

Business & Administration Level 3

This qualification is intended for candidates who are involved in Business Administration and Practice as their primary work activity and wish to receive recognition of their experience and take the first steps towards professional qualifications.

Suitable for candidates who's job or intended job involves complex tasks requiring initiative and personal responsibility. Options include using IT software, supervising an office, planning meetings and organizing events. Candidates are expected to display in-depth knowledge of subjects covered in the lower levels as well as understanding of more specialised areas such as events and travel.

The qualifications consist of units, each of which has a credit value. In order to achieve the qualification at a particular level, learners must achieve units whose total credit value equals or exceeds that required for that level. Candidates may wish to just complete individual units, accumulate credit and not claim for a specific qualification. A detailed description of the credit values and how they are applied is provided in the qualification structures on the following pages.

Diploma in Business & Administration Level 3

To achieve a Level 3 Diploma the candidate must complete units to gain a minimum of 40 credits. The credit total is made up from:

- 13 credits must be completed from mandatory units
- A minimum of 27 credits must be completed from optional units

Advanced Apprenticeship Level 3 – Diploma in Business Administration (NVQ)

To achieve the Level 3 Diploma in Business Administration the candidate will need to complete units to gain a minimum of 40 credits. The credit total is made up from:

- 13 credits must be completed from mandatory units
- 27 credits must be completed from optional units

Plus Application of Number L2, Communication L2, ICT L2 and Technical Certificate L3



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Unit Titles	Credit Values
Mandatory Units	
Manage own performance in a business environment	3
Evaluate and improve own performance in a business environment	3
Work in a business environment	4
Communicate in a business environment	3
Optional Units	
Solve business problems	4
Work with other people in a business environment	4
Contribute to decision making in a business environment	3
Negotiate in a business environment	5
Supervise a team in a business environment	6
Supervise an office facility	5
Contribute to running a project	5
Produce documents in a business environment	4
Prepare text from notes	3
Prepare text from notes using touch typing (40wpm)	3
Prepare text from shorthand (60wpm)	8
Prepare text from recorded audio instruction (40wpm)	4
Design and produce documents in a business environment	4
Prepare text from notes using touch typing (60wpm)	4
Prepare text from shorthand (80wpm)	8
Prepare text from recorded audio instruction (60wpm)	4
Support the organisation of an event	2
Support and co-ordination of an event	3
Support the organisation of business travel or accommodation	3
Support the organisation of meetings	4
Plan and organise an event	4
Co-ordinate an event	4
Plan and organise meetings	5
Organise business travel or accommodation	5
Evaluate the organisation of business travel or accommodation	2
Use electronic message systems	1
Use a diary system	3
Take minutes	4
Develop a presentation	3
Deliver a presentation	3
Handle mail	3
Provide reception services	3
Meet and welcome visitors	3
Deliver, monitor and evaluate customer service to internal customers	3
Deliver, monitor and evaluate customer service to external customers	3
Use customer service as a competitive tool	8

Unit Titles	Credit Values
Monitor and solve customer service problems	6
Organise and report data	3
Research information	4
Store and retrieve information	3
Archive information	2
Support the management and development of an information system	7
Support the design and development of an information system	7
Monitor information systems	7
Analyse and report data	6
Design and develop an information system	7
Manage and evaluate an information system	6
Use office equipment	4
Maintain and issue stationery stock items	3
Order products and services	5
Agree a budget	4
Manage a budget (Diploma only)	5
Respond to change in a business environment	3
Contribute to innovation in a business environment	4
Contribute to innovation in a business environment	6
Plan change for a team	6
Administer human resources records	3
Administer the recruitment and selection process	3
Provide administrative support in schools	8
Administer legal files	7
Build a case file	4
Manage case files	5
IT Units	2-6 per unit
Finance Units (Certificate only)	
Fundamentals of employment legislation for payroll	1
Principles of recording and processing financial transactions	2
Preparing and recording financial documentation	2
Maintain and reconciling the cashbook	2
Processing ledger transactions and extracting a trial balance	2
Maintain control accounts	1
Leadership & Management Units	
Manage physical resources	3
Manage the environmental impact of work activities	5
Provide leadership and direction for own area of responsibility	5
Support learning and development within area of responsibility	5
Develop working relationships with colleagues and stakeholders	4