



APPRENTICESHIP

Diploma in Business Administration

Level 3

3



Qualification Overview

The Diploma in Business Administration is 58 credits at Qualifications and Credit Framework (QCF) Level 3.

The areas covered by the Diploma are:

Mandatory Units (total of 27 credits)	Credit Value
Communicate in a Business Environment	4
Manage Personal and Professional Development	3
Principles of Business Communication and Information (knowledge)	4
Principles of Administration (knowledge)	6
Principles of Business (knowledge)	10

Optional Units: a total of 31 credits required, a minimum of 13 credits from Option Group B, a maximum of 10 credits from Option Group C and a maximum of 8 credits from Option Group D.

Learners will select units, with their Training Advisor and Line Manager, from the following Optional Groups that are appropriate to their role and responsibilities to meet the requirements of the remainder of the 31 credits.

Optional Group B Title	Credit Value	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
Prepare text from shorthand	6	2
Prepare text from recorded audio instruction	4	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
Employee rights and responsibilities	2	2
Support environmental sustainability in a business environment	4	4
Resolve administrative problems	6	4
Prepare specifications for contracts	4	4

Prepare text from notes using touch typing	4	2
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Optional Group C Title	Credit Value	Level
Promote equality, diversity and inclusion in the workplace	3	3
Manage team performance	4	3
Manage individuals' performance	4	
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
Website Software	5	3
Spreadsheet Software	6	3
Presentation Software	6	3
Bespoke Software	4	3
Database Software	6	3

Optional Group D Title	Credit Value	Level
Principles of leadership and management	8	3
Principles of market research	5	3
Principles of marketing and evaluation	7	3
Principles of digital marketing and research	7	3

Principles of marketing stakeholder relationships	3	3
Understand the customer service environment	5	3
Understand the legal context of business	6	3
Principles of Social Media within a Business	6	3

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)

Delivery Overview

The Diploma in Business Administration Level 3 is delivered over 15 months and comprises of 3 virtual workshops (for groups or one to one for individual learners) and 12 virtual 1-2-1 sessions.

Where the schedule refers to a visit, this will be an opportunity to review progress with the Learner and their Line Manager virtually using a suitable communication platform. For the purpose of this schedule we have referred to these meetings as taking place on 'Teams'. Dates will be agreed with the Learner's Line Manager and the Learner in line with the individual needs of the Learner and funding compliance rules.

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Visit our website www.alstraining.org.uk for a comprehensive list of our training services