/601/7652	Principles of project management	3	16	2
F/501/6413	Building Working Relationships with Customers	2	20	2
F/601/7653	Principles of budgets in a business environment	3	16	2
I/601/7654	Principles of contributing to innovation and change	3	16	2
K/602/1535	Principles of working in the Public Sector	2	40	5
L/601/7641	Principles of supporting change in a business environment	2	8	1
M/602/1536	Principles of working in the Public Sector	3	56	7
R/601/7642	Principles of supporting business events	2	8	1
Y/601/7643	Principles of maintaining stationery stock	2	8	1

Unit Specification
J/601/7640
Principles of managing information and producing documents



Qualification Framework: RQF
Title : Principles of managing information and producing documents
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 24
Unit Credit Value : 3
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/601/7640 : Principles of managing information and producing documents	
Understand the purpose of information technology in a business environment	
Assessment Criterion - The learner can:	
01.01	Identify different types of information technology that may be used for work tasks
01.02	Outline the benefits of using information technology for work tasks
Understand how to manage electronic and paper based information	
02.01	Explain the purpose of agreeing objectives and deadlines for researching information
02.02	Identify different ways of researching, organising and reporting information
02.03	Describe procedures to be followed for archiving, retrieving and deleting information, including legal requirements, if required
02.04	Explain why confidentiality is critical when managing information
Understand the purpose of producing documents that are fit-for-purpose	
03.01	Identify reasons for producing documents that are fit-for-purpose
03.02	Describe different types and styles of documents and when they are used
Know the procedures to be followed when producing documents	
04.01	Identify reasons for agreeing the purpose, content, layout, quality standards and deadlines for the production of documents
04.02	Describe ways of checking finished documents for accuracy and correctness, and the purpose of doing so
04.03	Explain the purpose of confidentiality and data protection procedures when preparing documents
04.04	Compare different types of documents that may be produced from notes and the formats to be followed
04.05	Explain the procedures to be followed when preparing text from notes

Unit Specification
L/601/7638

Principles of personal responsibilities and working in a business environment



Qualification Framework : RQF

Title : Principles of personal responsibilities and working in a business environment

Unit Level : Level 2

Unit Sub Level : None

Guided Learning Hours : 32

Unit Credit Value : 4

SSAs : 15.2 Administration

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/601/7638 : Principles of personal responsibilities and working in a business environment	
Know the employment rights and responsibilities of the employee and employer	
Assessment Criterion - The learner can:	
01.01	Identify the main points of contracts of employment
01.02	Identify the main points of legislation affecting employers and employees
01.03	Identify where to find information on employment rights and responsibilities both internally and externally
01.04	Describe how representative bodies can support the employee
01.05	Identify employer and employee responsibilities for equality and diversity in a business environment
01.06	Explain the benefits of making sure equality and diversity procedures are followed in a business environment
Understand the purpose of health, safety and security procedures in a business environment	
02.01	Identify employer and employee responsibilities for health, safety and security in a business environment
02.02	Explain the purpose of following health, safety and security procedures in a business environment
02.03	Identify ways of maintaining a safe and secure environment in a business environment
Understand how to communicate effectively with others	
03.01	Describe different methods of communication
03.02	Explain how to choose the most appropriate method of communicating with others
03.03	Describe ways of actively listening
Understand how to work with and support colleagues	
04.01	Explain the purpose of agreeing standards for own work with others
04.02	Explain the purpose of taking on new challenges and adapting to change
04.03	Explain the purpose of treating others with honesty and consideration
Know how to plan own work and be accountable to others	
05.01	Explain the purpose of meeting work standards and deadlines when completing tasks
05.02	Identify ways of planning own work
05.03	Compare ways of keeping other people informed about progress
Understand the purpose of improving own performance in a business environment and how to do so	
06.01	Explain the purpose of continuously improving own performance in a business environment
06.02	Describe ways of improving own performance in a business environment
06.03	Identify different types of career pathways that are available
Understand the types of problems that may occur in a business environment and how to deal with them	
07.01	Identify the types of problems that may occur in a business environment
07.02	Explain ways of dealing with problems that may occur in a business environment
07.03	Explain how and when to refer problems to relevant colleagues

Unit Specification
R/601/7639
 Principles of providing administrative services



Qualification Framework: RQF
 Title : Principles of providing administrative services
 Unit Level : Level 2
 Unit Sub Level : None
 Guided Learning Hours : 32
 Unit Credit Value : 4
 SSAs : 15.2 Administration
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/601/7639 : Principles of providing administrative services	
Understand how to make and receive telephone calls	
Assessment Criterion - The learner can:	
01.01	Describe the different features of telephone systems and how to use them
01.02	Describe how to follow organisational procedures when making and receiving telephone calls
01.03	Explain the purpose of giving a positive image of self and own organisation
Understand how to handle mail	
02.01	Explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages
02.02	Identify different internal and external mail services available to organisations
02.03	Describe the methods of calculating postage charges for mail or packages
Understand how to use different types of office equipment	
03.01	Identify different types of equipment and their uses
03.02	Explain the purpose of following manufacturers instructions when using equipment
03.03	Explain the purpose of keeping equipment clean, hygienic and ready for the next user
Understand how to keep waste to a minimum in a business environment	
04.01	Explain why waste should be kept to a minimum in a business environment.
04.02	Identify the main causes of waste that may occur in a business environment
04.03	Identify ways of keeping waste to a minimum in a business environment
Know how to make arrangements for meetings	
05.01	Identify different types of meetings and their main features
05.02	Identify the sources and types of information needed to arrange a meeting
05.03	Describe how to arrange meetings
Understand procedures for organising travel and accommodation arrangements	
06.01	Explain the purpose of confirming instructions and requirements for business travel and accommodation
06.02	Outline the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow
06.03	Explain the purpose of keeping records of business travel or accommodation arrangements
Understand diary management procedures	
07.01	Explain the purpose of using a diary system to plan activities
07.02	Identify the information needed to maintain a diary system
Understand the purpose of delivering effective customer service and how to do so	
08.01	Contrast the differences between internal and external customers in a business environment
08.02	Explain why customer service should meet or exceed customer expectations
08.03	Identify the purpose and ways of building positive relationships with customers
08.04	Identify how customers demonstrate their own needs and expectations
Understand the purpose of reception services and how to follow reception procedures	
09.01	Describe the purpose of the receptionist role as the first point of contact between the public / client and an organisation
09.02	Explain how to present a positive image of self and the organisation and the purpose of doing so
09.03	Explain how to carry out entry, departure, security and confidentiality procedures in a reception area

Unit Specification
A/601/7652
Principles of project management



Qualification Framework: RQF
Title: Principles of project management
Unit Level: Level 3
Unit Sub Level: None
Guided Learning Hours: 16
Unit Credit Value: 2
SSAs: 15.2 Administration
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/601/7652 : Principles of project management	
Know the difference between routine work and taking part in a project	
Assessment Criterion - The learner can:	
01.01	Describe the difference between routine work and taking part in a project
Understand how to prepare for and plan a project	
02.01	Explain why it is important to agree the purpose, scope, timescale, resource requirements, budget, aims and objectives of a project
02.02	Describe how to identify and plan for project issues and risks in an area of work
Understand how to monitor a project	
03.01	Identify methods that can be used to monitor the progress of a project
03.02	Explain the purpose of reporting progress during a project
03.03	Explain the purpose of meeting agreed targets within a project
Understand the purpose of evaluating a project and ways of doing so	
04.01	Explain the purpose of evaluating a project
04.02	Identify ways of evaluating a project

Unit Specification
F/501/6413
Building Working Relationships with Customers



Qualification Framework: RQF
Title: Building Working Relationships with Customers
Unit Level: Level 2
Unit Sub Level: None
Guided Learning Hours: 20
Unit Credit Value: 2
SSAs: 14.2 Preparation for Work
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/501/6413 : Building Working Relationships with Customers	
Understand how a customers or clients interactions with employees influence their opinion of the organisation as a whole	
Assessment Criterion - The learner can:	
01.01	Explain how an employees self-presentation can affect a customers opinion of the individual and their organisation
01.02	Explain why keeping customers satisfied is important to organisations
Understand why organisations normally have protocols for dealing with customers	
02.01	Describe the key areas likely to be contained in a customer service protocol
02.02	Explain why it is important for employees to follow customer service protocols
Interact positively with customers in line with given protocols	
03.01	Follow an organisations protocols to provide answers to commonly occurring customer queries or meet commonly occurring customer requests
03.02	Communicate appropriately with customers
03.03	Explain the procedures within an organisation for dealing with customer problems and complaints
03.04	Describe when it would be necessary to involve colleagues in assisting the customer

Unit Specification
F/601/7653
Principles of budgets in a business environment



Qualification Framework: RQF
Title: Principles of budgets in a business environment
Unit Level: Level 3
Unit Sub Level: None
Guided Learning Hours: 16
Unit Credit Value: 2
SSAs: 15.2 Administration
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/601/7653 : Principles of budgets in a business environment	
Understand the purpose of budgets in a business environment	
Assessment Criterion - The learner can:	
01.01	Explain the purpose of budgets for managing financial resources to meet business requirements
Understand how to develop budgets	
02.01	Explain the purpose of agreeing the format in which a budget will be presented
02.02	Explain the purpose of using estimations when developing a budget and ways of doing so
02.03	Explain the purpose of identifying timescales, priorities and financial resources needed when preparing a budget and ways of doing so
02.04	Describe the purpose of negotiating and agreeing a budget
Understand how to manage budgets	
03.01	Explain the purpose of monitoring, controlling and recording income and expenditure
03.02	Describe situations in which revisions to the budget and/or plans may be needed

Unit Specification
J/601/7654
Principles of contributing to innovation and change



Qualification Framework: RQF
Title : Principles of contributing to innovation and change
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 16
Unit Credit Value : 2
SSAs : 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/601/7654 : Principles of contributing to innovation and change	
Understand the purpose of innovation in a business environment	
Assessment Criterion - The learner can:	
01.01	Explain the purpose of innovation in a business environment
Understand how to contribute to innovation	
02.01	Explain the purpose of reviewing existing ways of working and positive ways of doing so
02.02	Explain the benefits of working with others when contributing to innovation
02.03	Identify behaviours and attitudes which support innovation
Understand the reasons for and implications of change in a business environment	
03.01	Explain the reasons for change in a business environment
03.02	Examine the implications of change for an organisation, teams and individuals
Understand the process of change in a business environment	
04.01	Explain the purpose of planning change
04.02	Explain the purpose of effective communication when making changes
04.03	Describe types of problems that occur when making changes and ways of dealing with them
04.04	Explain the purpose of reviewing and evaluating change

Unit Specification
K/602/1535
Principles of working in the Public Sector



Qualification Framework: RQF
Title : Principles of working in the Public Sector
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 40
Unit Credit Value : 5
SSAs : 1.4 Public Services, 15.2 Administration
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/602/1535 : Principles of working in the Public Sector	
Know the features of the public sector	
Assessment Criterion - The learner can:	
01.01	Identify the types of organisations that operate within the public sector
01.02	Identify the main differences between types of organisations that operate within the public sector
01.03	Describe the aims of a chosen public sector organisation and the wider objectives of the public sector
01.04	Identify how local and central government work together to provide public services
01.05	State the major differences between the public, private and not-for profit sectors
01.06	Identify the key areas of legislation relating to a chosen public sector organisation
Understand how the public sector is structured	
02.01	Describe the organisational structure of a chosen public sector organisation
02.02	Explain how a chosen public sector organisation fits into the overall public sector
Understand the role of the public sector in providing services and how individual roles contribute to service provision	
03.01	Identify different types of customer for a public sector organisation
03.02	Explain why it is important to understand the needs of a public sector organisations customers
03.03	Describe how public service provision can adapt to changes in customer needs and type
03.04	Explain the purpose of ensuring equality and diversity is reflected when providing public services
03.05	Explain how individuals contribute to the work of their organisation and the wider public sector
Understand finances in the public sector	
04.01	Identify where money to pay for public services comes from
04.02	Identify how a chosen public sector organisation is financed
04.03	Explain why it is important not to waste money and resources in the public sector
04.04	Explain why prioritisation of public service provision must take place when resources are limited
Understand how public sector organisations work together and with other organisations	
05.01	Explain the benefits of working with other organisations within and outside the public sector
05.02	Identify organisations that a public sector organisation works with to provide public services
05.03	Explain how a public sector organisation works with other public and non-public sector organisations
Understand how performance is monitored and measured in the public sector and the purpose of doing so	
06.01	Explain why performance is monitored and measured in the public sector
06.02	Outline how the performance of a chosen public sector organisation or department can be measured
06.03	Explain how individual performance is monitored within a public sector organisation

Unit Specification
L/601/7641
Principles of supporting change in a business environment



Qualification Framework: RQF
Title: Principles of supporting change in a business environment
Unit Level: Level 2
Unit Sub Level: None
Guided Learning Hours: 8
Unit Credit Value: 1
SSAs: 15.2 Administration
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/601/7641 : Principles of supporting change in a business environment	
Understand why change happens in a business environment	
Assessment Criterion - The learner can:	
01.01	Explain reasons for change in a business environment
Understand the purpose of supporting change in a business environment	
02.01	Identify reasons for reviewing working methods, products or services
02.02	Describe types of support that people may need during change
02.03	Explain the benefits of working with others during change
Understand how to respond to change in a business environment	
03.01	Explain the purpose of responding positively to changes in working methods, products or services
03.02	Identify ways of responding positively to change

Unit Specification
M/602/1536
 Principles of working in the Public Sector



Qualification Framework: RQF
 Title : Principles of working in the Public Sector
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 56
 Unit Credit Value : 7
 SSAs : 1.4 Public Services, 15.2 Administration
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/602/1536 : Principles of working in the Public Sector	
Understand the characteristics of the public sector	
Assessment Criterion - The learner can:	
01.01	Describe the types of organisations that operate within the public sector
01.02	Describe the main differences between organisations that operate within the public sector
01.03	Describe how a public sector organisations aims feed into the wider objectives of the public sector
01.04	Describe how local and central government work together to provide public services
01.05	Compare the key features of public, private and not-for profit sectors
01.06	Explain the key points of legislation relating to a public sector organisation
Understand how the public sector interacts with the UK political system and the purpose of accountability	
02.01	Explain the role of elected members in determining public sector policy and activity
02.02	Explain how decisions of elected members affect a public sector organisations activities
02.03	Explain the purpose of accountability in the public sector
Understand the role of the public sector in providing services and how an individuals role contributes to provision	
03.01	Describe the customers of the public sector and an individual public sector organisation
03.02	Describe how to identify the needs of a public sector organisations customers
03.03	Explain the purpose of responding to the needs of a public sector organisations customers
03.04	Explain how public service provision can adapt to changes in customer needs
03.05	Explain the difference between statutory and non-statutory requirements when providing public services
03.06	Describe how to take equality and diversity into account when providing public services
03.07	Explain the purpose of ensuring equality and diversity is reflected in public service provision and how to do so
03.08	Describe how a diverse workforce can contribute to the work of the public sector in providing public services
03.09	Explain how an individuals work contributes to the work of their organisation and the wider public sector
Understand finances in the public sector	
04.01	Explain how the public sector and a chosen public sector organisation are financed
04.02	Explain the importance of ensuring money is spent efficiently in the public sector
04.03	Describe how budgets and limited resources impact upon planning decisions and service provision
Understand how public sector organisations work together and with other organisations	
05.01	Explain the purposes of partnership working within the public sector and public-private partnerships
05.02	Describe the types of organisations that a public sector organisation works with to meet customer needs
05.03	Describe how a public sector organisation works with other public sector and non-public sector organisations and the purpose of doing so
Understand how performance is monitored and measured in the public sector and the purpose of doing so	
06.01	Explain the purposes of measuring performance in the public sector
06.02	Explain how, and by which organisations, the performance of a chosen public sector organisation or department is monitored
06.03	Explain how individual performance can be monitored within a public sector organisation and the purpose of doing so
06.04	Explain how evaluation of service provision is used to drive improvements in a public sector organisation

Unit Specification
R/601/7642
Principles of supporting business events



Qualification Framework: RQF
Title: Principles of supporting business events
Unit Level: Level 2
Unit Sub Level: None
Guided Learning Hours: 8
Unit Credit Value: 1
SSAs: 15.2 Administration
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/601/7642 : Principles of supporting business events	
Understand how to support the organisation of a business event	
Assessment Criterion - The learner can:	
01.01	Describe the range of support activities that may be required when organising a business event
01.02	Identify ways of providing support before, during and after a business event
Understand the purpose of displaying professional and helpful behaviour whilst supporting a business event and how to do so	
02.01	Explain the purpose of displaying professional and helpful behaviour when supporting a business event
02.02	Describe ways of exhibiting professional and helpful behaviour whilst supporting a business event
Understand how to deal with problems encountered when supporting a business event	
03.01	Identify the types of problems that may occur when supporting a business event
03.02	Identify ways of dealing with problems when supporting a business event

Unit Specification
Y/601/7643
Principles of maintaining stationery stock



Qualification Framework: RQF
Title: Principles of maintaining stationery stock
Unit Level: Level 2
Unit Sub Level: None
Guided Learning Hours: 8
Unit Credit Value: 1
SSAs: 15.2 Administration
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/601/7643 : Principles of maintaining stationery stock	
Understand why stationery stock needs to be available	
Assessment Criterion - The learner can:	
01.01	Explain the purpose of making sure stationery stock is maintained and controlled
01.02	Describe factors that may affect the future level of demand for stationery stock
01.03	Explain the purpose of making sure value for money is obtained when ordering stock
Understand how to maintain stationery stock levels	
02.01	Describe how to order, receive, store and dispose of stationery items
02.02	Explain how to carry out a stock-take of stationery stock items

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Barred Units

	Barred Unit	Unit
Description	Source Unit	Target Units
	Principles of working in the Public Sector (K/602/1535)	Principles of working in the Public Sector (M/602/1536)
Barred Units	Principles of supporting change in a business environment (L/601/7641)	Principles of contributing to innovation and change (J/601/7654)