



Step Up Training and Care

From Training to Caring, we deliver excellence

Qualification Name	Level 3 Diploma in Business Admin (RQF)
Qualification achieved	Highfield Level 3 Diploma In Business Admin (RQF) 601/4029/X

Qualification Structure	
<p>This qualification will be assessed through a portfolio of evidence.</p> <p>You will be assigned a personal assessor who will help guide you through the learning criteria for this qualification, delivered as a distance learning qualification.</p> <p>Learners will be required to undertake personal research and complete assignments in line with the qualification criteria. Work is submitted through building a portfolio of evidence which is submitting in a variety of ways including</p> <ul style="list-style-type: none"> • Telephone appointments with your assessor • Written submissions usually sent by email • Completing an E-portfolio where requested. <p>There are no exams required to pass this qualification. We do not require an observation of the learner in practice.</p>	
Qualification Duration	
<p>The total qualification time for this course is 580 hours. We recommend 282 guided learning hours. This equates to approximately a 6-month timescale but is dependent on a learner being engaged in their studies, submitting evidence to match the learning criteria usually on a weekly basis to your personal assessor.</p>	
Costs	
<p>This course is £750 50% is payable at point of enrolment with the remaining 50% payable upon completion of the qualification.</p>	
Who can enrol for this course?	
<p>Must be 16+</p>	
Entry requirements	
<p>There are no specific entry requirements however it is recommended that learners have a basic level of literacy and numeracy.</p>	
Who is this qualification suitable for?	
<p>The objective of this qualification is to support a role in the workplace for learners who deal, or intend to deal, with customers on a daily basis as part of their job role.</p>	

It is applicable to a variety of work environments and covers topics such as supporting customer service improvements, using service partnerships to deliver customer service and negotiating in a business environment.

This qualification is designed for:

- Those working in human resources
- Those working in Marketing and Sales
- Those working in Management and Leadership
- Customer Service
- Enterprise and Business Support
- Those wishing to progress in similar job roles

The Level 3 Diploma in Business Administration is a combined knowledge and competency qualification. This means that the qualification assesses competence, skills, knowledge and understanding.

The Business Administration Diplomas provide learners working in an administrative occupation (including Business Administration apprentices) with a nationally accredited qualification.

The qualifications provide learners with the opportunity to gain recognition of their skills in a wide range of administrative tasks; and to develop knowledge & skills in more challenging activities, such as event co-ordination and project management. With the inclusion of a wide range of optional units the learner can tailor their qualification to suit their individual role and the needs of their employer.

Certification

Upon successful completion of this qualification, you will be issued with a hard copy of your certificate.

Enrolment

Full details of how to enrol on this qualification can be found on our website, under the section Enrolment.

Module Content

To complete the Highfield Level 3 Diploma in Business Administration (RQF) learners must achieve the following, totalling a minimum of 58 credits overall:

- all units in Mandatory Group A totalling 27 credits
- a minimum of 13 credits from Optional Group B
- a maximum of 10 credits from Optional Group C
- a maximum of 8 credits from Optional Group D

Mandatory Units:

- Communicate in a business environment (Credit Value 4)
- Manage personal and professional development (Credit Value 3)
- Principles of business communication and information (Credit Value 4)
- Principles of administration (Credit Value 6)
- Principles of business (Credit Value 10)

Group B Optional Units:

- Contribute to the improvement of business performance (Credit Value 6)
- Negotiate in a business environment (Credit Value 4)

- Develop a presentation (Credit Value 3)
- Deliver a presentation (Credit Value 3)
- Create bespoke business documents (Credit Value 4)
- Contribute to the development and implementation of an information system (Credit Value 6)
- Monitor information systems (Credit Value 8)
- Evaluate the provision of business travel or accommodation (Credit Value 5)
- Provide administrative support in schools (Credit Value 5)
- Administer parking and traffic challenges, representations and civil parking appeals (Credit Value 5)
- Administer statutory parking and traffic appeals (Credit Value 6)
- Administer parking and traffic debt recovery (Credit Value 5)
- Administer legal files (Credit Value 5)
- Build legal case files (Credit Value 5)
- Manage legal case files (Credit Value 5)
- Manage an office facility (Credit Value 4)
- Analyse and present business data (Credit Value 6)
- Produce business documents (Credit Value 3)
- Store and retrieve information (Credit Value 4)
- Produce minutes of meetings (Credit Value 3)
- Handle mail (Credit Value 3)
- Prepare text from shorthand (Credit Value 6)
- Prepare text from recorded audio instruction (Credit Value 4)
- Maintain and issue stationery and supplies (Credit Value 3)
- Contribute to the organisation of an event (Credit Value 3)
- Organise business travel or accommodation (Credit Value 4)
- Provide administrative support for meetings (Credit Value 4)
- Administer human resource records (Credit Value 3)
- Administer the recruitment and selection process 2 3
- Administer parking dispensations (Credit Value 3)
- Administer finance (Credit Value 4)
- Buddy a colleague to develop their skills (Credit Value 3)
- Employee rights and responsibilities (Credit Value 2)
- Support environmental sustainability in a business environment (Credit Value 4)
- Resolve administrative problems (Credit Value 6)
- Prepare specifications for contracts (Credit Value 4)
- Prepare text from notes using touch typing (Credit Value 4)

Group C Optional Units:

- Promote equality, diversity and inclusion in the workplace (Credit Value 3)
- Manage team performance (Credit Value 4)
- Manage individuals' performance (Credit Value 4)
- Manage individuals' development in the workplace (Credit Value 3)
- Chair and lead meetings (Credit Value 3)
- Encourage innovation (Credit Value 4)
- Procure products and/or services (Credit Value 5)
- Implement change (Credit Value 5)
- Implement and maintain business continuity plans and processes (Credit Value 4)
- Participate in a project (Credit Value 3)
- Develop and maintain professional networks (Credit Value 3)
- Develop and implement an operational plan (Credit Value 5)
- Manage physical resources (Credit Value 4)
- Prepare for and support quality audits (Credit Value 3)

- Manage a budget (Credit Value 4)
- Manage a project (Credit Value 7)
- Manage business risk (Credit Value 6)
- Recruitment, selection and induction practice (Credit Value 6)
- Organise and deliver customer service (Credit Value 5)
- Resolve customers' complaints (Credit Value 4)
- Using email (Credit Value 3)
- Word Processing Software (Credit Value 6)
- Website Software (Credit Value 5)
- Spreadsheet Software (Credit Value 6)
- Presentation Software (Credit Value 6)
- Bespoke Software (Credit Value 4)
- Database Software (Credit Value 6)

Group D Optional Units:

- Principles of leadership and management (Credit Value 8)
- Principles of market research (Credit Value 5)
- Principles of marketing and evaluation (Credit Value 7)
- Principles of digital marketing and research (Credit Value 7)
- Principles of marketing stakeholder relationships (Credit Value 3)
- Understand the customer service environment (Credit Value 5)
- Understand the legal context of business (Credit Value 6)
- Principles of Social Media within a Business (Credit Value 6)