

BTEC Level 2 Technical Certificate in Business Administration: sample delivery plans

Introduction

This document is aimed at supporting tutors and those delivering BTEC Level 2 Technical qualifications from September 2017. Clear unit planning and understanding of key deadlines are essential for a successful delivery programme. We have therefore produced two sample delivery plans showing how the BTEC Level 2 Technical Certificate in Business Administration could be delivered over 6 or 12 months, highlighting assessment milestones and indicating where you can teach units holistically.

Overview of course delivery and assessment

The BTEC Level 2 Technical Certificate in Business Administration has 240 GLH and the TQT (total qualification time) is 325 hours. It consists of four mandatory units.

Involving employers in the assessment/delivery

Employer involvement in the delivery and/or assessment of technical qualifications is essential. You will need to give evidence of how you have provided opportunities for all your learners to undertake meaningful activity involving employers. 'Meaningful activity' could include:

- structured work experience or work placements, in particular in Unit 4 where learners have to plan, organise and support a business event, such as a meeting or training session, in a realistic work environment
- projects, exercises, tasks or assessments set with input from industry practitioners; this could involve employers and professionals from industry helping with the development of realistic assessment scenarios
- units delivered or co-delivered by an industry practitioner, e.g. masterclasses or guest lectures around:
 - the types of administrative services provided and how these benefit an organisation, including types of business events
 - how to communicate effectively in the work environment
 - working as a team member in an organisation
 - the types of administrative services and business technology and how these benefit an organisation
 - the importance of stakeholder engagement during business activities
 - organisational and legal requirements when providing administrative services and using business technology.

Through dialogue with the learner, employers should support and record progress on the transferable skills such as attitude, behaviour, adherence to company procedures and teamwork, ensuring that the learner understands the impact of their actions on business processes and client expectations.

For this qualification, employer involvement should be from appropriate individuals working in the business sector – in particular, centres are encouraged to make contact with local businesses that employ administrators of different business processes such as reception services, HR and finance. Building strong links with these individuals will be integral to the integration of meaningful employer involvement within units. Refer to the qualification specification for details of suggested employer involvement in each unit.

The following units have suggestions for employer involvement either in the delivery or assessment:

- Unit 2: Providing Administrative Services
- Unit 4: Planning, Organising and Supporting Business Events.

Which units are externally assessed?

Unit 1 is externally assessed. Assessment for Unit 1 takes the form of an onscreen test, available on demand from January 2018.

Internally assessed units

Units 2, 3 and 4 are assessed through assignments set and marked by the centre. The assessment allows learners to apply technical knowledge and demonstrate mastery of practical and technical skills through realistic tasks and activities.

Unit 4 provides the main synoptic assessment for this qualification. It is designed to take place towards the end of the programme and draws on the learning throughout the qualification. The assessment for this unit takes the form of a practical demonstration of learner knowledge and skills gained from Units 1 to 3, enabling learners to identify and effectively use an appropriate selection of skills, techniques, concepts, theories and knowledge in an integrated way.

Induction

Centres are encouraged to timetable a period of induction for learners at the start of the programme. This should include information on topics such as the structure of the units, how to use an assignment brief, the importance of command words, how to work to meet deadlines, the consequences of not meeting deadlines, how to reference work and the importance of evidence submitted for assessment being independently produced, valid and authentic. Centre policies on malpractice and plagiarism should be explained.

This document focuses on providing key dates to plan around and examples of how your course delivery could be structured, as set out in the sections below.

Section 1: Sample delivery plan – 12-month model

- A chart setting out key deliverables over a 12-month period (two semesters)
- Tables showing week-by-week delivery breakdown
- Rationale for the suggested plan

Section 2: Sample delivery plan: 6-month model

- A chart setting out key deliverables over a 6-month period (one semester with 2 x 12-week teaching blocks)
- Tables showing week-by-week delivery breakdown
- Rationale for the suggested plan

Further support can be found within the relevant specification on the Pearson website

<http://qualifications.pearson.com/content/dam/pdf/BTEC%20Technical/business-administration/2017/specification-and-sample-assessments/btec-%2012-technical-certificate-in-business-admin.pdf>.

SECTION 1: Sample 12-month delivery plan

This plan shows how you could deliver the teaching and learning over two semesters (12 months). It is intended as guidance and is not the only possible model. You can adapt it to suit your local needs.

	SEMESTER 1		SEMESTER 2		TOTAL HOURS (GLH)		TOTAL HOURS (GLH IN CLASSROOM AND PLACEMENT)
	Unit No.	Classroom hours	Unit No.	Classroom hours	Classroom hours	Placement	
	1	60	3	60	120	+ *6 GLH in placement	120
	2	60	4	60	120	+ *6 GLH in placement	120
	Total placement hours (GL and non-GL)	GL: 120 Non-GL: 43	Total placement hours (GL and non-GL)	GL: 120 Non-GL: 42	GL: 240 Non GL: 85		
TOTAL HOURS PER SEMESTER		163		162			
PER WEEK excl. placement (18-week semester)		9 (including non-GLH)		9 (including non-GLH)			

Week-by-week breakdown over 12 months

Key

R	Revision for external assessment	LA	Learning aim
EXT	External assessment	WP	Work placement
SA	Summative assessment	IND	Induction

SEMESTER 1

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
Unit 1	IND	LA A1	LA A3	LA C2	LA A4	R	LA A2	LA A2	LA A5
Unit 2	IND	LA A1	LA A1	LA A1	LA A2	LA A1	LA B1	LA B1	LA B2
*Work placement									

SEMESTER 1 (CONT.)

	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18
Unit 1	LA C1	LA B1	LA B2	R	LA C3	LA C3	LA C4	R	EXT
Unit 2	LA B2	LA C2	LA C2	LA C1	LA C1	LA C1	LA C1	SA	SA
*Work placement									

*Please use your discretion to decide where work placement or employer engagement activity is best placed. Note that Unit 4 is a particularly suitable unit for this and should have some sort of industry involvement.

Key

R	Revision for external assessment	LA	Learning aim
EXT	External assessment	WP	Work placement
SA	Summative assessment	IND	Induction

SEMESTER 2

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
Unit 3	IND	LA A2	LA A1	LA A1	LA A3	LA A3	LA B1	LA B1	LA B1
Unit 4	IND	LA A1	LA A2	LA A2	LA A3	LA A3	LA A3	LA A4	LA A4
*Work placement									

SEMESTER 2 (CONT.)

	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18
Unit 3	LA B2	LA B2	LA B3	LA B3	LA C1	LA C1	LA C2	SA	SA
Unit 4	LA A4	LA B1	LA B2	LA B2	LA B2	LA B3	LA C1	SA	SA
*Work placement									

*Please use your discretion to decide where work placement or employer engagement activity is best placed. Note that Unit 4 is a particularly suitable unit for this and should have some sort of industry involvement.

Sample 12-month plan – rationale

General assumptions that have been made are as follows:

- Most delivery centres for this post-16 qualification have a 36-week scheme of learning to cover the academic year, with the year separated into two semesters.
- Semester 2 includes an induction week (for those centres that are intending to operate with a twice yearly intake).

Suggestions for which units to teach in Semester 1

You should consider delivering Units 1 and 2 in Semester 1. Unit 1 is the externally assessed unit, and provides underpinning knowledge that predominantly covers different types of administrative services, using office equipment and meeting the expectations of employers and legal requirements. These are all topics covered in Unit 2. Studying these units at the beginning of the programme ensures that the concepts can be reinforced through activities in other units, embedding the learning and still allowing time for learners to sit the assessment twice if necessary.

Delivering Unit 1:

- LA A1 to LA A5 should be delivered first, as these topics relate to the different types of administrative services, which form the basis of the qualification.
- LA C2 is the health and safety content and should be delivered early in the programme to ensure that all practical work is carried out safely.
- Delivery for Unit 1 has been planned in groups that relate to the same topics, and those also covered in Unit 2, providing opportunity for holistic delivery.
- Simultaneously, learners will be studying Unit 2, which will supplement their learning for this unit. This is because it explores each administrative service and associated business task in more depth, and provides learners with the opportunity to apply their knowledge to practical activities.
- An additional revision week has been mapped, in order to allow for learners to revise the topics before moving on to the next unit.

Delivering Unit 2:

- Delivery for Unit 2 has been planned so that it aligns with the main topics of Unit 1 (the externally assessed unit), providing opportunity for holistic delivery and assessment.
- The content should be covered practically between weeks 2–15, with learners experiencing a range of administrative services and associated business tasks, managing time and work, working with others and demonstrating professional behaviours when undertaking administrative responsibilities.
- The assessment time for Unit 2 should be considered to ensure learners have the opportunity to demonstrate skills through the availability of real working situations.
- Two weeks have been allocated for summative assessment of this unit.

Suggestions for which units to teach in Semester 2

Units 3 and 4 are recommended for Semester 2, so that learners can explore the use of business technology, having examined and understood the types of administrative services and associated business tasks that require the use of business technology. This includes the planning, organising and supporting of business events (Unit 4).

Delivering Unit 3:

- LA A2 requires learners to understand how business technology supports organisations. Therefore, the delivery for this topic has been planned for the beginning of this semester.
- LA A1 and LA A2 allow learners to explore different types of business technology further, and how these are used to complete business tasks.
- Tasks associated with processing information using data management software, planning and producing business documents, and using web and collaborative technologies have been planned for delivery in groups relating to these topics. These have also been aligned with topics covered in Unit 4 (the internal synoptic assessment).
- The content should be covered practically between weeks 2–15, with learners experiencing a range of business technologies and business tasks associated with them.
- Planning of delivery and assessment in this way provides opportunities for formative assessment that is holistic across both units.
- There are also opportunities to deliver and assess this unit holistically with Unit 2 (Providing Administrative Services), particularly where learners are required to use office equipment (LA B2) and communicate effectively in different situations (LA C2).
- Two weeks of summative assessment time has been planned at the end of semester.

Delivering Unit 4:

- This is a straightforward delivery in line with (and in order of) the specification content, as the content flows naturally through each stage – planning, preparation, support and follow-up of event activities.
- It is recommended that the delivery of this unit cover a range of different business evidence, ensuring that learners understand the administrative requirements of each.
- Assessment activities are expected to relate to one business event, which provides learners with the opportunity to meet all assessment requirements. The event should be naturally occurring within the work placement or a realistic working environment.
- The assessment time for Unit 4 should be considered, in order to ensure that learners have the opportunity to demonstrate skills through the availability of real working situations.
- Assessment has been mapped with time allowed for research, as well as for developing the assignment evidence.

SECTION 2: Sample 6-month delivery plan

This plan shows how you could deliver the teaching, learning and assessment over one semester consisting of two 12-week blocks. It is intended as guidance and is not the only possible model. You can adapt it to suit your local needs.

	BLOCK 1: Weeks 1–12		BLOCK 2: Weeks 13–24		TOTAL HOURS (GLH)		TOTAL HOURS (GLH IN CLASSROOM AND PLACEMENT)
	Unit no.	Classroom hours	Unit no.	Classroom hours	Classroom hours	Placement	
	1	30	3	30	60		60
	2	30	4	30	60		60
	3	30	3	30	60		60
	4	30	4	30	60		60
	Total Qualification Time (GLH and non- GLH)	GLH: 120 Non-GLH: 43	Total Qualification Time (GLH and non- GLH)	GLH: 120 Non-GLH: 42	GLH: 240 Non-GLH: 85		
TOTAL HOURS PER TEACHING BLOCK		163		162			
PER WEEK excl. placement (12-week semester)		13.6 (including non-GLH)		13.5 (including non-GLH)			

Week-by-week breakdown over 6 months

Key

R	Revision for external assessment	LA	Learning aim
EXT	External assessment	WP	Work placement
SA	Summative assessment	IND	Induction

BLOCK 1

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
Unit 1	IND	LA C2	LA C3			LA B1		LA B2	LA A1	R	LA A3	LA A4
Unit 2	IND	LA B2	LA B2		LA A2	LA C2		LA A3	LA A1		LA A1	LA A1
Unit 3	IND						LA C2					
Unit 4	IND	LA A3		LA B1, LA B2	LA A2		LA A4	LA A1	LA A3	LA B3		
*Work placement												

*Please use your discretion to decide where work placement or employer engagement activity is best placed. Note that Unit 4 is a particularly suitable unit for this and should have some sort of industry involvement.

BLOCK 2

	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21	Week 22	Week 23	Week 24
Unit 1	LA A4	R		LA A2				LA C1		R	R	EXT
Unit 2				LA B1		LA B2			LA A3	SA		
Unit 3	LA C1	LA A2	LA A1		LA B1	LA A3	LA C1		LA B4		SA	
Unit 4	LA A3			LA A3		LA A4	LA C1		LA B2, LA B3			SA
*Work placement												

*Please use your discretion to decide where work placement or employer engagement activity is best placed. Note that Unit 4 is a particularly suitable unit for this and should have some sort of industry involvement.

Sample 6-month plan – rationale

Suggestions for which units to teach in Block 1 and Block 2

This delivery plan is structured very differently from that of a traditional 36-week plan. Since this is a shorter timescale delivery plan, it is recommended that a more holistic approach to delivery and assessment is considered here.

As there are topics that recur throughout the qualification, these have been grouped within the delivery plan as follows:

- Week 1 – Induction (all units)
- Week 2 – Health & Safety
- Week 3 – Professional Behaviours (equal opportunities and diversity)
- Week 4 – Professional Behaviours (customer service and consumers)
- Week 5 – Managing time and work
- Weeks 6 and 7 – Communication
- Week 8 – Working with others (includes teamworking)
- Weeks 9 and 10 – Meetings
- Week 11 – Handling mail
- Weeks 12 and 13 – Travel and accommodation
- Week 14 – Revision (external assessment) and how business technology supports organisations
- Week 15 – Types of business technology
- Week 16 – Types of office equipment
- Week 17 – Types of business documents
- Week 18 – Using business technology and office equipment
- Week 19 – Using web-based and online collaborative technologies
- Weeks 20 and 21 – Storing business information
- Week 22 – Revision (Unit 1), Summative Assessment (Unit 2)
- Week 23 – Revision (Unit 1), Summative Assessment (Unit 3)
- Week 24 – Revision (Unit 1), Summative Assessment (Unit 4)

Block 1 is mainly comprised of the learning and development of generic and transferable skills associated with each of the units. This includes health and safety, communication, behaviours, working with others and time management. Each group begins by learning about the types of administrative services, business technology and events, and follows through with learners undertaking practical activities to gain skills and confidence. There is time planned for learners to revise knowledge topics during the delivery of the programme and also prior to external assessment in week 24. As the practical topics are distributed throughout the 21 weeks, formative assessment is possible against some learning aims, but not possible against whole units, due to the holistic nature of this delivery approach. Summative assessment of each internally assessed unit will take place across one week of the last three weeks of the programme, with a different unit being assessed on a different week. This is to allocate sufficient assessment time, ensuring that learners have time to focus on the assessment of each unit.