

Mapping document

The NCFE Level 2 Certificate in Principles of Business Administration (601/7071/2) has been mapped to the knowledge learning outcomes of the NCFE Level 2 Diploma in Business Administration (601/3964/X), as shown in the table below.

NCFE Level 2 Certificate in Principles of Business Administration (601/7071/2)	NCFE Level 2 Diploma in Business Administration (601/3964/X)
Mandatory units	
Principles of providing administrative services (A/507/5881)	Principles of providing administrative services (J/506/1899)
Principles of business document production and information management (R/507/5885)	Principles of business document production and information management (T/506/1901) Produce business documents (Y/506/1809)
Understand communication in a business environment (M/507/5893)	Communication in a business environment (H/506/1893)
Understand employer organisations (A/507/5895)	Understand employer organisations (A/506/1964)
Understand how to develop working relationships with colleagues (F/507/5896)	Develop working relationships with colleagues (R/506/1789) Buddy a colleague to develop their skills (M/506/1895)
Optional units	
Understand how to carry out business administration tasks (J/507/5897)	Handle mail (D/506/1813) Provide reception services (H/506/1814) Manage diary systems (L/506/1807) Contribute to the organisation of an event (L/506/1869) Administer finance (R/506/1890)
Understand how to provide administrative support for meetings (L/507/5898)	Provide administrative support for meetings (H/506/1876) Produce minutes of meetings (Y/506/1812)
Understand how to prepare text (R/507/5899)	Prepare text from notes using touch typing (K/506/1815) Prepare text from recorded audio instruction (T/506/1817)
Understand how to store, retrieve and archive information (A/507/5900)	Store and retrieve information (R/506/1811) Archive information (T/506/1865)
Understand the administration of human resource records (J/507/5902)	Administer human resource records (T/506/1879)
Understand how to use and maintain supplies and office equipment (L/507/5903)	Maintain and issue stationery and supplies (Y/506/2295) Use and maintain office equipment (J/506/1868)
Understand customer service (Y/507/5905)	Deliver customer service (A/506/2130)
Understand the use of research in business (D/507/5906)	Understand the use of research in business (A/506/1818)
Principles of customer relationships (H/507/5907)	Principles of customer relationships (K/503/8194) Develop customer relationships (Y/506/2149)

NCFE Level 2 Certificate in Principles of Business Administration (601/7071/2)	NCFE Level 2 Diploma in Business Administration (601/3964/X)
Know how to publish, integrate and share using social media (K/507/5908)	Know how to publish, integrate and share using social media (R/505/3515)
Exploring social media (M/507/5909)	Exploring social media (F/505/6880)
Understand the safe use of online and social media platforms (H/507/5910)	Understand the safe use of online and social media platforms (L/505/3514)
Principles of equality and diversity in the workplace (K/507/5911)	Principles of equality and diversity in the workplace (J/506/1806)
Principles of marketing theory (M/507/5912)	Principles of marketing theory (D/502/9928)
Principles of digital marketing (T/507/5913)	Principles of digital marketing (D/502/9931)
Principles of team leading (A/507/5914)	Principles of team leading (R/506/2294)

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**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***