



BIIAB Level 4 Diploma in Business Administration (NVQ)

Level 4 Diploma - 601/6604/6 (England)
- C00/0743/2 (Wales)



Qualification Guidance

About Us

BIIAB Qualification Limited is part of Skills and Education Group, a charitable organisation that champions education and skills-oriented organisations, providers and learners, making real change locally, nationally and internationally.

BIIAB Qualifications Limited has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

Sources of Additional Information

The BIIAB Qualifications Limited website www.biiab.co.uk provides access to a wide variety of information.

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Version	Date	Details of Change
2.1	July 2023	Reformatted Qualification Guide into new branding
2.2	May 2025	Qualification Review Date extended for two years – no change to the content of the qualification.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Qualification Summary

BIIAB Level 4 NVQ Diploma in Business Administration <div> - 601/6604/6 (England) - C00/0743/2 (Wales) </div>							
Qualification Purpose	To confirm occupational competence at level 4						
Age Range	Pre 16	16-18	18+	✓	19+	✓	
Regulation	The above qualification is regulated by Ofqual						
Assessment	<ul style="list-style-type: none"> Portfolio of Evidence 						
Type of Funding Available	See FaLa (Find a Learning Aim)						
Qualification/Unit Fee	See BIIAB Qualifications Limited web site for current fees and charges						
Grading	Pass/Fail To achieve a Pass grade, learners must achieve all the Learning Outcomes and Assessment Criteria in all the units completed						
Operational Start Date	01/09/2015						
Review Date	30/09/2025						
Operational End Date							
Certification End Date							
Guided Learning (GL)	294 hours						
Total Qualification Time (TQT)	570 hours						
Credit Value	57						
BIIAB Qualifications Limited Sector	Business Administration						
Ofqual SSA Sector	15.2 Administration						
Support from Trade Associations							
Administering Office	See BIIAB Qualifications Limited web site						



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About the BIIAB Level 4 NVQ Diploma in Business Administration

BIIAB Qualifications Limited is regulated to deliver this qualification by Ofqual in England. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 4 NVQ Diploma in Business Administration	601/6604/6 (England) C00/0743/2 (Wales)

Objective and Purpose of this Qualification

The Level 4 NVQ Diploma in Business Administration has been designed to enable learners to obtain and then demonstrate the knowledge and skills required to work effectively within a business administration role at level 4.

Achievement of this qualification indicates competence to undertake a business administration role in the workplace. The primary purpose of the qualification is therefore to confirm occupational competence at level 4, for example as an Office Manager, Administration Team Leader, Personal Assistant, Business Development Executive.

This qualification, along with the Level 4 Diploma in Business Administration, Functional Skills and Employment Rights and Responsibilities, are designed to make up the component parts of the Higher Apprenticeship in Business & Professional Administration (Level 4).

As such, this qualification has value either as a stand-alone qualification or as part of an Apprenticeship.

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status please contact BIIAB Qualifications Limited head office.



Qualification Guidance

About this Guidance

This guidance has been developed to provide guidance for learners, assessors and quality assurers undertaking, delivering, or quality assuring this qualification.

The purpose of the guidance is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this guidance is updated, centres will be notified by BIIAB Qualifications Limited.

BIIAB Qualifications Limited Customer Service

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. Our Service Level Agreement is available via www.biiab.co.uk

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Support Contact Details: 0115 854 1620

Email: CustomerSupport@biiab.co.uk

Our Customer Support team will be happy to assist with any administration related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- centres available in the local area
- appeals
- whistleblowing

What are Rules of Combination (ROC)?

Under the Regulatory Qualifications Framework (RQF), qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- the total credit value of the qualification
- the amount of credit that must be achieved within specific groups of units (e.g. Mandatory, Optional Unit, and Optional groups)

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- the minimum credit which must be achieved at the level or above the level of the qualification
- the Total Qualification Time (TQT)
- the title, Unit Regulation Number and BIIAB Qualifications Limited Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- any barred units (units that cannot be taken together as part of the qualification)

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

BIIAB Level 4 NVQ Diploma in Business Administration Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 4 NVQ Diploma in Business Administration learners **must** gain a **total of 57** credits. This **must** consist of:

- **Minimum total** credit: **57**
- Mandatory Group A **minimum** credit: **18**
- Optional unit groups B and C **minimum** credit: **39**. This **must** consist of:
 - Optional unit group B **minimum** credit: **26**
 - A **minimum** of **13 additional** credits **must** come from Optional unit Group B and / or Optional unit Group C
- A **minimum of 30** credits **must** be achieved through the completion of units at **Level 4** and above.
- Guided Learning hours (GLH): **294** hours
- Total Qualification Time (TQT): **570** hours

The qualification has been developed based upon industry feedback as to the fundamental knowledge and skills required to work in the sector at the level.

Listed on the next page are the qualification units. The qualification is assessed via Portfolio.

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Mandatory Group A

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
BA67	D/506/1956	Resolve Administrative Problems	4	6	56	Portfolio
BA70	T/506/1946	Manage the Work of an Administrative Function	4	5	27	Portfolio
BA40	Y/506/1910	Communicate in a Business Environment	3	4	24	Portfolio
ML9	T/506/2952	Manage Personal & Professional Development	3	3	12	Portfolio

Optional Unit Group B

Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
BA64	A/506/1950	Contribute to the Design & Development of an Information System	4	5	23	Portfolio
BA65	F/506/1951	Manage Information Systems	4	6	30	Portfolio
BA68	H/506/1957	Prepare Specifications for Contracts	4	4	23	Portfolio
BA69	M/506/1959	Manage Events	4	6	49	Portfolio
BA66	R/506/1954	Support Environmental Sustainability in a Business Environment	4	4	38	Portfolio

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Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
BA41	D/506/1911	Contribute to the Improvement of Business Performance	3	6	33	Portfolio
BA47	F/506/1917	Monitor Information Systems	3	8	43	Portfolio
BA42	H/506/1912	Negotiate in a Business Environment	3	4	18	Portfolio
BA48	J/506/1918	Evaluate the Provision of Business Travel or Accommodation	3	5	30	Portfolio
BA43	K/506/1913	Develop a Presentation	3	3	11	Portfolio
BA60	K/506/1944	Manage an Office Facility	3	4	21	Portfolio
BA44	M/506/1914	Deliver a Presentation	3	3	17	Portfolio
BA61	M/506/1945	Analyse and Present Business Data	3	6	24	Portfolio
BA45	T/506/1915	Create Bespoke Business Documents	3	4	23	Portfolio
ML38	A/506/1995	Manage a Budget	4	4	26	Portfolio
ML42	A/506/2032	Manage Knowledge in an Organisation	4	5	34	Portfolio

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Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
ML32	F/506/1982	Develop Working Relationships with Stakeholders	4	4	20	Portfolio
ML25	J/506/1949	Develop & Maintain Professional Networks	4	3	15	Portfolio
ML34	K/506/1989	Manage Physical Resources	4	4	26	Portfolio
ML36	K/506/1992	Prepare for & Support Quality Audits	4	3	17	Portfolio
ML41	L/506/2004	Manage Business Risk	4	6	27	Portfolio
ML28	M/506/1962	Encourage Learning & Development	4	3	16	Portfolio
ML40	R/506/1999	Manage a Project	4	7	38	Portfolio
ML30	T/506/1980	Initiate & Implement Operational Change	4	4	19	Portfolio
ML37	T/506/1994	Conduct Quality Audits	4	3	21	Portfolio
ML27	Y/506/1955	Develop & Implement an Operational Plan	4	5	24	Portfolio
ML49	D/506/2055	Design Business Processes	5	5	23	Portfolio
ML52	F/506/2064	Optimise the Use of Technology	5	6	29	Portfolio
ML46	J/506/2048	Establish Business Risk Management Processes	5	5	26	Portfolio

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Unit No.	URN	Unit Title	Level	Credit	GLH	Assessment Method
ML47	R/506/2053	Promote Equality of Opportunity, Diversity & inclusion	5	5	26	Portfolio
ML11	A/506/1821	Manage Team Performance	3	4	21	Portfolio
ML12	J/506/1921	Manage Individuals' Performance	3	4	20	Portfolio
ML17	K/506/1927	Manage Conflict Within a Team	3	5	25	Portfolio
ML20	K/506/1930	Implement & Maintain Business Continuity Plans & Processes	3	4	25	Portfolio
ML18	M/506/1928	Procure Products and/or Services	3	5	35	Portfolio
ML21	M/506/1931	Collaborate with Other Departments	3	3	14	Portfolio
ML14	Y/506/1924	Chair & Lead Meetings	3	3	10	Portfolio
CS35	D/506/2153	Champion Customer Service	4	4	17	Portfolio
ML16	J/506/2292	Encourage Innovation	3	4	14	Portfolio
ML43	R/506/2909	Recruitment, Selection & Induction Practice	4	6	33	Portfolio

Barred Unit	
Unit	Barred Against
Manage business risk (L/506/2004)	Establish business risk management processes (J/506/2048)

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Age Restriction

This qualification is appropriate for use in the following age ranges:

- 18+
- 19+

Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

The qualification is designed to equip learners with the knowledge and skills to work effectively in the Business Administration sector. It also will allow for a number of progression routes into Level 5 qualifications, to employment or into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- BIIAB Level 5 Diploma in Management and Leadership (NVQ)
- Career progression.

Assessment

Overview of assessment strategy

This qualification contains competence units. These units are assessed by Portfolio externally set by BIIAB Qualifications Limited. Competence units are assessed following NVQ principles.

Assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- Meet the assessment criteria
- Achieve the learning outcomes.

Centres must obtain approval for any Centre Devised Assessments before their use. Please contact BIIAB Qualifications Limited for details of the Centre Devised Assessment process and procedure.

Assessment Process

Assessment is the process used to judge the competence, of a learner, against set standards.

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The assessor is the person who is responsible for determining learners' competence. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the assessor role.

Assessors base their judgement on performance and decide how it compares to the national standard. The assessor will also ask questions based on the knowledge required to do the work, to ascertain the knowledge and understanding of the learner.

When the required units have been completed and the assessor is satisfied that the learner has met the national standard, a recommendation for a certificate will be made.

An Internal Quality Assurer (IQA) is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the assessors. IQAs also ensure that the assessors apply the standards consistently and fairly. The IQA will review the portfolio of evidence during the assessment process.

An External Quality Assurer (EQA), who is appointed by BIIAB, will quality assure the assessment and internal quality assurance decisions involved in the development of the portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

Assessment Strategy

All assessment must adhere to the current Skills CFA assessment strategy for this qualification.

The assessment strategy for this qualification can be seen in the section which follows and it provides details of the key requirements for the qualification and the assessor, verifiers delivering, quality assuring and certificating the team building qualification.

Skills CFA Assessment Strategy

Requirements of assessors, external and internal verifiers

Candidates may be assessed, moderated or verified at work either by one or several appointed individuals.

Assessors - The primary responsibility of an assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria. It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of

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assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates. To be able to assess candidates, assessors must:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors holding older qualifications must be able to demonstrate that they are assessing to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification must ensure their decisions are countersigned by a suitably-qualified assessor/verifier and should be supported by a qualified assessor throughout their training period.
- be 'occupationally competent'. Assessors must provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed, or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed.
- have a full and current understanding of the units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process. It is the responsibility of approved centres to select and appoint assessors.

Internal Quality Assurer (IQA) - A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying. It will be the responsibility of the approved centre to select and appoint IQA's.

IQAs must:

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify competence-based assessments and candidates. IQAs holding older qualifications must be able to demonstrate that they are verifying to the current standards

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an

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appropriate qualification, his/her decisions must be countersigned by a suitably qualified IQA and should be supported by a qualified IQA throughout the training period.

- be 'occupationally competent'. IQAs must demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in business.
- demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment, including the quality of assessment and the assessment process.

External Quality Assurer (EQA) - The primary responsibility of EQAs is to assure quality of internal verification and assessments across the centres for which they are responsible. EQAs must have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally verifying.

EQAs **must**:

- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to verify competence-based assessments. EQAs holding older qualifications must be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an appropriate qualification, their decisions must be countersigned by a suitably qualified EQA and should be supported by a qualified EQA throughout their training period.
- be 'occupationally competent'. EQAs must demonstrate sufficient and current understanding of the qualifications to be verified, and know how they are applied in business.
- demonstrate competent practice in external verification of assessment, and demonstrate understanding of the principles and practices of external verification of assessment, including the quality of assessment and the assessment process. It is the responsibility of the awarding organisation to select and appoint EQAs.

Skills CFA and awarding organisations require all assessors, moderators and verifiers to maintain current competence to deliver these functions. BIIAB recognises this can be achieved in many ways. However, such information **must** be formally recorded in individual CPD records that are maintained in assessment centres.

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Evidence from Workplace Performance

- Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the competence units.
- These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

Simulation

- Simulation can be applied to all units listed in Appendix B of the full Skills CFA assessment strategy.
- Evidence may be produced through simulation solely in exceptional circumstances. The exceptional circumstances, under which simulation is possible, are those situations that are not naturally or readily occurring, such as response to emergencies.
- Simulation must be undertaken in a 'realistic working environment' (RWE). A RWE is "an environment which replicates the key characteristics in which the skill to be assessed is normally employed". The RWE must provide conditions the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in Appendix A of the full Skills CFA assessment strategy.

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence

BIIAB Qualifications Limited expects most appeals from learners to be resolved within the centre. BIIAB Qualifications Limited will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIAB Qualifications Limited's appeals procedure please refer to <https://biiab.co.uk/policies-and-procedures/>

Initial Assessment and Induction

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB Qualifications Limited suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- Evidence matrixes for the competence / NVQ units, including a Summative Reflective account template
- Access to the units

All of these resources are available on request.

Evidence matrixes

BIIAB Qualifications Limited provide a matrix that supports each competence unit. These are also identified within each of the unit information sections identified below. It is not essential that these resources are used to support the delivery of the content of the qualification; however they have been mapped against the learning outcomes and assessment criteria.

The evidence matrix is designed to help the learner and assessor with evidence collection. It is a mapping activity to ensure that all the 'Assessment Criteria' contained in the learning outcomes and covered, and is intended to help to keep the volume of evidence to a minimum. One matrix (or appropriate equivalent recording device) must be completed for each unit.

It is expected that a selection of various types of evidence is used as appropriate; columns in the matrix enable the assessor to enter the evidence

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type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (= Observation), as shown in the assessment method key. By inserting portfolio reference numbers in the box provided, it will enable the assessor, IQA and EQA quickly to locate the evidence which is being submitted to demonstrate competence.

Examples of types of evidence learners could provide to prove competence:

- Record of observation of performance in the workplace
- Professional discussion
- Reflective account
- Product evidence (eg implementation plans, correspondence, work records)
- Testimony from senior colleagues/clients
- Personal report of actions and circumstances
- Recognition of Prior Achievement (RPA)
- Records of questioning
- Other.

Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. BIIAB Qualifications Limited includes the mandatory units within this guidance document.

Learner Summative Reflection

In order to claim the unit(s) for the qualification, the learner will need to complete a learner summative reflection, to reflect on their qualification, what they have learnt and how they have been able to apply this within their work role.

Design and Delivery

Centres must refer to the units that form the qualification and the standard that must be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that forms part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning hours (GL).

This can include activities such as training/class room based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other

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pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent undertaking assessments.

The qualification will be assigned Total Qualification Time (TQT), which, as well as GL, will include the estimated number of hours spent in preparation, study or any other supervised learning, study or assessment for an average learner. When planning how to deliver the qualification it is important to refer to this definition.

BIIAB Qualifications Limited will not prescribe how the qualification is delivered, but centres must ensure the delivery chosen meets their learners' needs.

Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this guidance document will be in the format below:

Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>).

Unit Number / Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB Qualifications Limited also assign unique unit numbers which is consistent when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

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Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.



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Initial Registration

Registration and Certification

Learners should be registered and certificated via BIIAB Qualifications Limited's Customer Management System.

Equal Opportunities and Diversity Policy

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at <https://www.biiab.co.uk/policies-and-procedures/>

BIIAB Qualifications Limited is committed to ensure that:

- approved centres operate an equal opportunities policy
- approved centres communicate the policy to staff and learners
- approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements

Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB Qualifications Limited has a reasonable adjustment policy in place, a copy of which is provided to all approved centres and can be found at <https://www.biiab.co.uk/policies-and-procedures/>

Qualification Review and Feedback

BIIAB Qualifications Limited is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB Qualifications Limited will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse

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effects will result. This qualification will be periodically reviewed and revised to ensure the content remains relevant, assessment approach remains appropriate and that it remains valid and fit for purpose.

Mandatory Units

The following units are mandatory for this qualification.

Manage personal and professional development

Unit Reference	T/506/2952
BIIAB Reference	M&L 9
Level	3
Credit Value	3
Guided Learning (GL)	12
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to be able to manage their own personal and professional development.
Learning Outcomes (1 to 3) The learner will:	Assessment Criteria (1.1 to 3.4) The learner can:
1. Be able to identify personal and professional development requirements	1.1 Compare sources of information on professional development trends and their validity 1.2 Identify trends and developments that influence the need for professional development 1.3 Evaluate their own current and future personal and professional development needs relating to the role, the team and the organisation
2. Be able to fulfil a personal and professional development plan	2.1 Evaluate the benefits of personal and professional development 2.2 Explain the basis on which types of development actions are selected 2.3 Identify current and future likely skills, knowledge and experience needs using skills gap analysis 2.4 Agree a personal and professional development plan that is consistent with business needs and personal objectives

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	<p>2.5 Execute the plan within the agreed budget and timescale</p> <p>2.6 Take advantage of development opportunities made available by professional networks or professional bodies</p>
3. Be able to maintain the relevance of a personal and professional development plan	<p>3.1 Explain how to set specific, measurable, achievable, realistic and time-bound (SMART) objectives</p> <p>3.2 Obtain feedback on performance from a range of valid sources</p> <p>3.3 Review progress toward personal and professional objectives</p> <p>3.4 Amend the personal and professional development plan in the light of feedback received from others</p>

Communicate in a business environment

Unit Reference	Y/506/1910
BIIAB Reference	B&A 40
Level	3
Credit Value	4
Guided Learning (GL)	24
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to produce written communications and to be able to communicate verbally within a business environment.
Learning Outcomes (1 to 3) The learner will:	Assessment Criteria (1.1 to 3.6) The learner can:
1. Understand business communication models, systems and processes	1.1 Analyse the communication needs of internal and external stakeholders 1.2 Analyse the different communication models that support administration 1.3 Evaluate the effectiveness of different communication systems 1.4 Explain the factors that affect the choice of communication media 1.5 Explain the importance of using correct grammar, sentence structure, punctuation, spelling and conventions in business communications 1.6 Explain the factors to be taken into account in planning and structuring different communication media 1.7 Explain ways of overcoming barriers to communication 1.8 Explain the use of communications theories and body language

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	1.9 Explain proof-reading techniques for business communications
2. Be able to communicate in writing in business	<p>2.1 Identify the purpose and audience of the information to be communicated</p> <p>2.2 Select communication media that are appropriate to the audience and information to be communicated</p> <p>2.3 Present information in the format, layout and style that is appropriate to the information to be communicated</p> <p>2.4 Follow agreed business practices when communicating in writing</p> <p>2.5 Adapt the style and content of a communication, appropriate to specific audiences</p> <p>2.6 Present written communications that are clear, expressed in correct grammar and reflect what is intended</p> <p>2.7 Meet agreed deadlines in communicating with others</p>
3. Be able to communicate verbally in business	<p>3.1 Identify the nature, purpose, audience and use of the information to be communicated</p> <p>3.2 Use language that is correct and appropriate for the audience's needs</p> <p>3.3 Use appropriate body language and tone of voice to reinforce messages</p> <p>3.4 Identify the meaning and implications of information that is communicated verbally</p> <p>3.5 Confirm that a recipient has understood correctly what has been communicated</p>

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	3.6 Respond in a way that is appropriate to the situation and in accordance with organisational policies and standards
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Manage the work of an administrative function

Unit Reference	T/506/1946
BIIAB Reference	BA70
Level	4
Credit Value	5
Guided Learning (GL)	27
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to be able to manage the work of an administrative function.
Learning Outcomes (1 to 3) The learner will:	Assessment Criteria (1.1 to 3.8) The learner can:
1. Understand the management of an administrative function	1.1 Evaluate the way in which the purpose and values of an organisation affect the design and delivery of administrative services 1.2 Analyse the role of IT systems in the delivery of administrative services 1.3 Explain how budgetary constraints affect administrative functions 1.4 Analyse techniques to manage team members 1.5 Evaluate the role of stakeholder feedback in the design and delivery of administrative work 1.6 Explain techniques used to monitor and evaluate administrative work 1.7 Explain techniques to manage bottlenecks and downtime in a way that meets volume targets and quality standards
2. Be able to organise the work of an administrative function	2.1 Agree specific, measurable, achievable, realistic and timebound (SMART) objectives with their team

	<p>2.2 Specify how business targets and objectives will be achieved</p> <p>2.3 Develop systems and standard operating procedures for administrative processes that meet organisational and legal requirements</p> <p>2.4 Set key performance indicators (KPIs) that are capable of measuring the progress and efficiency of the work of an administrative function</p> <p>2.5 Obtain resources likely to enable targets and objectives to be met within the agreed timescale</p> <p>2.6 Allocate workloads in a way that is likely to meet targets, deadlines and budgetary constraints</p>
3. Be able to manage administrative workflows	<p>3.1 Manage workflow in a way that is likely to meet volume targets and quality standards</p> <p>3.2 Minimise downtime and productivity waste</p> <p>3.3 Provide support that facilitates the development of team members and the achievement of targets and objectives</p> <p>3.4 Produce timely management reports that address workflow information requests</p> <p>3.5 Use feedback to prevent and resolve problems</p> <p>3.6 Evaluate the efficiency and effectiveness of administrative services</p> <p>3.7 Implement improvements to administrative services based on the results of evaluation</p>

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	3.8 Adhere to organisational policies and procedures, legal and ethical requirements in managing administrative workflows
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Resolve administrative problems

Unit Reference	D/506/1956
BIIAB Reference	BA67
Level	4
Credit Value	6
Guided Learning (GL)	56
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to be able to identify and resolve administrative problems.
Learning Outcomes (1 to 3) The learner will:	Assessment Criteria (1.1 to 3.7) The learner can:
1. Understand the principles underpinning the resolution of administrative problems	1.1 Evaluate the effectiveness of different types of information on an administrative function 1.2 Explain the basis for selecting tools, techniques and strategies to analyse administrative functions 1.3 Explain the constraints attached to the use of resources needed to resolve administrative problems 1.4 Explain how to apply risk assessment and management techniques to identify and resolve administrative problems 1.5 Analyse the effectiveness of different techniques used to resolve administrative problems
2. Be able to identify administrative problems	2.1 Collect information relevant to the administrative problem 2.2 Use analytical techniques that are appropriate to the administrative problem 2.3 Clarify whether an administrative problem is recurrent, intermittent or a sole instance

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	<p>2.4 Identify patterns of issues and problems</p> <p>2.5 Identify the likely cause of an administrative problem</p>
<p>3. Be able to resolve administrative problems</p>	<p>3.1 Select a strategy that is appropriate for the nature, scale, seriousness and priority of the administrative problem</p> <p>3.2 Develop a plan that addresses the administrative problem whilst minimising disruption to business</p> <p>3.3 Identify success criteria that are capable of measuring the effectiveness of solutions to solve administrative problems</p> <p>3.4 Implement a problem-solving plan within the agreed timescale and constraints</p> <p>3.5 Take action to ensure that systems and processes are capable of preventing future reoccurrences</p> <p>3.6 Evaluate the effectiveness of problem solving activities</p> <p>3.7 Adhere to organisational policies and procedures, legal and ethical requirements when resolving administrative problems</p>