

Level 3 NVQ in Business Administration

The Qualification structure below specifies the combination of units that need to be achieved for the individual to be awarded the qualification.

Qualification Title: Level 3 Diploma in Business Administration

Minimum Credit Value: 58

Learners must achieve a minimum of 58 credits. 27 credits from the Mandatory Group and a minimum of 13 credits from Optional Group A. A maximum of 10 credits can be achieved from Optional Group B and a maximum of 8 credits can be achieved from Optional Group C. A minimum of 40 credits must be achieved at Level 3 and above.

Mandatory Units - The learner must achieve 27 credits from the 5 units in this Mandatory Group.

Optional Group A - The learner must achieve a minimum of 13 credits in this Optional Group.

Optional Group B - The learner must achieve a maximum of 10 credits in this Optional Group.

Optional Group C - The learner must achieve a maximum of 8 credits in this Optional Group.

Mandatory Units

Credit Value : **27** | Units Required: **5**

Title	Credits	Level
Principles of business	10	3
Principles of business communication and information	4	3
Communicate in a business environment	4	3
Principles of administration	6	3
Manage personal and professional development	3	3

Optional Units

Credit Value : **31** | Units Required: **6**

Title	Credits	Level
Group A - Contribute to the development and implementation of an information system	6	3
Group A - Contribute to the improvement of business performance	6	3
Group A - Administer parking and traffic challenges, representations and civil parking appeals	5	3
Group A - Negotiate in a business environment	4	3

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

Title	Credits	Level
Group A - Monitor information systems	8	3
Group A - Maintain and issue stationery and supplies	3	2
Group B - Manage team performance	4	3
Group B - Participate in a project	3	3
Group B - Manage individuals' performance	4	3
Group B - Implement and maintain business continuity plans and processes	4	3
Group B - Manage individuals' development in the workplace	3	3
Group B - Procure products and/or services	5	3
Group B - Promote equality, diversity and inclusion in the workplace	3	3
Group B - Implement change	5	3
Group B - Chair and lead meetings	3	3
Group B - Bespoke Software	4	3
Group B - Spreadsheet Software	6	3
Group B - Database Software	6	3
Group B - Word Processing Software	6	3
Group B - Using Email	3	3
Group B - Organise and deliver customer service	5	3
Group B - Resolve customers' complaints	4	3
Group B - Manage a budget	4	4
Group B - Develop and maintain professional networks	3	4
Group B - Manage physical resources	4	4
Group B - Prepare for and support quality audits	3	4
Group B - Manage business risk	6	4
Group B - Manage a project	7	4
Group B - Develop and implement an operational plan	5	4
Group B - Encourage innovation	4	3
Group B - Website Software	5	3
Group B - Presentation Software	6	3
Group B - Recruitment, selection and induction practice	6	4
Group C - Principles of digital marketing and research	7	3
Group C - Principles of marketing stakeholder relationships	3	3

Title	Credits	Level
Group C - Principles of market research	5	3
Group C - Principles of marketing and evaluation	7	3
Group C - Understand the customer service environment	5	3
Group C - Understand the legal context of business	6	3
Group C - Principles of Social Media within a Business	6	3
Group C - Principles of leadership and management	8	3