

# Business Administration Level 3



# Diploma in Business Administration Level 3

The level three diploma in business administration qualification provides a nationally recognised qualification for anyone working in an administrative role with some knowledge and experience of administration systems

Find out more today, by speaking with one of our highly professional and experienced team, to find the right solution for you:

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# Business Administration Level 2



## Introduction

The Level 3 Diploma in Business Administration qualification provides a nationally recognised qualification for anyone working in an administrative role with some knowledge and experience of administration systems.

The regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualification Framework (RQF) and provides a progression route to higher level or discipline related qualifications.



## Qualification

Qualification title

**Level 3 Diploma in Business Administration**

Ofqual qualification number

601/3580/3

Level

3

Total qualification time

580 hours

Guided learning hours

282

Assessment

Pass or fail

Internally assessed and verified by Awarding Body staff  
External quality assurance by Awarding Body verifiers



## What is Required?

### Entry Requirements

There are no formal entry requirements for this qualification.

We will carry out an **initial assessment** of learner skills and knowledge to identify any gaps and help plan the assessment.

### Qualification Structure

Learners must achieve **58 credits**:

- **27 credits** from the **Mandatory units in Group A**, plus
- a minimum of **13 credits** from **Optional Group B**
- a maximum of **10 credits** may be from **Optional Group C**, and
- a maximum of **8 credits** may be from **Optional Group D**

### Group A Mandatory Units – complete all units

Unit Reference Number	Unit Title	Unit Level	Credit Value
D/506/1942	Principles of business	3	10
R/506/1940	Principles of business communication and information	3	4
Y/506/1910	Communicate in a business environment	3	4
Y/506/1941	Principles of administration	3	6
T/506/2952	Manage personal and professional development	3	3
D/506/1942	Principles of business	3	10

## Group B Optional Units – a minimum of 13 credits

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

### Group C Optional Units – a maximum of 10 credits

<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
A?506/1821	Manage team performance	3	4
F/506/1934	Participate in a project	3	3
J/506/1921	Manage individuals' performance	3	4
K/506/1930	Implement and maintain business continuity plans and processes	3	4
L/506/1922	Manage individuals' development in the workplace	3	3
M/506/1928	Procure products and/or services	3	5
T/506/1820	Promote equality, diversity, and inclusion in the workplace	3	3
T/506/1929	Implement change	3	5
Y/506/1924	Chair and lead meetings	3	3
J/502/4397	Bespoke software	3	4
J/502/4626	Spreadsheet software	3	6
T/502/4556	Database Software	3	6
Y/502/4629	Word processing software	3	6
T/502/4301	Using email	3	3
L/506/2150	Organise and deliver customer service	3	5
R/506/2151	Resolve customers' complaints	3	4
A/506/1995	Manage a budget	4	4
J/506/194	Develop and maintain professional networks	4	3
K/506/1989	Manage physical resources	4	4
K/506/1992	Prepare for and support quality audits	4	3
L/506/2004	Manage business risk	4	6
R/506/1999	Manage a project	4	7
Y/506/1955	Develop and implement an operational plan	4	5
J/506/2292	Encourage innovation	3	4
Y/502/4632	Website software	3	5
T/502/4623	Presentation software	3	6
R/506/2909	Recruitment, selection, and induction practice	4	6

### Group D Optional Units – a maximum of 8 credits

<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
F/502/9937	Principles of digital marketing and research	3	7
J/502/9938	Principles of marketing stakeholder relationships	3	3
K/502/9933	Principles of market research	3	5
T/502/9935	Principles of marketing and evaluation	3	7
Y/506/2152	Understand the customer service environment	3	5
D/506/1939	Understand the legal context of business	3	6
R/503/9324	Principles of social media within a business	3	6
F/506/2596	Principles of leadership and management	3	8
F/502/9937	Principles of digital marketing and research	3	7
J/502/9938	Principles of marketing stakeholder relationships	3	3
K/502/9933	Principles of market research	3	5



## Support

You will receive one-to-one support from your allocated Tutor, whom will be available to you, to provide the additional support that you may need.

All our Tutors aim to respond to your queries as soon as they possibly can, but certainly, this will be within 24-hours of receiving your request through our system.

The materials produced to help support you will include:

- Access to all policies and procedures in relation to:
  - Appeals
  - Complaints
  - Equality, Diversity & Inclusion
  - External Verification
  - Fair Assessment
  - Health & Safety
  - Internal Verification
  - Malpractice
  - Safeguarding
  - Tutor Marking
  
- Learning material including:
  - Written learning materials
  - Additional independent resources
  - Video's & podcasts (where available)
  - Recommended read and books (where available)
  
- Resources including:
  - Assignment Writing Template
  - Citation Guide
  - Harvard Referencing System Guide
  - Planning & Preparing to write Assignments
  - Quotation Guide
  - Sending evidence to your Tutor
  - Resubmitting evidence to your Tutor





## How will I be Assessed?

This qualification is competence-based, learners must demonstrate the level of competence described in the units. Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in the qualification.

The qualification must be assessed by an appropriately experienced and qualified assessor.

Each learner is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- learner product
- worksheets
- record of oral and written questioning
- Recognition of Prior Learning

**Learning outcomes** set out what a learner is expected to know, understand or be able to do.

**Assessment criteria** specify the standard a learner must meet to show the learning outcome has been achieved.

## Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made by Tutors are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

## Adjustment to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of learners. Our Awarding Body's "Reasonable Adjustments Policy" and "Special Consideration Policy" sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that we provide for some of these arrangements.

## Certification

Learners who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title:

**ProQual Level 3 Diploma in Business Administration**