

Diploma in Business Administration

Level
3



This qualification is about playing an important support role within a business or organisation. Administrators handle the day-to-day tasks in an office and make sure things run smoothly – 97% of employers say that effective administration is essential to their business, so they do a crucial job.

The term 'administration' covers roles that involve organising people and resources, including, executive assistants, secretaries, administration assistants, data entry clerks and office juniors. Without them, information would be hard to find, meetings would be missed and businesses would be less productive.

As a business administrator, your exact duties will depend on your employer. It's likely that you'll be working with a team or member of staff to handle various tasks. This sort of work requires a strong sense of responsibility, accuracy and attention to detail.

Administration roles are also an excellent starting point to move into management once you have more experience.

Progression

Learners can progress on to higher level management qualifications.

Job roles include:

- Office manager
- Executive Assistant
- Business Development Manager.


Duration

The duration will be discussed upon application.

Entry Requirements

Learners must be aged 16 or above.

Ways to Pay

 **Pay in full:**
£2,573 + VAT.

 **The Advanced Learner Loan:**

This is applicable to this qualification – speak to an advisor or visit: hittraining.co.uk/the-advanced-learner-loan (no repayments until your salary reaches £25,000).

For more information contact us at:

0800 093 5892 | info@hittraining.co.uk | hittraining.co.uk

Structure

To achieve a Level 3 Diploma in Business and Administration, learners must complete a minimum of 58 credits:

▶ 27 credits from GROUP A MANDATORY UNITS

▶ A minimum of 13 credits from GROUP B OPTIONAL UNITS

▶ A maximum of 10 credits from GROUP C OPTIONAL UNITS.

▶ A maximum of 8 credits from GROUP D OPTIONAL UNITS

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

GROUP A MANDATORY UNITS

| Credit value 27 credits | Level | Credit |
|--|-------|--------|
| Communicate in a business environment | 3 | 4 |
| Manage personal and professional development | 3 | 3 |
| Principles of business communication and information | 3 | 4 |
| Principles of administration | 3 | 6 |
| Principles of business | 3 | 10 |

GROUP B OPTIONAL UNITS

| Credit value minimum 13 credits | Level | Credit |
|--|-------|--------|
| Contribute to the improvement of business performance | 3 | 6 |
| Negotiate in a business environment | 3 | 4 |
| Develop a presentation | 3 | 3 |
| Deliver a presentation | 3 | 3 |
| Create bespoke business documents | 3 | 4 |
| Contribute to the development and implementation of an information system | 3 | 6 |
| Monitor information systems | 3 | 8 |
| Evaluate the provision of business travel or accommodation | 3 | 5 |
| Provide administrative support in schools | 3 | 5 |
| Administer parking and traffic challenges, representations and civil parking appeals | 3 | 5 |
| Administer statutory parking and traffic appeals | 3 | 6 |
| Administer parking and traffic debt recovery | 3 | 5 |
| Administer legal files | 3 | 5 |
| Build legal case files | 3 | 5 |
| Manage legal case files | 3 | 5 |
| Manage an office facility | 3 | 4 |
| Analyse and present business data | 3 | 6 |
| Produce business documents | 2 | 3 |
| Store and retrieve information | 2 | 4 |
| Produce minutes of meetings | 2 | 3 |
| Handle mail | 2 | 3 |
| Prepare text from shorthand | 2 | 6 |
| Prepare text from recorded audio instruction | 2 | 4 |

GROUP B OPTIONAL UNITS

| Credit value minimum 13 credits | Level | Credit |
|--|-------|--------|
| Maintain and issue stationery and supplies | 2 | 3 |
| Contribute to the organisation of an event | 2 | 3 |
| Organise business travel or accommodation | 2 | 4 |
| Provide administrative support for meetings | 2 | 4 |
| Administer human resource records | 2 | 3 |
| Administer the recruitment and selection process | 2 | 3 |
| Administer parking dispensations | 2 | 3 |
| Administer finance | 2 | 4 |
| Buddy a colleague to develop their skills | 2 | 3 |
| Employee rights and responsibilities | 2 | 2 |
| Support environmental sustainability in a business environment | 4 | 4 |
| Resolve administrative problems | 4 | 6 |
| Prepare specifications for contracts | 4 | 4 |
| Prepare text from notes using touch typing | 2 | 4 |

GROUP C OPTIONAL UNITS

| Credit value maximum 10 credits | Level | Credit |
|--|-------|--------|
| Promote equality, diversity and inclusion in the workplace | 3 | 3 |
| Manage team performance | 3 | 4 |
| Manage individuals' performance | 3 | 4 |
| Manage individuals' development in the workplace | 3 | 3 |
| Chair and lead meetings | 3 | 3 |
| Encourage innovation | 3 | 4 |
| Procure products and/or services | 3 | 5 |
| Implement change | 3 | 5 |
| Implement and maintain business continuity plans and processes | 3 | 4 |
| Participate in a project | 3 | 3 |
| Develop and maintain professional networks | 4 | 3 |
| Develop and implement an operational plan | 4 | 5 |
| Manage physical resources | 4 | 4 |
| Prepare for and support quality audits | 4 | 3 |

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▶ A maximum of 10 credits from GROUP C OPTIONAL UNITS.

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GROUP C OPTIONAL UNITS

| Credit value maximum 10 credits | Level | Credit |
|---|-------|--------|
| Manage a budget | 4 | 4 |
| Manage a project | 4 | 7 |
| Manage business risk | 4 | 6 |
| Recruitment, selection and induction practice | 4 | 6 |
| Organise and deliver customer service | 3 | 5 |
| Resolve customers' complaints | 3 | 4 |
| Using email | 3 | 3 |
| Word Processing Software | 3 | 6 |
| Website Software | 3 | 5 |
| Spreadsheet Software | 3 | 6 |
| Presentation Software | 3 | 6 |
| Bespoke Software | 3 | 4 |
| Database Software | 3 | 6 |

GROUP D OPTIONAL UNITS

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

Barred units

This unit

Evaluate the provision of business travel or accommodation
Organise business travel or accommodation
Participate in a project
Manage a project

Is barred against this unit

Organise business travel or accommodation
Evaluate the provision of business travel or accommodation
Manage a project
Participate in a project