



# level 3 NVQ diploma

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# business administration

This qualification is designed for senior and experienced individuals working in an administrative role. The course aims to improve practical and technical skills as well as promoting efficient administrative processes within any industry sector.

Learners will need to gain 27 credits by completing a minimum of 14 credits from optional unit group B & a maximum of 13 credits from optional unit group C. At least 27 credits must be gained from level 3 units (including the mandatory units)

## Mandatory Units

Unit Number	Unit Title	Level	Credit
Unit 301	Manage your own performance in a business environment	3	3
Unit 302	Evaluate & improve your own performance in a business environment	3	3
Unit 303	Work in a business environment	3	4
Unit 304	Communicate in a business environment	3	3

## Optional Units - Group B

Unit Number	Unit Title	Level	Credit
Unit 207	Use electronic message systems	2	1
Unit 208	Use a diary system	2	3
Unit 209	Take minutes	2	4
Unit 210	Handle mail	2	3
Unit 211	Provide reception services	2	3
Unit 212	Produce documents in a business environment	2	4
Unit 213	Prepare text from notes	2	3
Unit 216	Prepare text from recorded audio instruction	2	4
Unit 217	Organise & report data	2	3
Unit 218	Research information	2	4
Unit 219	Store & retrieve information	2	3
Unit 220	Archive information	2	2
Unit 221	Use office equipment	2	4
Unit 222	Maintain and issue stationery stock items	2	3
Unit 223	Support the organisation of an event	2	2
Unit 224	Support the coordination of an event	2	3
Unit 225	Support the organisation of business travel or accommodation	2	3

Optional Units - Group B (continued)		Level	Credit	Optional Units - Group B (continued)		Level	Credit
Unit 226	Support the organisation of meetings	2	4	Unit 328	Deliver, monitor & evaluate customer service to internal customers	3	3
Unit 227	Respond to change in a business environment	2	3	Unit 329	Deliver, monitor & evaluate customer service to external customers	3	3
Unit 228	Support the management & development of an information system	2	7	Unit 330	Agree a budget	3	4
Unit 229	Meet & welcome visitors	2	3	Unit 331	Use customer service as a competitive tool	3	8
Unit 305	Solve business problems	3	4	Unit 332	Monitor & solve customer service problems	3	6
Unit 306	Work with other people in a business environment	3	4	Unit 420	Manage budgets	4	5
Unit 307	Contribute to decision-making in a business environment	3	3				
Unit 308	Negotiate in a business environment	3	5	Optional Units - Group C		Level	Credit
Unit 309	Supervise a team in a business environment	3	6	Unit 112	Use occupational & safety guidelines when using keyboards	1	2
Unit 310	Develop a presentation	3	3	Unit 232	Bespoke or specialist software	2	3
Unit 311	Deliver a presentation	3	3	Unit 233	Database management software	2	3
Unit 312	Design & produce documents in a business environment	3	4	Unit 234	Database software	2	4
Unit 315	Prepare text from recorded audio instruction	3	4	Unit 235	Improving productivity using IT	2	4
Unit 316	Support the design & development of an information system	3	7	Unit 236	IT security for users	2	2
Unit 317	Monitor information systems	3	7	Unit 237	Presentation software	2	4
Unit 318	Analyse & report data	3	6	Unit 238	Setting up an IT system	2	4
Unit 319	Order products & services	3	5	Unit 239	Spreadsheet software	2	4
Unit 320	Plan & organise an event	3	4	Unit 242	Word processing software	2	4
Unit 321	Co-ordinate an event	3	4	Unit 333	Bespoke or specialist software	3	4
Unit 322	Plan & organise meetings	3	5	Unit 334	Data management software	3	4
Unit 323	Organise business travel or accommodation	2	5	Unit 335	Database software	3	6
Unit 324	Evaluate organisation of business travel or accommodation	3	2	Unit 336	Improving productivity using IT	3	5
Unit 325	Supervise an office facility	3	5	Unit 337	IT security for users	3	3
Unit 326	Contribute to innovation in a business environment	3	4	Unit 338	Presentation software	3	6
Unit 327	Contribute to running a project	3	5	Unit 339	Setting up an IT system	3	5
				Unit 340	Spreadsheet software	3	6

Please speak to your RBDS about the selection rules that apply to this qualification.