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Business & Administration

Qualification Structure for Level 3 Diploma in Business & Administration – 5528 - 03

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

- 27 credits from mandatory Units
- A minimum of 13 credits from Group A Optional Units
- A maximum of 10 credits from Group B Optional Units
- A maximum of 8 credits from Group C Optional Units

A Minimum of 40 credits must be achieved through the completion of units at Level 2 or above

NVQ Diploma in Business and Administration Level 3 (QCF)

Unit Number	Unit Title	QCF Level	Credit Value
Group A: Mandatory			
301	Communication in a business environment	3	4
318	Principles of business communication and information	3	4
319	Principles of administration	3	6
320	Principles of business	3	10
345	Manage personal and professional development	3	3
Group A: Optional			
202	Produce business documents	2	3
204	Store and retrieve data	2	4
205	Produce minutes of meetings	2	3
206	Handle mail	2	3
208	Prepare text from notes using touch typing	2	4
209	Prepare text from shorthand	2	6
210	Prepare text from recorded audio instruction	2	4
213	Maintain and issue stationery and supplies	2	3
215	Contribute to the organisation of an event	2	3
216	Organise business travel or accommodation	2	4
217	Provide administrative support for meetings	2	4
218	Administer human resource records	2	3
219	Administer the recruitment and selection process	2	3
220	Administer parking dispensations	2	3
221	Administer finance	2	4
223	Buddy a colleague to develop their skills	2	3
227	Employee rights and responsibilities	2	2
302	Contribute to the improvement of business performance	3	6
303	Negotiate in a business environment	3	4
304	Develop a presentation	3	3
305	Deliver a presentation	3	3
306	Create bespoke business documents	3	4
307	Contribute to the development and implementation of an information system	3	6
308	Monitor information systems	3	8

Location	Title	Responsibility	Date Created	Version/updated	Review Date
Learners/QCF Indexes/Business & Admin	Business & Admin Index L3 Diploma	CC	Sept'14	1	July'15

309	Evaluate the provision of business travel or accommodation	3	5
310	Provide administrative support in schools	3	5
311	Administer parking and traffic challenges, representations and civil parking appeals	3	5
312	Administer statutory parking and traffic appeals	3	6
313	Administer parking and traffic debt recovery	3	5
314	Administer legal files	3	5
315	Build legal case files	3	5
316	Manage legal case files	3	5
321	Manage an office facility	3	4
322	Analyse and present business data	3	6
405	Support environmental sustainability in a business environment	4	4
406	Resolve administrative problems	4	6
407	Prepare specifications for contracts	4	4
Unit Number	**Unit Title**	**QCF Level**	**Credit Value**
Group B: Optional			
323	Organise and deliver customer service	3	5
325	Resolve customers complaints	3	4
327	Bespoke software	2	3
328	Spreadsheet Software	2	3
332	Promote equality and diversity in the workplace	3	3
333	Manage team performance	3	4
334	Manage individuals performance	3	4
335	Manage individuals development in the workplace	3	3
336	Chair and lead meetings	3	3
338	Encourage innovation	3	4
340	Procure products and/or services	3	5
341	Implement change	3	5
342	Implement & maintain business continuity plans and processes	3	4
344	Participate in a project	3	3
347	Using e-mail	2	3
348	Database software	3	6
349	Presentation software	3	6
351	Word processing software	2	4
352	Website software	2	4
410	Develop & maintain professional networks	4	3
411	Develop & implement an operational plan	4	5
415	Manage physical resources	4	4
416	Prepare for and support quality audits	4	3
418	Manage a budget	4	4
419	Manage a project	4	7
420	Manage business risk	4	6
422	Recruitment, selection & induction practice	4	6
Unit Number	**Unit Title**	**QCF Level**	**Credit Value**
Group C: Optional			
324	Understand the customer service environment	3	5
326	Principles of digital marketing and research	3	7
329	Principles of marketing stakeholder relationships	3	3
330	Principles of market research	3	5
337	Principles of leadership and management	3	8
346	Principles of social media within a business	3	6