



Purpose Statement

BIIAB Level 3 Diploma in Business Administration – 601/3742/3

Overview

The BIIAB Level 3 Diploma in Business Administration has been designed to allow learners to obtain and then demonstrate the skills and knowledge to work at a high, and potentially supervisory, level in Business Administration.

It is also a key component part of the Skills CFA Advanced Level Apprenticeship Framework in Business Administration.

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.

Who is this qualification for?

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

- > 16-18
- > 19+

Skills and Education Group Awards expects approved centres to recruit with integrity on the basis of a learner's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

What does the qualification cover?

This qualification covers the following units:

Mandatory

- > Communicate in a business environment
- > Manage personal and professional development
- > Principles of business communication and information
- > Principles of administration
- > Principles of business

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Optional

- > Contribute to the improvement of business performance
- > Negotiate in a business environment
- > Develop a presentation
- > Deliver a presentation
- > Create bespoke business documents
- > Contribute to the development and implementation of an information system
- > Monitor information systems
- > Evaluate the provision of business travel or accommodation
- > Provide administrative support in schools
- > Administer parking and traffic challenges, representations and civil parking appeals
- > Administer statutory parking and traffic appeals
- > Administer parking and traffic debt recovery
- > Administer legal files
- > Build legal case files
- > Manage legal case files
- > Manage an office facility
- > Analyse and present business data
- > Produce business documents
- > Store and retrieve information
- > Produce minutes of meetings
- > Handle mail
- > Prepare text from shorthand
- > Prepare text from recorded audio instruction
- > Maintain and issue stationery and supplies
- > Contribute to the organisation of an event
- > Organise business travel or accommodation
- > Provide administrative support for meetings
- > Administer human resource records
- > Administer the recruitment and selection process
- > Administer parking dispensations
- > Administer finance
- > Buddy a colleague to develop their skills
- > Employee rights and responsibilities
- > Support environmental sustainability in a business environment
- > Resolve administrative problems
- > Prepare specifications for contracts
- > Prepare text from notes using touch typing
- > Promote equality, diversity and inclusion in the workplace
- > Manage team performance
- > Manage individuals' performance
- > Manage individuals' development in the workplace
- > Chair and lead meetings
- > Encourage innovation

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- > Procure products and/or services
- > Implement change
- > Implement and maintain business continuity plans and processes
- > Participate in a project
- > Develop and maintain professional networks
- > Develop and implement an operational plan
- > Manage physical resources
- > Prepare for and support quality audits
- > Manage a budget
- > Manage a project
- > Manage business risk
- > Recruitment, selection and induction practice
- > Organise and deliver customer service
- > Resolve customers' complaints
- > Using email
- > Word Processing Software
- > Website Software
- > Spreadsheet Software
- > Presentation Software
- > Bespoke Software
- > Database Software
- > Principles of leadership and management
- > Principles of market research
- > Principles of marketing and evaluation
- > Principles of digital marketing and research
- > Principles of marketing stakeholder relationships
- > Understand the customer service environment
- > Understand the legal context of business
- > Principles of Social Media within a Business

Assessment

This qualification is internally assessed and requires internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.



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Overview of assessment strategy

The qualification contains a mixture of competence and knowledge units. These units are respectively assessed by both Portfolio and by Assessment Knowledge Modules (AKMs) externally set by BIIAB Qualifications Limited. The AKMs are internally marked assessments, containing a series of questions, marked and internally verified by the centre and with external verification by the BIIAB External Quality Assurer (EQA). 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.

What could this qualification lead to?

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 3 qualifications, to employment or into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- > BIIAB Level 3 Diploma in Management
- > BIIAB Level 4 NVQ Diploma in Management
- > Career progression

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Further Information

Further information on the qualification can be found on the Skills and Education Group Awards website.