

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)
Participate in a project (F/506/1934)	Manage a project (F/506/1934)

Regulated Qualifications Framework (RQF) Fact Sheet

Business & Administration Level 3

Our business administration qualifications provide individuals with the skills required for an administrative or clerical role, and instil an understanding of the key responsibilities that are required. These qualifications will benefit people with minimal experience of providing administrative assistance through to those who implement business support services and organisational change.

Developed in collaboration with the Sector Skills Body for business, our business administration qualifications have been developed following research into emerging industry trends, research into the skills and knowledge requirements of employers.

The Level 3 Diploma in Business Administration will develop a more comprehensive range of business skills, including team supervision and project management. Selecting from a range of units this qualification will develop an individual's skills and further enhance their knowledge of the subject.

Level 3 NVQ Diploma in Business Administration (RQF)

To achieve a Level 3 Diploma in Business Administration, learners must complete a minimum of 63 credits:

- 32 credits from MANDATORY GROUP UNITS
- A minimum of 13 credits from OPTIONAL GROUP A UNITS
- A maximum of 10 credits from OPTIONAL GROUP B UNITS
- A maximum of 8 credits from OPTIONAL GROUP C UNITS

A minimum of 40 credits must be achieved through the completion of units at Level 3 or above.



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Mandatory Group	Credit	Level
Communicate in a business environment	4	3
Manage personal and professional development	3	3
Principles of business communication and information (Multiple choice online test)	4	3
Principles of administration (Multiple choice online test)	6	3
Principles of business (Multiple choice online test)	10	3
Employee rights and responsibilities (Short answer questions)	2	2
Promote equality, diversity and inclusion in the workplace	3	3
Optional Group A	Credit	Level
Contribute to the improvement of business performance	6	3
Negotiate in a business environment	4	3
Develop a presentation	3	3
Deliver a presentation	3	3
Create bespoke business documents	4	3
Contribute to the development and implementation of an information system	6	3
Monitor information systems	8	3
Evaluate the provision of business travel or accommodation	5	3
Provide administrative support in schools	5	3
Administer parking and traffic challenges, representations and civil parking appeals	5	3
Administer statutory parking and traffic appeals	6	3
Administer parking and traffic debt recovery	5	3
Administer legal files	5	3
Build legal case files	5	3
Manage legal case files	5	3
Manage an office facility	4	3
Analyse and present business data	6	3
Produce business documents	3	2
Store and retrieve information	4	2
Produce minutes of meetings	3	2
Handle mail	3	2
Maintain and issue stationery and supplies	3	2
Contribute to the organisation of an event	3	2
Organise business travel or accommodation	4	2
Provide administrative support for meetings	4	2
Administer human resource records	3	2

Administer the recruitment and selection process	3	2
Administer parking dispensations	3	2
Administer finance	4	2
Buddy a colleague to develop their skills	3	2
Support environmental sustainability in a business environment	4	4
Resolve administrative problems	6	4
Prepare specifications for contracts	4	4
Optional Group B	Credit	Level
Manage team performance	4	3
Manage individuals' performance	4	3
Manage individuals' development in the workplace	3	3
Chair and lead meetings	3	3
Encourage innovation	4	3
Procure products and/or services	5	3
Implement change	5	3
Implement and maintain business continuity plans and processes	4	3
Participate in a project	3	3
Develop and maintain professional networks	3	4
Develop and implement an operational plan	5	4
Manage physical resources	4	4
Prepare for and support quality audits	3	4
Manage a budget	4	4
Manage a project	7	4
Manage business risk	6	4
Recruitment, selection and induction practice	6	4
Organise and deliver customer service	5	3
Resolve customers' complaints	4	3
Using email	3	3
Word processing software	6	3
Spreadsheet software	6	3
Presentation software	6	3
Bespoke software	4	3
Database software	6	3
Optional Group C	Credit	Level
Principles of leadership and management	8	3
Understand the customer service environment (Multiple choice test)	5	3