



QUALIFICATION OUTLINE

QUALIFICATION TITLE: Diploma in Business Administration

QUALIFICATION LEVEL: Level 3

Introduction

The qualification Diploma in Business Administration (58 credits) is aimed at office based workers who may be or aspire to be Personal Assistants, Office Executives or Office Supervisors. The qualification is a "cross sector" qualification and contains some mandatory units and some optional units. Typical completion time for this qualification is 12-18 months.

Who should take this qualification?

Anyone in a business environment and who may have some responsibility for others or who wish to develop those skills in addition to managing and organising systems which support the work of others.

Qualification Content and Assessment Information

Study Location: Work based

How is the qualification delivered? The course material is delivered via blended learning; a mix of assessor visits and work uploaded onto an electronic portfolio. The Assessor will visit the workplace to facilitate observation of practice and professional discussion. Dependent on the payment method, the number of visits may vary.

Assessment and Exams: There are no exams for this qualification. The qualification is an on-going assessment of learners work plus Observation, Discussion, Expert Witness and Assignments. Learners are allocated an experienced assessor who will have competency in your particular field and will support and guide the learner and ensure that the range of evidence produced fulfils the following criteria;

Valid is relevant to the standards for which competence is claimed

Authentic is produced by the learner

Reliable indicates that the learner can consistently perform at this level

Current is sufficiently recent to create confidence that the same skill, understanding or knowledge persist at the time of the claim

Sufficient fully meets the requirements of the standards

Units: There are **5 mandatory units** which are;

- Communicate in a Business Environment
- Manage Personal and Professional development
- Principles of Business Communication and Information
- Principles of Administration
- Principles of Business

Optional Units: 31 credits to be achieved from **72 optional units** (an average of 6 units)
Some examples of these are

- Contribute to the improvement of Business Performance
- Negotiate in a Business Environment
- Develop a Presentation
- Deliver a presentation
- Create bespoke Business documents
- Monitor Information Systems
- Evaluate the provision of Business Travel or Accommodation
- Provide administrative support in schools
- Administer Parking and Traffic Challenges, Representations, and Civil Parking Appeals
- Administer statutory parking and Traffic appeals
- Administer Parking and Traffic Debt Recovery
- Administer Legal Files
- Build Legal Case Files
- Manage Legal Case files
- Manage an Office Facility
- Analyse and Present Business Data
- Produce Business Documents
- Store and Retrieve Information
- Produce minutes of meetings
- Handle Mail
- Prepare Text from shorthand
- Prepare Text from recorded audio instruction
- Maintain and Issue Stationary supplies
- Organise Business Travel or accommodation
- Contribute to the organisation of an event
- Administer Human Resource Records
- Administer the Recruitment and Selection process
- Administer Parking dispensations
- Administer Finance
- Buddy a colleague to develop their skills
- Employee rights and responsibilities
- Support environmental sustainability in a Business environment
- Resolve Administrative Problems
- Prepare specifications for Contracts
- Prepare Text from notes using touch typing
- Promote Equality, Diversity, and Inclusion in the workplace
- Manage Team Performance
- Manage Individuals Performance
- Manage individual's development in the workplace
- Chair and Lead meetings
- Encourage Innovation
- Procure products/Services
- Implement Change
- Word Processing Software

- Implement and maintain Business Continuity plans and processes
- Participate in a project
- Develop and Maintain professional networks
- Develop and Implement an Operational Plan
- Manage physical resources
- Prepare for and support quality audits
- Manage a Budget
- Manage Business Risk
- Recruitment, Selection, and Induction process
- Organise and Deliver Customer Service
- Resolve Customers Complaints
- Using Email
- Website Software
- Spreadsheet Software
- Presentation Software
- Bespoke Software
- Database Software
- Principles of Leadership and Management
- Principles of Market Research
- Principles of Marketing and Evaluation
- Principles of Digital Marketing and Research
- Principles if Marketing Stakeholder Relationships
- Understand the Customer Service Environment
- Understand the legal context of Business
- Principles of Social Media within a Business

General Information

Payment Options: This qualification can be paid for in full or via our Flexi Payment Plan which spreads the cost over 4 consecutive equal payments. Learners can also finance this course utilising an Advanced Learner Loan. Please contact us for the most up to date funding information.

Start Date: This is a rolling programme. Start date is by arrangement.

Entry requirements: There are no formal entry requirements although where funding is utilised initial assessments will be carried out as Functional Skills form part of the qualification.

Where could this lead?

Learners who achieve the Level 3 Diploma in Business Administration can progress to

- Level 4 Diploma in Business Administration.
- Alternatively, learners may progress into the following job roles, for example, Office manager, Executive Assistant or Business Development Manager

