

**all you need
to know.**

Qualification Specification

NCFE Level 3 Diploma in Business
Administration (601/3965/1)

Aims and objectives of this qualification

This qualification aims to:

- provide learners with the knowledge and skills they need to operate as a successful business administrator
- confirm competence of those already fulfilling a business administration role
- allow learners to develop skills in a range of areas relevant to business administration roles, such as communication, presentation skills and providing administrative support.

The objectives of this qualification are to help learners to:

- develop the skills and qualities valued in employees by employers
- understand and work on their strengths and weaknesses as a business administrator.

Progression opportunities

Learners who achieve this qualification could progress to:

- NCFE Level 4 NVQ Diploma in Business Administration
- NCFE Level 3 Diploma in Customer Service
- NCFE Level 4 NVQ Diploma in Customer Service
- NCFE Level 4 Diploma in Management

Progression to Higher Level Studies

This qualification aims to provide learners with a number of progression options, including higher level studies at university or FE colleges. The skills required to progress to higher academic studies are different from those required at Levels 1 and 2. Level 3 qualifications enable the development of these skills. Although there is no single definition of higher level learning skills, they include:

- checking and testing information
- supporting your points with evidence
- self-directed study
- self-motivation
- thinking for yourself
- analysing and synthesising information/materials
- critical thinking and problem solving
- working collaboratively
- reflecting upon learning and identifying improvements.

Level 3 criteria can require learners to analyse, draw conclusions, interpret or justify, which are all examples of higher level skills. This means that evidence provided for the portfolio will also demonstrate the development and use of higher level learning skills.

Achieving this qualification

To be awarded the NCFE Level 3 Diploma in Business Administration, learners must achieve a minimum of **58** credits.

- **27** credits from the mandatory units in Group A
- a minimum of **13** credits from Group B
- the remaining credits can be taken from either Group B, C or D – however a maximum of 10 credits from Group C and a maximum of 8 credits from Group D can count towards overall achievement.

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

Mandatory Group A

- Unit 01 Principles of business (10 credits)
- Unit 02 Principles of business communication and information (4 credits)
- Unit 03 Communicate in a business environment (4 credits)
- Unit 04 Principles of administration (6 credits)
- Unit 05 Manage personal and professional development (3 credits)

Optional Group B

- Unit 06 Contribute to the development and implementation of an information system (6 credits)
- Unit 07 Contribute to the improvement of business performance (6 credits)
- Unit 08 Negotiate in a business environment (4 credits)
- Unit 09 Evaluate the provision of business travel or accommodation (5 credits)
- Unit 10 Develop a presentation (3 credits)
- Unit 11 Manage an office facility (4 credits)
- Unit 12 Provide administrative support in schools (5 credits)
- Unit 13 Build legal case files (5 credits)
- Unit 14 Deliver a presentation (3 credits)
- Unit 15 Analyse and present business data (6 credits)
- Unit 16 Create bespoke business documents (4 credits)
- Unit 17 Manage legal case files (5 credits)
- Unit 18 Administer the recruitment and selection process (3 credits)
- Unit 19 Handle mail (3 credits)
- Unit 20 Organise business travel or accommodation (4 credits)

- Unit 21 Provide administrative support for meetings (4 credits)
- Unit 22 Prepare text from notes using touch typing (4 credits)
- Unit 23 Contribute to the organisation of an event (3 credits)
- Unit 24 Employee rights and responsibilities (2 credits)
- Unit 25 Prepare text from shorthand (6 credits)
- Unit 26 Buddy a colleague to develop their skills (3 credits)
- Unit 27 Store and retrieve information (4 credits)
- Unit 28 Administer finance (4 credits)
- Unit 29 Prepare text from recorded audio instruction (4 credits)
- Unit 30 Administer human resource records (3 credits)
- Unit 31 Produce business documents (3 credits)
- Unit 32 Produce minutes of meetings (3 credits)
- Unit 33 Resolve administrative problems (6 credits)
- Unit 34 Prepare specifications for contracts (4 credits)
- Unit 35 Support environmental sustainability in a business environment (4 credits)
- Unit 36 Administer legal files (5 credits)
- Unit 37 Monitor information systems (8 credits)
- Unit 38 Maintain and issue stationery and supplies (3 credits)

Optional Group C

- Unit 39 Manage team performance (4 credits)
- Unit 40 Participate in a project (3 credits)
- Unit 41 Manage individuals' performance (4 credits)
- Unit 42 Implement and maintain business continuity plans and processes (4 credits)
- Unit 43 Manage individuals' development in the workplace (3 credits)
- Unit 44 Procure products and/or services (5 credits)
- Unit 45 Promote equality, diversity and inclusion in the workplace (3 credits)
- Unit 46 Implement change (5 credits)
- Unit 47 Chair and lead meetings (3 credits)
- Unit 48 Bespoke software (4 credits)
- Unit 49 Spreadsheet software (6 credits)
- Unit 50 Database software (6 credits)
- Unit 51 Word processing software (6 credits)
- Unit 52 Using email (3 credits)
- Unit 53 Organise and deliver customer service (5 credits)
- Unit 54 Resolve customers' complaints (4 credits)
- Unit 55 Manage a budget (4 credits)
- Unit 56 Develop and maintain professional networks (3 credits)

- Unit 57 Manage physical resources (4 credits)
- Unit 58 Prepare for and support quality audits (3 credits)
- Unit 59 Manage business risk (6 credits)
- Unit 60 Manage a project (7 credits)
- Unit 61 Develop and implement an operational plan (5 credits)
- Unit 62 Encourage innovation (4 credits)
- Unit 63 Website software (5 credits)
- Unit 64 Presentation software (6 credits)
- Unit 65 Recruitment, selection and induction practice (6 credits)

Optional Group D

- Unit 66 Principles of digital marketing and research (7 credits)
- Unit 67 Principles of marketing stakeholder relationships (3 credits)
- Unit 68 Principles of market research (5 credits)
- Unit 69 Principles of marketing and evaluation (7 credits)
- Unit 70 Understand the customer service environment (5 credits)
- Unit 71 Understand the legal context of business (6 credits)
- Unit 72 Principles of social media within a business (6 credits)
- Unit 73 Principles of leadership and management (8 credits)

To achieve the NCFE Level 3 Diploma in Business Administration, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification.

Grades are not awarded

