

Purpose statement

The following purpose is for the **City & Guilds Level 2 Technical Certificate in Business Support (603/0366/9)**. This is a Technical Certificate.

Area	Description
OVERVIEW	
Who is this qualification for?	<p>This qualification is relevant to you if you have a keen interest in supporting the daily operations of a business. Business support activities mainly take place in an office environment. This could be for example: in a large, open-plan office as part of a team or working independently within a small family-run business.</p> <p>Working in business support, you will be a key member of the organisation and may be required to work with customers and other departments. It is important that you have excellent IT and communication skills, are organised and methodical and have a desire to develop your understanding of business support processes.</p> <p>This qualification is suitable if you are 16 years old, or over. You don't need any previous knowledge or experience to start this qualification.</p> <p>You will gain an understanding of the skills and knowledge that are important when you are working in a business support setting, or progressing to further learning and training in this area.</p>
What does this qualification cover?	<p>This qualification covers the core skills and activities that a junior administrator would undertake in a business support role. It includes the knowledge and skills needed to undertake those activities.</p> <p>You will gain an understanding of key business processes such as organising travel and business events, involved with financial transactions and maintaining office supplies and the procedures and documentation needed for these to be effective. You will also gain an appreciation of digital marketing and how to produce promotional materials that support a business profile. You will develop the appropriate skills needed within a business support role in order to communicate with colleagues and customers and the ability to use business software.</p> <p>This qualification has been written in a way that reflects the business support role which is very much integrated within a business. The qualification has been organised into four strands, each relating to how you can support a business achieve its aims:</p> <ul style="list-style-type: none"> • Business improvement – how to measure success and how to support activities to enable that to happen

- Business communication – an essential element of the role whether providing customer service or producing documentation
- Business efficiency – working to established processes and ensuring information is secure and available
- Business profiles – supporting the business to ensure the way it is seen by its customers represents the aims and values of the business

Centres and providers work with local employers who will contribute to the knowledge and delivery of training. The different ways in which centres could support your learning, by working with both local and national businesses, include:

- structured work-experience or work-placements within their business
- your attendance at classes or lectures given by industry experts
- employers input into projects and exercises, or are involved with setting assessments and examinations
- employers who act as 'expert witnesses' to contribute to the assessment of your work.

This practical based training is ideal preparation for gaining employment in business support roles or further specialist study.

WHAT COULD THIS QUALIFICATION LEAD TO?

Will the qualification lead to employment, and if so, in which job role and at what level?

This qualification provides opportunities to gain employment, including an apprenticeship, in job roles supporting business activities. Typically, these jobs might be titled:

- Receptionist
- Junior Administrator
- Assistant Business Support Officer
- Administrative Assistant

You might find these jobs in industries such as finance, retail, health, manufacturing and public services.

The underpinning knowledge gained from this qualification would support you to progress your career into roles with more autonomy and responsibility with experience.

Why choose this qualification over similar qualifications?

There are no other qualifications within this suite at this level.

Will the qualification lead to further learning?

Your understanding and skills can be developed further through progression to an apprenticeship in Business Administration or Providing Financial Services or other qualifications, such as Level 3 qualifications in:

- Level 3 Advanced Diploma in Coordinating Business Support
- Level 3 Advanced Technical Certificate for Legal Secretaries
- Level 3 Advanced Technical Diploma in Medical Administration
- Level 3 Foundation Certificate in Marketing

WHO SUPPORTS THIS QUALIFICATION?

Employer/Higher Education Institutions

The Chartered Insurance Institute (CII)
 KLIKLOK International LTD
 Cambridge University Hospitals
 Optimity Limited
 O2
 Pro Active Resolutions

FURTHER INFORMATION

Please refer to the Qualification Handbook, available on the City & Guilds website, for more information on the structure of this qualification, the content of the units, and assessment.
