



Level 3 Diploma in Business and Administration



Qualification Aim

Level 3 Business and Administration qualification is designed to provide a specialist vocational programme within pertinent awarding organisational requirements and National Occupational Standards wherever possible. This qualification will provide a concrete, sector-based emphasis on practical skills development alongside the enhancement of knowledge and understanding in the business and administrative sector. It also provides sector and national recognition by employers required for employment.

Qualification Objectives

- Providing pathways for learners to develop their careers within the business and administrative sector
- Enabling learners to progress to an undergraduate or further professional qualification in a business related area
- Enable learners to obtain employment or entering employment specifically in the business and administrative sector
- Generating opportunities for learners to acquire higher level skills in a business context

Combination Rules for the Level 3 Diploma in Business and Administration

Level 3 Diploma in Business and Administration

1. Qualification credit value must be a minimum of 60 credits (a maximum of 60 credits may be at level 3)
2. Mandatory core unit credit: 60 credits
3. Level 3 qualifications will meet local and national needs.

Level 3 Diploma in Business and Administration - 60 Credits

Unit Title	Level	Credit	GLH
Mandatory Units			
The Business Environment	3	10	90
Academic Skills for Business	3	12	90
Fundamentals of Marketing	3	14	90
Principles of Finance and Accounting	3	14	90
Working with People	3	10	90



Unit Format

Each unit in 's suite of level 3 courses is presented in a standard format. This format provides guidance on the requirements of the unit for learners, tutors, assessors and external verifiers.

Each unit has the following sections:

Unit Title

The unit title reflects the content of the unit. The title of each unit completed will appear on a learner's statement of results.

Unit Aims

The unit aims section summaries the content of the unit. All units and courses have a level assigned to them which represents the level of achievement. The level of each unit is informed by the level descriptors.

Credit Value

The credit value is the number of credits that may be awarded to a learner for the successful achievement of the learning outcomes of a unit.

Guided Learning Hours (GLH)

Guided learning hours are an indicative guide to the amount of input that a tutor will provide to a learner, to enable them to complete the unit. This includes lectures, tutorials and workshops and time spent by staff assessing learners' achievement when they are present.

Learning Outcomes

The learning outcomes set out what a learner is expected to know, understand or be able to do as the result of the learning process.

Assessment Criteria

The assessment criteria describe the requirements a learner is expected to meet in order to demonstrate that the learning outcome has been achieved. Command verbs reflect the level of the course.



UK government approved and regulated awarding body providing a wide variety of qualifications in a diverse range of subject areas to Centres whose customers are internationally-focused aspiring professionals who wish to enhance their global career prospects. IT was established in 2010 as a relatively specialist awarding body, providing qualifications designed to meet identified demand for qualifications, particularly within the legal services sector.

Mission Statement

To enable all individuals to realise their true potential by achieving success through learning. is committed to remaining current, relevant and accessible to all by:

- Supporting employers and learners to meet their diverse learning, assessment and credential requirements;
- Identifying mission-critical gaps in the market for relevant and fit-for-purpose qualifications;
- Contributing to economic growth and improvement of work-based skills;
- Developing reliable and valid assessment.

Level 3 Qualifications

Our Level 3 Qualification in business are the conclusion of expert input from colleges, industry professionals, Higher Education Institutes and our qualification development team.

Key features of the qualifications include:

- Mandatory units that are common to different sectors offering the opportunity for learners to move between sectors
- flexible methods of assessment allowing tutors to select the most appropriate methods for their learners

Support for Centres

We are dedicated to supporting our Centres and offer a range of training, support and services including:

- qualification guidance, suggested resources and sample assignments
- an Centre support officer who guides you through the Centre recognition process, learner registration and learner results submission

Level 3 Diploma in Business and Administration

This specification provides key information on the Level 3 Diploma in Business including the rules of combination, the content of all the units and guidance on assessment. Further Qualifications Guidance can be found via the website.

This qualification is on the Register of Regulated Qualifications. It has a Qualification Number (QN). Each unit within a qualification also has a code.

The roles and responsibility of Internal Verifier

1. Establish procedures to develop a common interpretation of standards between assessors
2. Plan regular meetings with assessors to discuss assessment decisions and verification issues
3. Sample regular evidence of the assessment decisions made by all assessors across all aspects of assessment to monitor and ensure consistency in the interpretation and application of standards
4. Establish record-keeping systems and documentation used for assessment and internal verification
5. Support assessors by offering guidance and advice on a regular basis
6. Where an assessor is the internal verifier, a different member of staff must internally verify their activities

Key Persons in the Assessment Role

The Internal Verifier has following responsibilities:

- To ensure that the assessors are appropriately qualified
- To maintain and monitor arrangement for processing assessment information
- To provide confirmation to awarding bodies that assessment practice is to national standards through the quality system, procedures and records.
- To sample the records of assessors to monitor consistency of assessment standards
- To observe (where appropriate) a sample of assessments taking place to monitor consistency of assessment decisions
- To support the assessors through offering guidance and advice
- To act according to agreed procedures when disputes and appeals arise
- To ensure that opportunities are made for each disputes and appeals arise
- To ensure that opportunities are made for each candidate to achieve the required levels for each unit of the study programme
- To maintain regular contact with assessors

The Assessor is responsible for:

- Ensuring that assessment is carried out
- Ensuring that workplace personnel who contribute to assessment decisions, operate within college procedures and that necessary information for internal verification activities is complete and available to the internal verifier
- Taking into account the particular assessment requirements of the candidate
- Ensuring that each candidate is aware of his/her responsibility with regard to the qualification
- Judging students' work against performance criteria
- Identifying candidates' achievements
- Identifying gaps in achievements
- Giving constructive feedback to the candidate
- Meeting regulating with other assessors and the Internal
- Explaining and confirming assessment decisions with Internal Verifier
- Maintaining their own records of each candidate's achievement

Malpractice

Centre Malpractice

- Failure to keep exam papers secure prior to an examination
- Obtaining or 'passing on' information relating to an exam or assessment prior to the examination or assessment.
- Failure to brief candidates adequately prior to an examination.
- Failure to maintain exam conditions when invigilating an examination.
- Assisting or prompting candidates with the production of answers during an examination.
- Provision of unauthorized assessment material to a candidate.
- Failing to report an instance of suspected or actual malpractice.
- Any instance of unprofessional misconduct during a lesson or examination.
- Any instance concerning inappropriate, offensive or obscene behavior directed at any candidate.
- Failure to adhere to 's policies and procedures.

Serious Malpractice

- A risk to the health or safety of any individual.
- A criminal offence.
- Failure to comply with legal obligations or with the Statutes, Ordinances and Regulations of Ltd.
- Financial or non-financial maladministration or malpractice or impropriety or fraud.
- Any instance concerning the falsifying of any results documents related to an assessment or examination, including certificates.
- Academic or professional malpractice including improper conduct or unethical behavior.
- Attempts to suppress or conceal any information relating to any of the above.

Processing of Malpractice allegations

All Centres are required to notify of any allegation of suspected or actual malpractice at its earliest opportunity and no longer than 5 working days from the date the allegation is made, failure to comply with this requirement may result in awards not being made and certificates not being issued, also future entries and/or registrations may not be accepted.

In the first instance any allegation of malpractice must be made by completing form. Which is available on request from the Administration office or can be downloaded as a pdf from the website www.britshaa.com

Once an allegation of suspected or actual malpractice has been made an initial investigation will be carried out by the immediate superior and/or manager of the individual involved or by the most appropriate person given the circumstances. These members of staff are authorised to make decisions in cases which are clear and uncontested.

The Business Environment

Unit Title:	The Business Environment
Guided Learning Hours:	90
Level:	3
Credits:	10
Unit grading system:	Pass

This unit provides a basic insight into how businesses work, giving learners an understanding of the primary business functions and how they contribute to business success.

Learning Outcome	Assessment Criteria
The learner can:	
1. Understand the major features in the business environment	1.1 Outline the various organisational forms of the public and private sector of an economy 1.2 Explain the different structures within business organisations 1.3 Describe how the local, national and global economic environment may impact on business operations
2. Understand the importance of accounting for business	2.1 Explain what is meant by internal and external stakeholders, giving illustrative examples 2.2 Explain how stakeholders can impact on business performance
3. Understand the concept of managing and leading teams	3.1 Describe the various market structures in which a business organisation may be operating

Fundamentals of Marketing

Unit Title:	Fundamentals of Marketing
Guided Learning Hours:	90
Levels:	3
Credits:	14
Unit grading system:	Pass

This unit is designed to give learners a solid grounding in fundamental marketing principles and practices.

Assessment Criteria	Indicative Content
The learner can:	
1. Understand the principles of marketing	1.1 Outline the various activities of the marketing function in business organisations 1.2 Describe market segmentation as a method of identifying customer requirements 1.3 Explain the 'marketing mix'
2. Understand market research and market analysis methods	2.1 Explain the purpose of research and market analysis 2.2 Describe market research methods used by business organisations 2.3 Outline market analysis methods used by business organisations
3. Be able to apply market analysis techniques	3.1 Apply market analysis techniques to research the selected market for a particular product 3.2 Analyse and interpret results of market research
4. Understand the approaches to e-marketing usage by business organisations	4.1 Describe the methods used by businesses in e-marketing their products 4.2 Explain how companies handle their corporate image via the internet



Academic Skills for Business

Unit Title: Academic Skills for Business

Guided Learning

Hours: 90

Levels: 3

Credits: 12

Unit grading system: Pass

Unit Aims: - This unit focuses on the skills that learners need for success in their chosen career and is designed to facilitate the development of academic research skills and the language skills needed to be able to formally present academic research, both in writing and orally.

Learning Outcomes	Assessment Criteria
The learner can:	
1 Be able to take efficient and effective notes from various sources	1.1 Demonstrate active listening skills and reading strategies in note-taking 1.2 Interpret and summarise information accurately
2 Be able to plan and compile research work to an acceptable academic standard	2.1 Create a plan for research on a chosen topic in business 2.2 Produce a sample of research work using appropriate referencing methods 2.3 Produce academic work to a professional standard using the created draft
3 Be able to reflect on their personal and academic skills development	3.1 Demonstrate reflection on one's own academic progress including development of academic skills and academic English language skills 3.2 Devise a personal action plan for further development

Principles of Finance and Accounting

Unit Title:	Principles of Finance and Accounting
Guided Learning Hours:	90
Level:	3
Credits:	14
Unit grading system:	Pass

This unit is designed to give learners an understanding of the importance of good financial management for the business organisation as well as the skills and knowledge required for effective analysis and preparation of financial information.

Learning Outcomes	Assessment Criteria
The learner can:	
1 Know the importance of accounting for business	1.1 Explain the purpose and importance of accounting for business performance. 1.2 Outline the main types of income gained and expenditure incurred by the business organisation 1.3 Explain the significance of stakeholders in the compilation and presentation of financial accounts
2 Understand the various sources of finance available to the organisation	2.1 Demonstrate different styles and methods of oral communication for different audiences 2.2 Present orally in a formal situation 2.3 Respond to audience questions in a presentation
3 Understand significant financial statements and their utility to the organisation	3.1 Compile, analyse and evaluate a cash flow forecast 3.2 Explain the profit and loss account and its purpose 3.3 Explain balance sheet and its purpose
4 Be able to apply key principles of accounting and present and interpret data	4.1 Present and interpret key accounting information 4.2 Describe ratio analysis and how it may be used to determine performance in the organisation



Working with People

Unit Title: Working with People
Guided Learning Hours: 90
Levels: 3
Number of Credits: 10
Unit grading system: Pass

This unit is designed to provide an introduction to people management and what steps a business may take to maintain a motivated and productive workforce.

Learning Outcomes The learner can:	Assessment Criteria
1. Understand the function of the Human Resources department in the business organisation	1.1 Describe the functions carried out by a typical HR department of a business 1.2 Outline the environmental factors which may affect a business organisation and its workforce
2. Understand the importance of motivation in the workplace	2.1 Explain at least two major motivation theories 2.2 Outline the reward systems that may be employed by business organisations for motivating staff
3. Understand the concept of managing and leading teams	3.1 Describe the stages of team development 3.2 Outline members' roles within a business team