



Level 3 Diploma Business Administration

Achieving your Level 3 Diploma Business Administration

Is this course for me?

If you carry out an administrative role like receptionist or office assistant, perform a range of administrative tasks as part of a wider role, or if you would like to progress to a manager position in the future, this course is ideal. This qualification aims to equip you with the administration and clerical skills you need to succeed at a higher level.

How long will the course take me to complete?

As with anything worthwhile, this course requires you to dedicate some of your time to it. This will be 12 months, but afterwards you'll have the fantastic feeling of having a professionally recognised qualification and set yourself up for a long and rewarding career.

Will it take up much of my time?

You'll need to manage your own learning independently and set aside 7 hours a week to work towards your Business Administration qualification. You may prefer to split this time up into a few evenings a week and some time at the weekend, but it's entirely up to you.

How do I achieve the qualification?

The course is split up into different units which must total 58 credits. Although there are 5 mandatory units (27 credits), there is a lot of flexibility for you to choose optional units which really interest you and would be useful for the job you're doing at the moment.

As a result of this course, you'll also be able to add Level 2 functional skills in English, Maths and ICT to your CV - making you highly employable.

Will I need to attend classes?

Great news - **there are no classes to attend!** Your Parenta assessor will visit you on a regular basis to observe you at work and check you're fulfilling the course requirements. You'll also need to complete course work online too, but you can carry this out

at your own pace and benefit from phone and online support from your own Parenta assessor if there's anything that you need help with.

How will I be assessed?

You'll be assessed through a mixture of 'at home' and 'at work' tasks. Before this happens, your assessor will talk with you to find out what learning style suits you best and tailor your assessments around it.

At home

- Writing from personal experience
- Case studies
- Assignments asking you to describe/explain something
- Reflections on how you dealt with past events

At work

- Observations by an assessor
- Professional discussions with your assessor

How will the course impact my future?

On completion of the Level 3 Diploma in Business Administration, you will be in a stronger position to look at roles in administration or management positions across a range of different sectors, not just childcare.

Once I have achieved the Business Administration qualification, what would be the next step in my career?

Following this course, you could progress to doing either a Level 2 Team Leading course or Level 3 Management course; both of these would give you the skills you need to take up a managerial role in the future across a range of different industries.

Unit	What units do I need to take?	Credit
1	Communicate in a Business Environment	4
2	Manage Personal and Professional Development	3
3	Principles of Business Communication and Information	4
4	Principles of Administration	6
5	Principles of Business	10
	Group B Optional Units	Credit
6	Contribute to the Improvement of Business Performance	6
7	Negotiate in a Business Environment	4
8	Develop a Presentation	3
9	Deliver a Presentation	3
10	Create Bespoke Business Documents	4
11	Contribute to the Development and Implementation of an Information System	6
12	Monitor Information Systems	5
13	Evaluate the Provision of Business Travel or Accommodation Barred Combination with Unit 31	5
14	Provide Administrative Support in Schools	6
15	Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals	5
16	Administer Statutory Parking and Traffic Appeals	5
17	Administer Parking and Traffic Debt Recovery	5
18	Administer Legal Files	5
19	Build Legal Case Files	5
20	Manage Legal Case Files	5
21	Manage an Office Facility	4
22	Analyse and Present Business	6
23	Produce Business Documents	3
24	Store and Retrieve Information	4
25	Produce Minutes of Meetings	3
26	Handle Mail	3
27	Prepare Text from Shorthand	6
28	Prepare Text from Recorded Audio Instruction	4
29	Maintain and Issue Stationery and Supplies	3
30	Contribute to the Organisation of an Event	3
31	Organise Business Travel or Accommodation Barred Combination with Unit 13	4
32	Provide Administrative Support for Meetings	4
33	Administer Human Resource	3
34	Administer the Recruitment and Selection Process	3
35	Administer Parking Dispensations	3
36	Administer Finance	4
37	Buddy a Colleague to Develop their Skills	3
38	Employee Rights and Responsibilities	2
39	Support Environmental Sustainability in a Business Environment	4
40	Resolve Administrative Problems	6
41	Prepare Specifications for Contracts	4
42	Prepare Text from Notes Using Touch Typing	4

Unit	Group C Optional Units (Maximum of 10 credits)	Credit
43	Promote Equality, Diversity and Inclusion in the Workplace	3
44	Manage Team Performance	4
45	Manage Individuals' Performance	4
46	Manage Individuals' Development in the Workplace	3
47	Chair and Lead Meetings	3
48	Encourage Innovation	4
49	Procure Products and/or Services	5
50	Implement Change	5
51	Implement and Maintain Business Continuity Plans and Processes	4
52	Participate in a Project Barred Combination with Unit 58	3
53	Develop and Maintain Professional Networks	3
54	Develop and Implement an Operational Plan	5
55	Manage Physical Resources	4
56	Prepare for and Support Quality Audits	3
57	Manage a Budget	4
58	Manage a Project Barred Combination with Unit 52	7
59	Manage Business Risk	6
60	Recruitment, Selection and Induction Practice	6
61	Organise and Deliver Customer Service	5
62	Resolve Customers' Complaints	4
63	Using Email	3
64	Word Processing Software	6
65	Website Software	5
66	Spreadsheet Software	6
67	Presentation Software	4
68	Bespoke Software	6
69	Database Software	6
Unit	Group D Optional Units (Maximum of 8 credits)	Credit
70	Principles of Leadership and Management	8
71	Principles of Market Research	5
72	Principles of Marketing and Evaluation	7
73	Principles of Digital Marketing and Research	7
74	Principles of Marketing Stakeholder Relationships	3
75	Understand the Customer Service Environment	5
76	Understand the Legal Context of Business	6
77	Principles of Social Media within a Business	6

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