



# SPECIFICATION

## **Level 3 Diploma in Business Administration**

## Qualification summary

<b>RQF level</b>	3
<b>Qualification credit value</b>	58 credits
<b>Minimum credits at/above level</b>	40 credits
<b>Assessment requirements</b>	Portfolio of Evidence

The aim of this qualification is to recognise learners' achievements within the business administration environment. It developed learners' understanding of the principles of processes of business administration across a broad range of occupational roles.

### **Aims and objectives of the qualification**

This RQF competence-based qualification is designed for those people who are involved in Business and Administration as their primary work activity and are seeking to develop their career in Business Administration. This qualification was developed in consultation with employers to ensure the content is full and relevant to ensure learners are occupationally competent in the workplace.

### **Entry guidance**

There are no formal entry requirements for this qualification.

This qualification is suitable for those who work within a number of industries and job roles. It provides learners with an opportunity to demonstrate their competence and knowledge in a wide range of job roles.

**Progression opportunities**

Learners who achieve this qualification could progress into or within employment in a number of business administration roles and/or continue their study in this or other areas. Learners who complete this qualification may go on to further study in related areas such as:

- Level 3 Certificate in Customer Service
- Level 3 NVQ Diploma in Sales

## Qualification structure

To achieve a Level 3 Diploma in Business and Administration, learners must complete a **minimum of 58 credits**:

1. **27 credits** from **GROUP A MANDATORY UNITS**
2. A **minimum of 13 credits** from **GROUP B OPTIONAL UNITS**
3. A **maximum of 10 credits** from **GROUP C OPTIONAL UNITS**.
4. A **maximum of 8 credits** from **GROUP D OPTIONAL UNITS**

A **minimum of 40 credits** must be achieved through the completion of units at Level 3 or above.

The total Guided Learning Hours (GLH) for this qualification is 282 hours.

The Total Qualification Time (TQT) for this qualification is 580 hours.

## Unit Structures

Mandatory units are listed below.

### Mandatory units

Unit ref	Unit title	Level	Credit value	GLH
Y/506/1910	Communicate in a business environment	4	3	24
T/506/2952	Manage personal and professional development	3	3	12
R/506/1940	Principles of business communication and information	4	3	27
Y/506/1941	Principles of administration	6	3	27
D/506/1942	Principles of business	10	3	74

**Optional unit group B**

<b>Unit ref.</b>	<b>Unit title</b>	<b>Credit</b>	<b>Level</b>	<b>GLH</b>
D/506/1911	Contribute to the improvement of business performance	6	3	33
H/506/1912	Negotiate in a business environment	4	3	18
K/506/1913	Develop a presentation	3	3	11
M/506/1914	Deliver a presentation	3	3	17
T/506/1915	Create bespoke business documents	4	3	23
A/506/1916	Contribute to the development and implementation of an information system	6	3	21
F/506/1917	Monitor information systems	8	3	43
J/506/1918	Evaluate the provision of business travel or accommodation	5	3	30
L/506/1919	Provide administrative support in schools	5	3	33
F/506/1920	Administer parking and traffic challenges, representations and civil parking appeals	5	3	31
R/506/1923	Administer statutory parking and traffic appeals	6	3	42
T/506/1932	Administer parking and traffic debt recovery	5	3	35
J/506/1935	Administer legal files	5	3	31
L/506/1936	Build legal case files	5	3	32
Y/506/1938	Manage legal case files	5	3	32
K/506/1944	Manage an office facility	4	3	21
M/506/1945	Analyse and present business data	6	3	24
Y/506/1809	Produce business documents	3	2	24
R/506/1811	Store and retrieve information	4	2	19
Y/506/1812	Produce minutes of meetings	3	2	13
D/506/1813	Handle mail	3	2	15
M/506/1816	Prepare text from shorthand	6	2	46
T/506/1817	Prepare text from recorded audio instruction	4	2	15
Y/506/2295	Maintain and issue stationery and supplies	3	2	18
L/506/1869	Contribute to the organisation of an event	3	2	23
D/506/1875	Organise business travel or accommodation	4	2	23
H/506/1876	Provide administrative support for meetings	4	2	28
T/506/1879	Administer human resource records	3	2	28
A/506/1883	Administer the recruitment and selection process	3	2	25
R/506/1887	Administer parking dispensations	3	2	25
R/506/1890	Administer finance	4	2	21
M/506/1895	Buddy a colleague to develop their skills	3	2	19
L/506/1905	Employee rights and responsibilities	2	2	16
R/506/1954	Support environmental sustainability in a business environment	4	4	38
D/506/1956	Resolve administrative problems	6	4	56
H/506/1957	Prepare specifications for contracts	4	4	23
K/506/1815	Prepare text from notes using touch typing	4	2	26

**Optional unit group C**

Unit ref.	Unit title	Credit	Level	GLH
T/506/1820	Promote equality, diversity and inclusion in the workplace	3	3	15
A/506/1821	Manage team performance	4	3	21
J/506/1921	Manage individuals' performance	4	3	20
L/506/1922	Manage individuals' development in the workplace	3	3	10
Y/506/1924	Chair and lead meetings	3	3	10
J/506/2292	Encourage innovation	4	3	14
M/506/1928	Procure products and/or services	5	3	35
T/506/1929	Implement change	5	3	28
K/506/1930	Implement and maintain business continuity plans and processes	4	3	25
F/506/1934	Participate in a project	3	3	19
J/506/1949	Develop and maintain professional networks	3	4	15
Y/506/1955	Develop and implement an operational plan	5	4	24
K/506/1989	Manage physical resources	4	4	26
K/506/1992	Prepare for and support quality audits	3	4	17
A/506/1995	Manage a budget	4	4	26
R/506/1999	Manage a project	7	4	38
L/506/2004	Manage business risk	6	4	27
R/506/2909	Recruitment, selection and induction practice	6	4	33
L/506/2150	Organise and deliver customer service	5	3	27
R/506/2151	Resolve customers' complaints	4	3	22
T/502/4301	Using email	3	3	20
Y/502/4629	Word Processing Software	6	3	45
Y/502/4632	Website Software	5	3	40
J/502/4626	Spreadsheet Software	6	3	45
T/502/4623	Presentation Software	6	3	45
J/502/4397	Bespoke Software	4	3	30
T/502/4556	Database Software	6	3	45

**Optional unit group D**

Unit ref	Unit title	Credit	Level	GLH
F/506/2596	Principles of leadership and management	8	3	50
K/502/9933	Principles of market research	5	3	40
T/502/9935	Principles of marketing and evaluation	7	3	50
F/502/9937	Principles of digital marketing and research	7	3	50
J/502/9938	Principles of marketing stakeholder relationships	3	3	16
Y/506/2152	Understand the customer service environment	5	3	40
D/506/1939	Understand the legal context of business	6	3	44
R/503/9324	Principles of Social Media within a Business	6	3	42

<b>Barred units</b>	
<b>This unit</b>	<b>Is barred against this unit</b>
Evaluate the provision of business travel or accommodation (J/506/1918)	Organise business travel or accommodation (D/506/1875)
Organise business travel or accommodation (D/506/1875)	Evaluate the provision of business travel or accommodation (J/506/1918)
Participate in a project (F/506/1934)	Manage a project (R/506/1999)
Manage a project (R/506/1999)	Participate in a project (F/506/1934)

<b>Title:</b>	<b>Y/506/1910 Communicate in a business environment</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>4</b>
<b>GLH:</b>	<b>24</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand business communication models, systems and processes	<ul style="list-style-type: none"> <li>1.1 Analyse the communication needs of internal and external stakeholders</li> <li>1.2 Analyse the different communication models that support administration</li> <li>1.3 Evaluate the effectiveness of different communication systems</li> <li>1.4 Explain the factors that affect the choice of communication media</li> <li>1.5 Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications</li> <li>1.6 Explain the factors to be taken into account in planning and structuring different communication media</li> <li>1.7 Explain ways of overcoming barriers to communication</li> <li>1.8 Explain the use of communications theories and body language</li> <li>1.9 Explain proof-reading techniques for business communications</li> </ul>
2. Be able to communicate in writing in business	<ul style="list-style-type: none"> <li>2.1 Identify the purpose and audience of the information to be communicated</li> <li>2.2 Select communication media that are appropriate to the audience and information to be communicated</li> <li>2.3 Present information in the format, layout and style that is appropriate to the information to be communicated</li> </ul>



	<p>2.4 Follow agreed business practices when communicating in writing</p> <p>2.5 Adapt the style and content of a communication, appropriate to specific audiences</p> <p>2.6 Present written communications that are clear, expressed in correct grammar and reflect what is intended</p> <p>2.7 Meet agreed deadlines in communicating with others</p>
3. Be able to communicate verbally in business	<p>3.1 Identify the nature, purpose, audience and use of the information to be communicated</p> <p>3.2 Use language that is correct and appropriate for the audience's needs</p> <p>3.3 Use appropriate body language and tone of voice to reinforce messages</p> <p>3.4 Identify the meaning and implications of information that is communicated verbally</p> <p>3.5 Confirm that a recipient has understood correctly what has been communicated</p> <p>3.6 Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards</p>
<b>Additional information about this unit</b>	
N/A	
<b>Unit aim (s)</b>	This unit aims to develop the knowledge and skills required to communicate in a business environment. Upon completion of this unit, learners will be able to communicate in business both in writing and verbally.
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	Skills CFA Assessment Strategy Competence units (S/NVQ)
<b>Details of the relationship of the unit and relevant national occupational standards</b>	<p>Business &amp; Administration (2013) National Occupational Standards:</p> <ul style="list-style-type: none"> <li>• CFABAA613 Understand how to communicate in a business environment</li> <li>• CFABAA614 Prepare to communicate in a business environment</li> <li>• CFABAA615 Communicate in a business environment</li> </ul>

<b>Title:</b>	<b>T/506/2952 Manage personal and professional development</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>3</b>
<b>GLH:</b>	<b>12</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Be able to identify personal and professional development requirements	<p>1.1 Compare sources of information on professional development trends and their validity</p> <p>1.2 Identify trends and developments that influence the need for professional development</p> <p>1.3 Evaluate their own current and future personal and professional development needs relating to the role, the team and the organisation</p>
2. Be able to fulfil a personal and professional development plan	<p>2.1 Evaluate the benefits of personal and professional development</p> <p>2.2 Explain the basis on which types of development actions are selected</p> <p>2.3 Identify current and future likely skills, knowledge and experience needs using skills gap analysis</p> <p>2.4 Agree a personal and professional development plan that is consistent with business needs and personal objectives</p> <p>2.5 Execute the plan within the agreed budget and timescale</p> <p>2.6 Take advantage of development opportunities made available by professional networks or professional bodies</p>
3. Be able to maintain the relevance of a personal and professional development plan	<p>3.1 Explain how to set specific, measurable, achievable, realistic and time-bound (SMART) objectives</p>

	<p>3.2 Obtain feedback on performance from a range of valid sources</p> <p>3.3 Review progress toward personal and professional objectives</p> <p>3.4 Amend the personal and professional development plan in the light of feedback received from others</p>
<p><b>Additional information about this unit</b></p> <p>N/A</p>	
<b>Unit aim (s)</b>	<p>This unit aims to develop the knowledge and skills required to manage personal and professional development. Upon completion of this unit, learners will be able to identify personal and professional development requirements and fulfil a personal and professional development plan. Learners will also be able to maintain a personal and professional development plan ensuring its relevance.</p>
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	<p>Skills CFA Assessment Strategy Competence units (S/NVQ)</p>
<b>Details of the relationship of the unit and relevant national occupational standards</b>	<p>Management &amp; Leadership (2012) National Occupational Standards:</p> <ul style="list-style-type: none"> <li>• CFAM&amp;LAA2 Develop your knowledge, skills and competence</li> <li>• CFAM&amp;LAA1 Manage yourself</li> </ul>

<b>Title:</b>	<b>R/506/1940 Principles of business communication and information</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>4</b>
<b>GLH:</b>	<b>27</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand negotiation in a business environment	1.1 Explain the importance of negotiation in a business environment 1.2 Explain the features and uses of different approaches to negotiation 1.3 Identify the components of negotiation tactics
2. Understand how to develop and deliver presentations	2.1 Explain the different types of presentation and their requirements 2.2 Explain how different resources can be used to develop a presentation 2.3 Explain different methods of giving presentations 2.4 Explain best practice in delivering presentations 2.5 Explain how to collect and use feedback on a presentation
3. Understand how to create bespoke business documents	3.1 Explain the characteristics of bespoke documents 3.2 Explain the factors to be taken into account in creating and presenting bespoke documents 3.3 Explain the legal requirements and procedures for gathering information for bespoke documents 3.4 Explain techniques to create bespoke business documents 3.5 Explain how to gain approval of bespoke documents
4. Understand information systems in a business environment	4.1 Explain the typical stages of information system development

	<p>4.2 Analyse the benefits and limitations of different information systems</p> <p>4.3 Explain legal, security and confidentiality requirements for information systems in a business environment</p> <p>4.4 Explain how to monitor the use and effectiveness of an information system</p>
<p><b>Additional information about this unit</b></p> <p>N/A</p>	
<p><b>Unit aim (s)</b></p>	<p>This unit aims to develop knowledge and understanding regarding the key principles of business communication and information. Upon completion of this unit, learners will have developed an understanding of a variety of business principles, including negotiation in a business environment, the development and delivery of presentations, the creation of bespoke business documents, and the use of information systems.</p>
<p><b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b></p>	<p>N/A</p>
<p><b>Details of the relationship of the unit and relevant national occupational standards</b></p>	<p>Business &amp; Administration (2013) National Occupational Standards</p>

<b>Title:</b>	<b>Y/506/1941 Principles of administration</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>6</b>
<b>GLH:</b>	<b>27</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand how to manage an office facility	<p>1.1 Explain the legal requirements relating to the management of office facilities</p> <p>1.2 Describe the typical services provided by an office facility</p> <p>1.3 Explain how to establish office management procedures</p> <p>1.4 Explain how to manage office resources</p> <p>1.5 Explain techniques to monitor and manage work flows</p> <p>1.6 Explain typical support and welfare facilities for office workers</p>
2. Understand health and safety in a business environment	<p>2.1 Explain the legal obligations of the employer for health and safety in the workplace</p> <p>2.2 Explain an individual's responsibilities for health and safety in the workplace</p> <p>2.3 Describe accident and emergency procedures</p>
3. Understand how to take minutes of meetings	<p>3.1 Explain the purpose of meeting minutes</p> <p>3.2 Explain the legal implications of meeting minutes</p> <p>3.3 Explain the importance of accuracy in minute taking</p> <p>3.4 Describe what should and should not be included in different types of meeting minutes</p> <p>3.5 Describe how to take notes during meetings</p>

<p>4. Understand how to chair, lead and manage meetings</p>	<p>4.1 Explain the features and purpose of different types of formal and informal meeting                      4.2 Explain the role and responsibilities of the chair                      4.3 Explain the role of others in a meeting                      4.4 Explain techniques to facilitate a meeting                      4.5 Explain the information requirements of a meeting before, during and after a meeting</p>
<p>5. Understand how to supervise an administration team</p>	<p>5.1 Explain the use of targets and budgets to manage workloads                      5.2 Explain how to allocate work to individual team members                      5.3 Explain different quality management techniques to manage the performance of an administrative team                      5.4 Explain the techniques used to identify the need for improvements in team outputs and standards</p>
<p>6. Understand how to organise events</p>	<p>6.1 Explain the characteristics, requirements and purposes of different types of events                      6.2 Explain the types of information and information sources needed to organise an event                      6.3 Explain how to plan an event                      6.4 Explain how to identify the right resources from an event plan                      6.5 Describe the likely types of information needed by delegates before, during and after an event</p>
<p><b>Additional information about this unit</b>                      N/A</p>	
<p><b>Unit aim (s)</b></p>	<p>This unit aims to develop knowledge and understanding regarding administration and introduces learners to the key principles of administration. Upon completion of this unit, learners will have developed an understanding of a variety of administration principles, including the management of an office facility, health and safety in a business environment, and the supervision of an administration team.</p>

	Learners will also present knowledge of minute taking, chairing, leading and managing meetings, and event organisation, and the use of information systems.
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>	N/A
<b>Details of the relationship of the unit and relevant national occupational standards</b>	Business & Administration (2013) National Occupational Standards



<b>Title:</b>	<b>D/506/1942 Principles of business</b>
<b>Level:</b>	<b>3</b>
<b>Credit value:</b>	<b>10</b>
<b>GLH:</b>	<b>74</b>
<b>Learning outcomes The learner will:</b>	<b>Assessment criteria The learner can:</b>
1. Understand business markets	1.1 Explain the characteristics of different business markets 1.2 Explain the nature of interactions between businesses within a market 1.3 Explain how an organisation's goals may be shaped by the market in which it operates 1.4 Describe the legal obligations of a business
2. Understand business innovation and growth	2.1 Define business innovation 2.2 Explain the uses of models of business innovation 2.3 Identify sources of support and guidance for business innovation 2.4 Explain the process of product or service development 2.5 Explain the benefits, risks and implications associated with innovation
3. Understand financial management	3.1 Explain the importance of financial viability for an organisation 3.2 Explain the consequences of poor financial management 3.3 Explain different financial terminology
4. Understand business budgeting	4.1 Explain the uses of a budget 4.2 Explain how to manage a budget
5. Understand sales and marketing	5.1 Explain the principles of marketing 5.2 Explain a sales process 5.3 Explain the features and uses of market research

	<p>5.4 Explain the value of a brand to an organisation</p> <p>5.5 Explain the relationship between sales and marketing</p>
<p><b>Additional information about this unit</b></p> <p>N/A</p>	
<p><b>Unit aim (s)</b></p>	<p>This unit aims to develop knowledge and understanding regarding business and introduces learners to the key principles of business. Upon completion of this unit, learners will develop an understanding of a variety of business principles, including business markets, business innovation and growth, and sales and marketing. Learners will also present knowledge of financial management and business budgeting.</p>
<p><b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b></p>	<p>N/A</p>
<p><b>Details of the relationship of the unit and relevant national occupational standards</b></p>	<p>Business &amp; Administration (2013) National Occupational Standards</p>