

# Level 2 Principles of Business

## Administration Certificate

Date: 26 March - 6 August 2026

Time: Thursday 6.00 – 8.30 pm

Tutor: Steve Pawsey

Email: [steve.pawsey@hants.gov.uk](mailto:steve.pawsey@hants.gov.uk)

Report Absence at:

[adult.learning@hants.gov.uk](mailto:adult.learning@hants.gov.uk)



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**добрий вечір усім**



# Welcome – today we are going to...

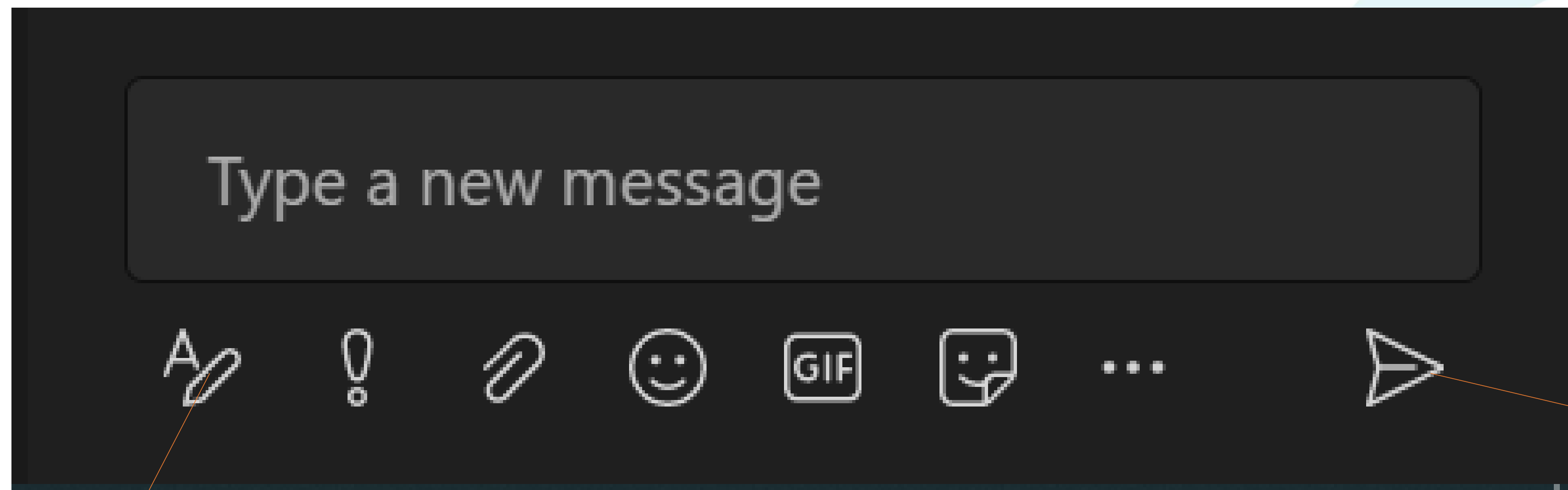
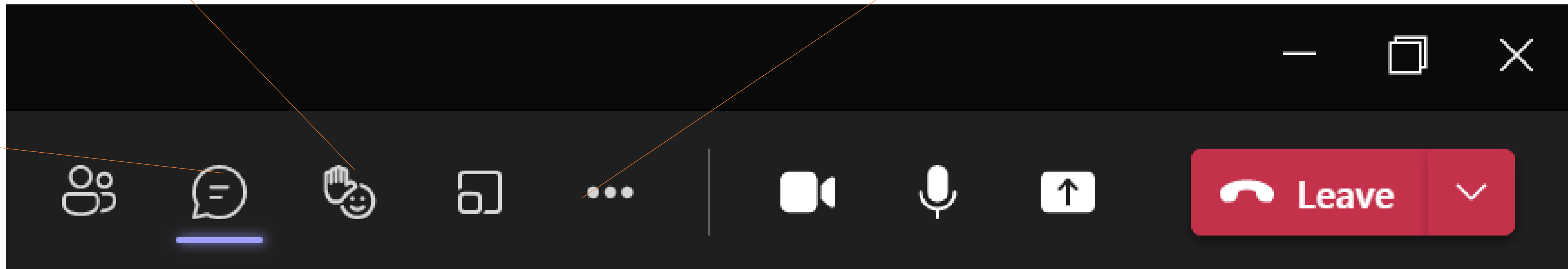
- Discover the qualification structure, learning outcomes and assessment methods
- Practice using the online chat, mute and video functions
- Agree a group contract to ensure you feel safe, respected and supported in your learning
- Start to get to know one another in a safe, supportive, non-judgemental environment



Respond – Thumbs up, clap, heart etc

Menu options – turn on live captions is useful!

Chat

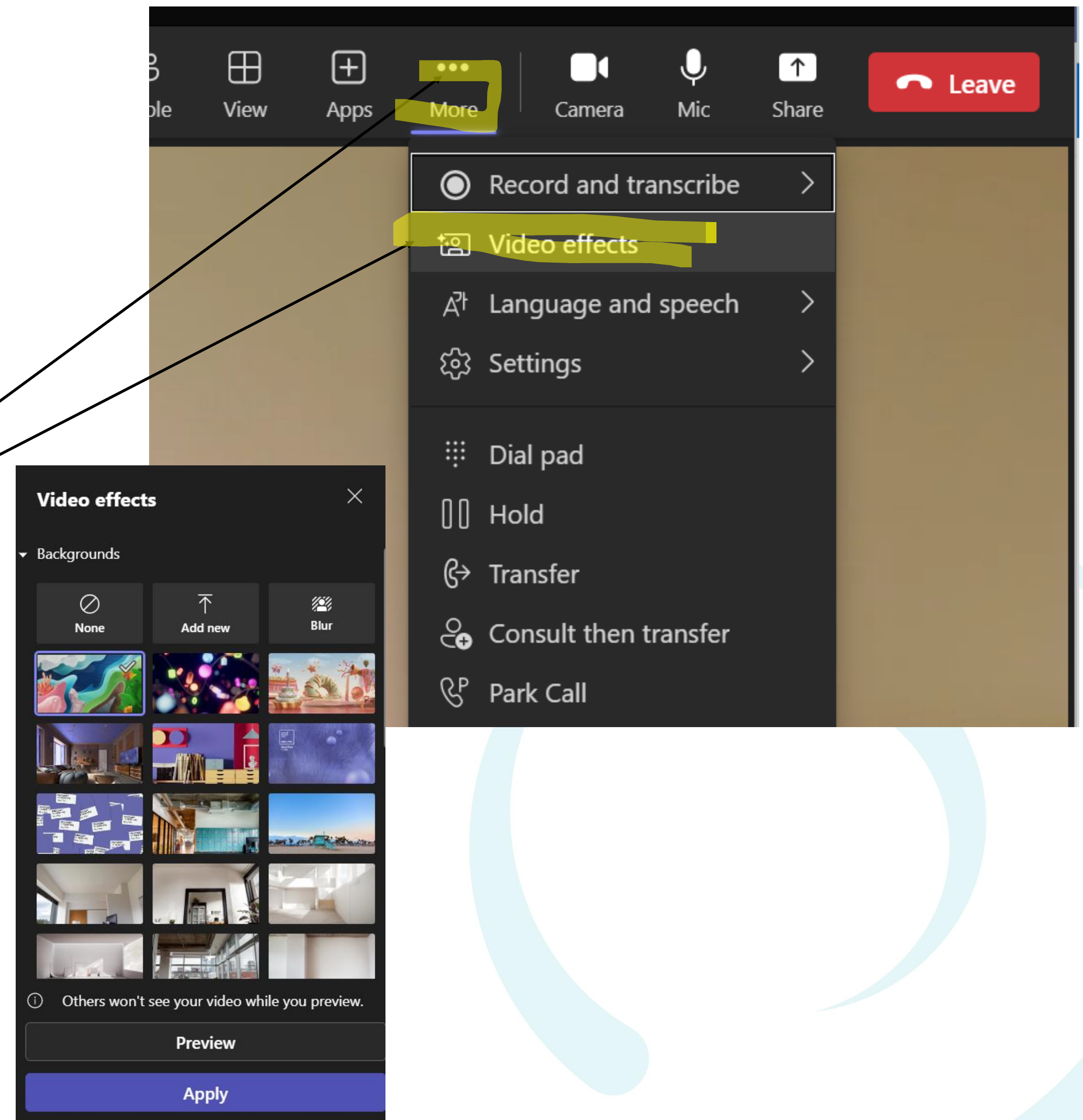


Post

Click to open the chat so that you can use the return button for paragraphs and lists

# Staying safe on-line

- Background noise: remember to turn phones and notifications off/silence
- No children present on camera
- Mute unless speaking
- Use a **background** to ensure you have privacy
- We do not share your contact details with other learners
- Ensure you are appropriately dressed!
- <https://www.youtube.com/watch?v=B7Q4hVIQxZ0>



# SAFEGUARDING

## Online Safety for Learners

**Remember that not everyone online is who they say they are**

**Keep the friends you have met online, online only**  
Take extra care meeting people offline (including online dating sites) that you don't know

**Reject Bluetooth messages or pairing from unknown users**  
Put Bluetooth into 'undiscoverable mode' to avoid unwanted messages or photos

**Never click on an attachment unless you are 100% sure who it has come from**

**Take care sharing personal details**

Your name, family details, vehicle registration number, address etc. can be traced or copied

**Think carefully about what you post online or send via instant messaging services**  
Online abuse is a crime

**Do not share your online password(s)**

**Report Inappropriate Content**  
You could be helping to protect others from online abuse & radicalisation

**Consider your digital footprint**  
Everything you write on social media sites and every picture you post will remain online forever – even if you update, hide, or delete it

**Check your privacy settings**  
When using instant messaging or social media networks make sure that you set your privacy level to 'friends only'. Only allow people you know onto your page

**Take care sending money online**  
Use an online payment method with payment protection

# SAFEGUARDING

**Safeguarding**  
You have a right to feel safe  
when you learn

Your responsibilities...

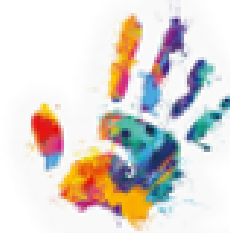
## DISCRIMINATION

Respect other people's rights

## ABUSE

Not to hurt or threaten others...

- Physically
- Sexually
- Psychologically
- Emotionally
- Financially



## PREVENT

Prevent is the name given to a national strategy which aims to stop people from becoming violent extremists or supporting terrorism.

Prevent aims to deal with all forms of extremism

## Signs of possible radicalization

- Changes in behaviour/mood
  - Changes in appearance
- Express extreme political or radical views
- Sympathetic to terrorist acts



## Democracy

Everyone has a voice

## The Rule of Law

Behave in a way that keeps everyone safe

## Individual Liberty

Freedom to make own choices

## Mutual Respect & Tolerance

Treat everyone respectfully, respecting all cultures and beliefs

Safeguarding officer:  
Debi Copeland (07926 077442)  
Email: [HASafeguarding@hants.gov.uk](mailto:HASafeguarding@hants.gov.uk)



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# Group Agreement

- What's said in this group should not be shared outside this group – please take care to respect other people's privacy and confidentiality
- We won't all agree – please respect other people's values and opinions as we will all differ
- Look after one another and be kind – we all have different stories and past experiences we may share in this programme
- Ask questions – there's no such thing as a silly question
- If anyone shares any information that either puts themselves or others at harm, or there is a threat of harm (including sharing of extremist views, language or opinions), I have a duty to pass this information onto our safeguarding officer. I will always try to discuss this with you beforehand.

# 100% Attendance is essential

## So why is 100% attendance so important?

- You will develop new skills and increase your knowledge **at each session**
- You will find your progress will be easier if you **attend every lesson**
- Poor attendance could impact on **future grants** from the UK Government



**Funded by  
UK Government**

By enrolling on this course, you agree to **attend every session** and **arrive on time** so that we can keep providing free courses in the future. Please let your tutor know, or email [adult.learning@hants.gov.uk](mailto:adult.learning@hants.gov.uk) to report any absence.

# What's your story?




If you feel comfortable to speak, could you please share the following with the group:

1. What is your name?
2. What area in Hampshire do you live?
3. What is your greatest achievement?

# Principles of Business Administration

## L2 Certificate

In the chat box, please type what you already know about this course / qualification

A decorative graphic consisting of several overlapping, light blue, curved lines that form a partial circular shape on the right side of the slide.

# Your L2 Qualification

[601-7071-2 Qualification Specification Version 4.2](#)

**Qualification number** - 601/7071/2

**Total qualification time** - 170 hours

**Duration** – 17 weeks, with one-to-one support from your tutor and self-directed learning to carry out between lessons

**Assessment Method** – Level 2 portfolio of evidence

Learners taking this qualification must be assessed in English and all assessment evidence presented for external quality assurance must be in English.

# Aims and Objectives of this Qualification

## **This qualification aims to:**

- provide learners with the underpinning knowledge that is required by employees to work in a range of different environments in a business administration role.

## **The objectives of this qualification are to help learners to:**

- develop essential knowledge of how to carry out administrative tasks such as how to manage information and supporting events
- know how to apply their knowledge in a variety of industries and job roles.

# Achieving this Level 2 Qualification

To be awarded the NCFE Level 2 Certificate in Principles of Business Administration, learners must successfully complete the 5 mandatory units and the 2 optional units as follows:

**Unit 01** Principles of providing administrative services

**Unit 02** Principles of business document production and information management

**Unit 03** Understand communication in a business environment

**Unit 04** Understand employer organisations

**Unit 05** Understand how to develop working relationships with colleagues

**Unit 07** Employee Rights & Responsibilities

**Unit 11** Principles of working with other in a business environment

# Developing Essential Skills

While completing this qualification, learners will develop the knowledge, understanding and essential skills employers look for in employees. These range from familiar 'key skills' such as team working, independent learning and problem solving, to more tricky-to-measure skills such as:

- an appreciation for appropriate behaviour and dress
- appropriate interpersonal skills
- communicating with professional colleagues, peers and management
- supporting other employees
- personal manners and deportment
- understanding work practices and how different roles and departments function within an organisation

English, maths, digital skills and awareness of Equality, Diversity & Inclusion will be embedded throughout your programme of study

# Questions & Concerns

**Do you have any questions about this course / qualification?**

**Do you have any concerns about the course / qualification?**

- Type any questions or concerns in the chat box so we can discuss this as a group
- If you would prefer to speak to your tutor confidentially, then please email before we meet again as a group 16 April 2026

# Break Time



Please take some time away from the screen to rest your eyes

Take a stroll around to get your blood moving

# SAFEGUARDING

  
Safeguarding  
You have a right to feel safe when you learn

Your responsibilities...

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# Values



- How would you describe Ukrainian Values?
- Do these differ to British Values?

# British Values in Adult Learning



**RULE OF  
LAW**



**INDIVIDUAL  
LIBERTY**



**MUTUAL  
RESPECT &  
TOLERANCE**



**DEMOCRACY**

**The Rule of Law** – we will behave in a way that keeps everyone safe

**Individual Liberty** – you have the freedom to make choices in your own learning

**Mutual Respect** – we respect other learners' differences, backgrounds, cultures & beliefs

**Democracy** – we listen to our learners' voices & choices

# Why are Communication Skills so Important in Business Administration roles?



# Active Listening

- It is a skill that can be learned
- Pay attention to the other person **very carefully**
- Make a conscious effort to hear the **complete message**
- Do not become distracted



# Active Listening Activity 1

For this activity you will need a piece of paper, preferably A4 size (printer paper size – scrap paper is fine).

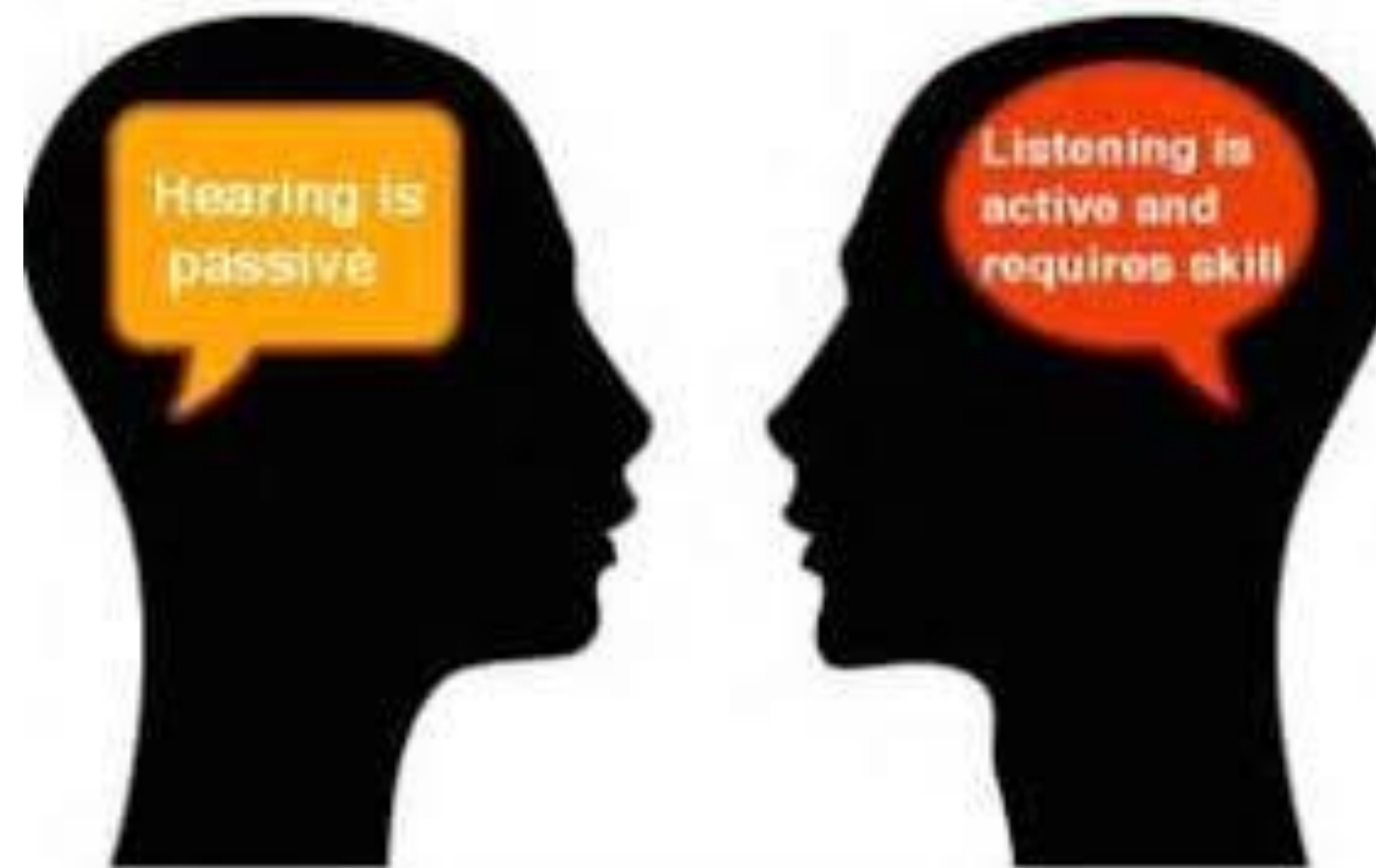
I will read out a set of instructions for you to follow.

Are you ready?

# Active Listening Activity 2

For this activity you will only need your ears and try to listen to the story carefully (so you can answer the question at the end)

Are you ready?



# 5 Tips for Active Listening

1. Pay attention - be patient with the speaker
2. Show that you're listening – body language, gestures and affirmation
3. Provide feedback – restate what you've heard
4. Try not to give a judgement – don't interrupt, tell your own story or change the subject
5. Respond appropriately – ask open questions

# Active Listening



<https://www.youtube.com/watch?v=t2z9mdX1j4A>

[https://youtu.be/XIUFReXAfQw?si=N9ILGVFua7bf\\_jNW](https://youtu.be/XIUFReXAfQw?si=N9ILGVFua7bf_jNW)



# Review of our learning

**Today we have briefly covered the following:**

- An overview of this programme and the commitment required
- Discussed our group contract; including how we safeguard you as learners
- We identified the four fundamental British Values and how we apply this in our learning
- We identified the importance of active listening skills as a gentle introduction to communication in the workplace (Unit 03)
- Finally, we will look at your first self-directed learning to prepare for your next session (Unit 01) and the guidance for writing assignments

# Self-Directed Learning

Before the next session please carry out the following self-directed learning and email this to me at [steve.Pawsey@hants.gov.uk](mailto:steve.Pawsey@hants.gov.uk)

**Task 1** - Visit 'The National Careers Service' Website (follow the link in this slide) and select **one career** in business administration that interests you: [All careers in business and administration | National Careers Service](#)

**Task 1** – **List** the key skills required for your chosen career role

**Task 2** - **Describe** the features of at least five different types of meetings

**Task 3** - **Outline** the administrative functions you may need to carry out for meetings

# AI and Plagiarism

**AI is not permitted for writing your assignments**

- Plagiarism must be avoided – all work must be your own
- Check work – check your spelling, grammar and any unfamiliar words
- Keep a glossary of your research sources
- Use tools to support your learning (e.g. translation, read aloud, accessibility tools)
- Use English, not American English spellings

**You do not need AI - You are good enough!**

# Assessment Verbs Used in L2 Qualifications

## Key Types of Assessment Verbs (from Bloom's Taxonomy)

**Knowledge: Recall facts and basic concepts on the topic**

*Examples:* Define, List, State, Identify, Label, Name, Recall

**Comprehension: Explain ideas or concepts**

*Examples:* Describe, Discuss, Explain, Summarize, Interpret

**Application: Use the information in new situations**

*Examples:* Apply, Calculate, Demonstrate, Solve, Use, Implement.

**Analysis: Draw connections among ideas**

*Examples:* Analyze, Compare, Contrast, Examine, Organise

# Thank you!

Your next session is 6.00 pm 16 April 2026  
– a reminder will be sent beforehand with  
the Teams link to your online classroom

Please note: the link will be the same  
every week!

Any questions?