

Level 3 Diploma in Business and Administration

A minimum of 58 credits is required to achieve this qualification. This will be made up of 27 credits from Group A- 5 Mandatory units, a maximum of 13 credits from Group B optional units, a maximum of 10 credits from Group C optional units and a maximum of 8 credits from Group D optional units.

A minimum of 40 credits must be achieved at level 3 or above.

Mandatory Units Group A

Unit Level	Credit value	Unit Title
3	4	Communication in a business environment
3	3	Manage personal and professional development
3	3	Principles of business communication and information
3	6	Principles of administration
3	10	Principles of business

Optional Units Group B

Unit Level	Credit value	Unit Title
3	6	Contribute to the improvement of business performance
3	4	Negotiate in a business environment
3	3	Develop a presentation
3	3	Deliver a presentation
3	4	Create bespoke business documents
3	6	Contribute to the development and implementation of an information system
3	8	Monitor an information system
3	5	Evaluate the provision of business travel or accommodation
3	5	Provide administrative support for schools
3	5	Administer parking and traffic challenges, representations and civil parking appeals
3	6	Administer statutory parking and traffic appeals
3	5	Administer parking and traffic debt recovery
3	5	Administer legal files
3	5	Build legal case files
3	5	Manage legal case files
3	4	Manage an office facility
3	6	Analyse and present business data
2	3	Produce business documents
2	4	Store and retrieve information
2	3	Produce minutes of meetings
2	3	Handle mail
2	6	Prepare text from shorthand
2	4	Prepare text from recorded audio instruction
2	3	Maintain and issue stationery and supplies
2	3	Contribute to the organisation of an event
2	4	Organise business travel or accommodation
2	4	Provide administrative support for meetings
2	3	Administer human resource records
2	3	Administer the recruitment and selection process
2	3	Administer parking dispensations

Optional Group B continued

Unit Level	Credit value	Unit Title
2	4	Administer finance
2	3	Buddy a colleague to develop their skills
2	2	Employee rights and responsibilities
4	4	Support environmental sustainability in a business environment
4	6	Resolve administrative problems
4	4	Prepare specifications for contracts
2	4	Prepare text from notes using touch typing

Optional Units Group C

Unit Level	Credit value	Unit Title
3	3	Promote equality, diversity and inclusion in the workplace
3	4	Manage team performance
3	4	Manage individuals' performance
3	3	Manage individuals' development in the workplace
3	3	Chair and lead meetings
3	4	Encourage innovation
3	5	Procure products and / or services
3	5	Implement change
4	4	Implement and maintain business continuity plans and processes
3	3	Participate in a project
3	3	Develop and maintain professional networks
4	5	Develop and implement an operational plan
4	4	Manage physical resources
4	3	Prepare for and support quality audits
4	4	Manage a budget
4	7	Manage a project
4	6	Manage business risk
4	6	Recruitment, selection and induction practice
3	5	Organise and deliver customer service
3	4	Resolve customers' complaints
3	3	Using email
3	6	Word Processing Software
3	5	Website Software
3	6	Spreadsheet Software
3	6	Presentation Software
3	4	Bespoke Software
3	6	Database Software

Optional Units Group D

Unit Level	Credit value	Title and (Examples of evidence candidate can provide)
3	8	Principles of leadership and management
3	5	Principles of market research
3	7	Principles of marketing and evaluation
3	7	Principles of digital marketing and research
3	3	Principles of marketing stakeholder relationships
3	5	Understand the customer service environment
3	6	Understand the legal context of business
3	6	Principles of marketing stakeholder relationships