

Level 3 Diploma in Business Administration (combined qualification) (10384)

Qualification Title	Level 3 Diploma in Business Administration (QCF)
Credit Value	58
Level	3
Structure reference	S/016/607
Minimum GLH	282
Maximum GLH	432
Qualification Structure	<p>To achieve a Level 3 Diploma in Business and Administration, learners must complete a minimum of 58 credits:</p> <ol style="list-style-type: none"> 1. 27 credits from GROUP A MANDATORY UNITS 2. a minimum of 13 credits from GROUP B OPTIONAL UNITS 3. a maximum of 10 credits from GROUP C OPTIONAL UNITS. 4. a maximum of 8 credits from GROUP D OPTIONAL UNITS <p>A minimum of 40 credits must be achieved through the completion of units at Level 3 or above.</p>

Mandatory Group A						
CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
B&A 40	Y/506/1910	1	Communicate in a business environment	4	3	24
M&L 9	T/506/2952	2	Manage personal and professional development	3	3	12
B&A 57	R/506/1940	3	Principles of business communication and information	4	3	27
B&A 58	Y/506/1941	4	Principles of administration	6	3	27
B&A 59	D/506/1942	5	Principles of business	10	3	74

CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
B&A 41	D/506/1911	6	Contribute to the improvement of business performance	6	3	33
B&A 42	H/506/1912	7	Negotiate in a business environment	4	3	18
B&A 43	K/506/1913	8	Develop a presentation	3	3	11
B&A 44	M/506/1914	9	Deliver a presentation	3	3	17
B&A 45	T/506/1915	10	Create bespoke business documents	4	3	23
B&A 46	A/506/1916	11	Contribute to the development and implementation of an information system	6	3	21
B&A 47	F/506/1917	12	Monitor information systems	8	3	43
B&A 48	J/506/1918	13	Evaluate the provision of business travel or accommodation	5	3	30
B&A 49	L/506/1919	14	Provide administrative support in schools	5	3	33
B&A 50	F/506/1920	15	Administer parking and traffic challenges,	5	3	31

			representations and civil parking appeals			
B&A 51	R/506/1923	16	Administer statutory parking and traffic appeals	6	3	42
B&A 52	T/506/1932	17	Administer parking and traffic debt recovery	5	3	35
B&A 53	J/506/1935	18	Administer legal files	5	3	31
B&A 54	L/506/1936	19	Build legal case files	5	3	32
B&A 55	Y/506/1938	20	Manage legal case files	5	3	32
B&A 60	K/506/1944	21	Manage an office facility	4	3	21
B&A 61	M/506/1945	22	Analyse and present business data	6	3	24
B&A 14	Y/506/1809	23	Produce business documents	3	2	24
B&A 16	R/506/1811	24	Store and retrieve information	4	2	19
B&A 17	Y/506/1812	25	Produce minutes of meetings	3	2	13
B&A 18	D/506/1813	26	Handle mail	3	2	15
B&A 21	M/506/1816	27	Prepare text from shorthand	6	2	46
B&A 22	T/506/1817	28	Prepare text from recorded audio instruction	4	2	15
B&A 25	Y/506/2295	29	Maintain and issue stationery and supplies	3	2	18
B&A 27	L/506/1869	30	Contribute to the organisation of an event	3	2	23
B&A 28	D/506/1875	31	Organise business travel or accommodation	4	2	23
B&A 29	H/506/1876	32	Provide administrative support for meetings	4	2	28
B&A 30	T/506/1879	33	Administer human resource records	3	2	28
B&A 31	A/506/1883	34	Administer the recruitment and selection process	3	2	25
B&A 32	R/506/1887	35	Administer parking dispensations	3	2	25
B&A 33	R/506/1890	36	Administer finance	4	2	21
B&A 35	M/506/1895	37	Buddy a colleague to develop their skills	3	2	19
B&A 39	L/506/1905	38	Employee rights and responsibilities	2	2	16
B&A 66	R/506/1954	39	Support environmental sustainability in a business environment	4	4	38
B&A 67	D/506/1956	40	Resolve administrative problems	6	4	56
B&A 68	H/506/1957	41	Prepare specifications for contracts	4	4	23
B&A 20	K/506/1815	42	Prepare text from notes using touch typing	4	2	26

Optional Group C						
CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
M&L 10	T/506/1820	43	Promote equality, diversity and inclusion in the workplace	3	3	15
M&L 11	A/506/1821	44	Manage team performance	4	3	21
M&L 12	J/506/1921	45	Manage individuals' performance	4	3	20
M&L 13	L/506/1922	46	Manage individuals' development in the workplace	3	3	10
M&L 14	Y/506/1924	47	Chair and lead meetings	3	3	10
M&L 16	J/506/2292	48	Encourage innovation	4	3	14
M&L 18	M/506/1928	49	Procure products and/or services	5	3	35
M&L 19	T/506/1929	50	Implement change	5	3	28
M&L 20	K/506/1930	51	Implement and maintain business continuity plans and processes	4	3	25
M&L 23	F/506/1934	52	Participate in a project	3	3	19
M&L 25	J/506/1949	53	Develop and maintain professional networks	3	4	15

M&L 27	Y/506/1955	54	Develop and implement an operational plan	5	4	24
M&L 34	K/506/1989	55	Manage physical resources	4	4	26
M&L 36	K/506/1992	56	Prepare for and support quality audits	3	4	17
M&L 38	A/506/1995	57	Manage a budget	4	4	26
M&L 40	R/506/1999	58	Manage a project	7	4	38
M&L 41	L/506/2004	59	Manage business risk	6	4	27
M&L 43	R/506/2909	60	Recruitment, selection and induction practice	6	4	33
CS 25	L/506/2150	61	Organise and deliver customer service	5	3	27
CS 31	R/506/2151	62	Resolve customers' complaints	4	3	22
	T/502/4301	63	Using email	3	3	20
	Y/502/4629	64	Word Processing Software	6	3	45
	Y/502/4632	65	Website Software	5	3	40
	J/502/4626	66	Spreadsheet Software	6	3	45
	T/502/4623	67	Presentation Software	6	3	45
	J/502/4397	68	Bespoke Software	4	3	30
	T/502/4556	69	Database Software	6	3	45

Optional Group D						
CFA Ref.	Ofqual Ref.	OCR Unit	Title	Credit	Level	GLH
M&L 15	F/506/2596	70	Principles of leadership and management	8	3	50
	K/502/9933	71	Principles of market research	5	3	40
	T/502/9935	72	Principles of marketing and evaluation	7	3	50
	F/502/9937	73	Principles of digital marketing and research	7	3	50
	J/502/9938	74	Principles of marketing stakeholder relationships	3	3	16
CS 26	Y/506/2152	75	Understand the customer service environment	5	3	40
B&A 56	D/506/1939	76	Understand the legal context of business	6	3	44
	R/503/9324	77	Principles of Social Media within a Business	6	3	42

Barred units	
This unit	Is barred against this unit
Evaluate the provision of business travel or accommodation (J/506/1918)	Organise business travel or accommodation (D/506/1875)
Organise business travel or accommodation (D/506/1875)	Evaluate the provision of business travel or accommodation (J/506/1918)
Participate in a project (F/506/1934)	Manage a project (R/506/1999)
Manage a project (R/506/1999)	Participate in a project (F/506/1934)