

Diploma in Business Administration Level 3



At More Training we go further in fully understanding what it is that our clients want to achieve from their training.

We work as your partner to deliver that vision, developing stronger employees who work well as individuals and as part of a team.

Why work with **More**training?

- We are a market leader in the field of employee development and have delivered our bespoke training for almost 20 years to a growing number of major employers.
- Our success is built on delivering proven results for employers to support their business needs
- Our Trainer Assessors have relevant industry experience, so we know the pressures and opportunities that face businesses.

Employer benefits

- A more efficient and effective communication with clients and stakeholders
- Improved productivity and performance
- Assisting with employee retention, teamwork and motivation
- Helping your workforce feel valued
- Showing customers, you invest in quality improvement

Employee benefits

- Acquiring new knowledge and skills
- Recognition through nationally recognised qualifications
- A career development opportunity
- Improved morale and better job satisfaction



What to expect

Business and Administration includes all aspects of general administration involved in running a business such as controlling documentation, servicing meetings and dealing with customers and may include:

- Producing documents
- Using a variety of software packages
- Co-ordinating events and meetings
- Updating information and managing projects

• Stages of provision.....

Information, Advice and Guidance Stage

A consultation meeting with the learners as a group.

Duration approximately 1 hour

Main Qualification

- To discuss the qualification and how it applies to their roles
- The commitment from us and the learners
- Delivery methods: - the ways in which we can assess and the various types of suitable evidence
- Frequency of visits – 1 per month for Main Qualification plus any Essential Skills support that may be required
- any work required between scheduled visits.
- Duration of qualification – up to 15 months

Essential Skills

- Outline the purpose of the qualifications, supporting any needs identified.
- WEST Assessments.
- ES delivery via 1-2-1 sessions of 1½ hours each and group sessions
- Frequency of sessions
- Controlled Tasks

H&S Vetting Stage

This can be undertaken either during or closely following the IAG meeting.

This is to ascertain and prove that the employer has in place all the Health & Safety processes, documentation etc to ensure a safe environment for the learners and More Training staff to conduct their required activities.

Sign Up Stage

This can be co-ordinated to meet the requirements of the business and learners.

Scheduled in a group or groups and can be split over 2 x sessions.

There are 4 elements to any sign up, each will take approximately 1½ hours to complete. (6 hours in total).

Session 1

- WEST Assessment in Application of Number
- WEST Assessment in Communication

Session 2

- WEST Assessment in Digital Literacy
- Completion of the funding application paperwork

Business Administration Level 3 Delivery Stage

The **NVQ and Technical Certificate elements** are combined within the qualification framework and would be delivered via 1-2-1 sessions with the allocated assessor. These sessions will take place once a month and will last approximately 2 hours. During this time the assessor will take each learner through an induction into the qualification, establish which of the optional units would be most reflective of their role and provide the best development opportunities for them.

The assessor will support them with the “knowledge” elements, where learners will be required to look at various principles and business models. They will discuss the knowledge elements of the qualification and suggest the best ways for them to gain the most from these units and how we can best support them throughout their learning journey. They will establish what would be suitable evidence, how it can be assessed and the best ways for them to present it. Looking for naturally occurring evidence for their NVQ elements wherever possible, to reflect how they implement their knowledge and understanding into their working activities.

There will be occasions where the assessor will request to observe learners at their place of work and go through their portfolio, to evidence their competence and to meet the requirements of the standards within the qualification.



Framework

Qualification title	Technical Certificate	Essential Skills	Level
C&G Level 3 NVQ Diploma in Business Administration	Combined within framework	Communication Application of Number Digital Literacy	2 2 2

Qualification overview

Qualification title	Credit value	Structure
C&G Level 3 NVQ Diploma in Business Administration C&G Ref 5528-03	58 credits	<ul style="list-style-type: none"> Two hours induction 27 credits from the mandatory units A minimum of 13 credits from group A optional units. A maximum of 10 credits from group B optional units. A maximum of 8 credits from group C optional units. A minimum of 40 credits must be achieved through the completion of units at Level 3 or above

Mandatory units

Reference	Unit title	CV*	Level
301	Communicate in a business environment	4	3
318/688	Principles of business communication and information	4	3
319/689	Principles of administration	6	3
320/690	Principles of business	10	3
345	Manage personal and professional development	3	3

*Credit value

Optional Group A

Reference	Unit title	CV*	Level
202	Produce business documents	3	2
204	Store and retrieve information	4	2
205	Produce minutes of meetings	3	2
206	Handle mail	3	2
208	Prepare text from notes using touch typing	4	2
209	Prepare text from shorthand	6	2
210	Prepare text from recorded audio instruction	4	2
213	Maintain and issue stationery and supplies	3	2
215	Contribute to the organisation of an event	3	2
216	Organise business travel or accommodation	4	2
217	Provide administrative support for meetings	4	2
218	Administer human resource records	3	2
219	Administer the recruitment and selection process	3	2
220	Administer parking dispensations	3	2
221	Administer finance	4	2
223	Buddy a colleague to develop their skills	3	2
227	Employee rights and responsibilities	2	2
302	Contribute to the improvement of business performance	6	3
303	Negotiate in a business environment	4	3
304	Develop a presentation	3	3
305	Deliver a presentation	3	3
306	Create bespoke business documents	4	3
307	Contribute to the development and implementation of an information system	6	3
308	Monitor information systems	8	3
309	Evaluate the provision of business travel or accommodation	5	3
310	Provide administrative support in schools	5	3



Optional Group A (continued....)

Reference	Unit title	CV*	Level
311	Administer parking and traffic challenges, representations and civil parking appeals	5	3
312	Administer statutory parking and traffic appeals	6	3
313	Administer parking and traffic debt recovery	5	3
314	Administer legal files	5	3
315	Build legal case files	5	3
316	Manage legal case files	5	3
321	Manage an office facility	4	3
322	Analyse and present business data	6	3
405	Support environmental sustainability in a business environment	4	4
406	Resolve administrative problems	6	4
407	Prepare specifications for contracts	4	4

Optional Group B

Reference	Unit title	CV*	Level
323	Organise and deliver customer service	5	3
325	Resolve customers' complaints	4	3
327	Bespoke Software	4	3
328	Spreadsheet Software	6	3
332	Promote equality, diversity and inclusion in the workplace	3	3
333	Manage team performance	4	3
334	Manage individuals' performance	4	3
335	Manage individuals' development in the workplace	3	3
336	Chair and lead meetings	3	3
338	Encourage innovation	4	3
340	Procure products and/or services	5	3
341	Implement change	5	3
342	Implement and maintain business continuity plans and processes	4	3
344	Participate in a project	3	3
347	Using email	3	3
348	Database Software	6	3
349	Presentation Software	6	3
351	Word Processing Software	6	3
352	Website Software	5	3
410	Develop and maintain professional networks	3	4
411	Develop and implement an operational plan	5	4
415	Manage physical resources	4	4
416	Prepare for and support quality audits	3	4
418	Manage a budget	4	4
419	Manage a project	7	4
420	Manage business risk	6	4
422	Recruitment, selection and induction practice	6	4

Optional Group C

Reference	Unit title	CV*	Level
324/694	Understand the customer service environment	5	3
326	Principles of digital marketing and research	7	3
329	Principles of marketing stakeholder relationships	3	3
330	Principles of market research	5	3
337	Principles of leadership and management	8	3
346	Principles of Social Media within a Business	6	3
350	Principles of marketing and evaluation	7	3



Essential Skills



We work as your partner to deliver the vision of developing stronger employees who work well as individuals and as part of a team

All funded courses are achieved through an apprenticeship framework, the framework includes:

- Technical certificate which is the training and teaching part
- NVQ which is the competency part to confirm what you have learnt from the training is being embedded within your job role
- Essential Skills are mandatory and a funding requirement. They include Application of Number, Communication and Digital literacy. The minimum level of Essential Skills will differ with each qualification we deliver, and we will look to provide the level that is appropriate to each learner's development needs. (See more information below)

Essential Skills

Level 2 (for level 3 main qualification)

Application of Number

Controlled Task takes up to 5 hours to complete over an 8 week period

Confirmatory test, multiple choice takes 45 minutes

Communication

Controlled Task takes up to 5 hours to complete over an 8 week period – One part to the task the learner must take part in a group discussion of 10 minutes with a minimum of 3 participants and create a short power point presentation.

Confirmatory test, multiple choice takes 45 minutes

Digital Literacy

Controlled Task takes up to 5 hours to complete over an 8-week period – Within the task there is a section where there is collaborative work which much include a minimum of 3 participants.

A one to one question and answer discussion.