TQUK Level 3 Diploma in Business Administration (RQF)

601/4938/3

Training Qualifications UK

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Qualification Summary

Key Information

Level
Level 3

Qualification Type
Vocationally-Related Qualification

Total Credits
58

SSA
15.2 Administration

Guided Learning Hours
282

Sector
Business Administration

Assessment Language
English

Operational Start Date
01/11/2014

Qualification Status
Available To Learners

Overall Grading Type
Pass/Fail

Internal/External
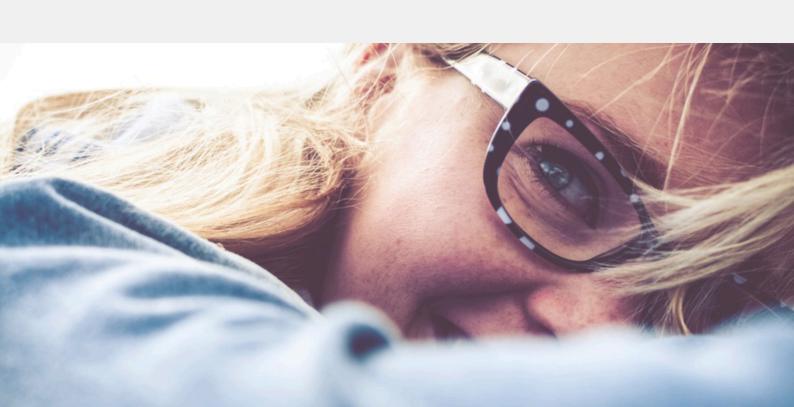Internal

Recommended Minimum Age
16

Assessment Methods
Portfolio of Evidence

Permitted Delivery Types
Blended
Classroom
Distance
Online

Contents

Introduction

Qualification Details

Visit www.tquk.org in order to stay up to date with the latest qualification news.

Welcome to TQUK

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England and CCEA Regulation in Northern Ireland.

TQUK offers qualifications which are regulated by Ofqual and, in some cases, by CCEA Regulation, sit on the Regulated Qualifications Framework (RQF) and are listed on the Register of Regulated Qualifications website.

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

Please visit our website www.tquk.org for news of our latest developments.

Qualification Specifications

Each qualification which TQUK offers is supported by a specification that includes all the information required by a centre to deliver a qualification. Information in the specification includes unit information, assessment and learning outcomes.

The aim of the Qualification Specification is to guide a centre through the process for delivering the qualification. Please read it alongside the TQUK Centre Handbook.

Details of TQUK's procedures and policies can be found on www.tquk.org. Qualification specifications can be found also be found on www.tquk.org. Please check the website regularly to ensure that you are using the most up to date version.

If you have any further questions, please contact TQUK.

Brand Guidelines

TQUK is a professional organisation and use of its name and logo is restricted. TQUK's name may only be used by recognised centres to promote TQUK qualifications. Recognised centres may use the logo for promotional materials such as on corporate/ business letterheads, pages of a centre's website relating to TQUK qualifications, printed brochures, leaflets or exhibition stands.

When using TQUK's logo, there **must** be no changes or amendments made to it, in terms of colour, size, border and shading. The logo **must** only be used in a way that easily identifies it as TQUK's logo. Any representation of TQUK's logo **must** be done so as a representation of the true logo.

It is the responsibility of the centre to monitor the use and marketing of TQUK's logos and qualifications on their own materials as well as on those of any re-sellers or third parties that they may use. TQUK **should** be made aware of relationships with re-sellers or third parties including any additional websites that the centre will use in addition to their own website. If this information is changed TQUK **should** be notified. TQUK is required to monitor centre's websites and materials to ensure that learners are not being misled.

If a centre is no longer a TQUK recognised centre it **must** immediately discontinue the use of TQUK's logo, name and qualifications.

Qualification Details

The Qualification

The TQUK Level 3 Diploma in Business Administration (RQF) is regulated by Ofqual.

Qualification Purpose

The TQUK Level 3 Diploma in Business Administration aims to develop and give recognition of learners' knowledge, understanding and competence of working relevant to business administration work roles. The qualification is suitable for learners working in a wide variety of business administrative roles such as: administration executives/officers, administration team leaders, personal assistants and secretaries, including legal or medical secretaries.

The purpose of the qualification is to provide learners with the skills, knowledge and competencies to support business systems, processes and services and contribute to making businesses more efficient and productive. These skills include the use of software packages, analysing and presenting business documents and managing projects as well as communication, team working, interpersonal skills and the ability to reflect on personal learning. Options are available to gain a more business focused qualification by including business specific units.

Entry Requirements

There are no specific entry requirements however learners should have a minimum of Level 2 in Literacy and Numeracy or equivalent. However, it is likely that learners will have experience in a business or administration role although this is not a formal requirement.

The recommended minimum age for this qualification is 16 years and above.

Progression

Learners who achieve this qualification can progress to a variety of other apprenticeship qualifications in management or customer service such as:

- Level 3 Diploma in Management
- Level 3 Diploma in Customer Service
- Job Roles at Managerial/Supervisory Level

Structure

To achieve a Level 3 Diploma in Business and Administration, learners must achieve a minimum of 58 credits: 27 credits from the Mandatory Group; a minimum of 13 credits from Optional Units Group A; a maximum of 10 credits from Optional Units Group B and a maximum of 8 credits from Optional Units Group C. A minimum of 40 credits must be achieved at level 3 or above.

Mandatory Units

Unit ref.	Title	Level	GLH	Credit Value
Y/506/1910	Communicate in a business environment	3	24	4
T/506/2952	Manage personal and professional development	3	12	3

Y/506/1941	Principles of administration	3	27	6
D/506/1942	Principles of business	3	74	10
R/506/1940	Principles of business communication and information	3	27	4

Optional Units

Unit ref.	Title	Level	GLH	Credit Value
A. Optional Units Group A				
R/506/1890	Administer finance	2	21	4
T/506/1879	Administer human resource records	2	28	3
J/506/1935	Administer legal files	3	31	5
F/506/1920	Administer parking and traffic challenges, representations and civil parking appeals	3	31	5
T/506/1932	Administer parking and traffic debt recovery	3	35	5
R/506/1887	Administer parking dispensations	2	25	3
R/506/1923	Administer statutory parking and traffic appeals	3	42	6
A/506/1883	Administer the recruitment and selection process	2	25	3
M/506/1945	Analyse and present business data	3	24	6
J/502/4397	Bespoke Software	3	30	4
M/506/1895	Buddy a colleague to develop their skills	2	19	3
L/506/1936	Build legal case files	3	32	5
A/506/1916	Contribute to the development and implementation of an information system	3	21	6
D/506/1911	Contribute to the improvement of business performance	3	33	6
L/506/1869	Contribute to the organisation of an event	2	23	3
T/506/1915	Create bespoke business documents	3	23	4
M/506/1914	Deliver a presentation	3	17	3
K/506/1913	Develop a presentation	3	11	3
L/506/1905	Employee rights and responsibilities	2	16	2
J/506/1918	Evaluate the provision of business travel or accommodation	3	30	5
D/506/1813	Handle mail	2	15	3
Y/506/2295	Maintain and issue stationery and supplies	2	18	3
K/506/1944	Manage an office facility	3	21	4
Y/506/1938	Manage legal case files	3	32	5
F/506/1917	Monitor information systems	3	43	8
H/506/1912	Negotiate in a business environment	3	18	4
D/506/1875	Organise business travel or accommodation	2	23	4
H/506/1957	Prepare specifications for contracts	4	23	4
K/506/1815	Prepare text from notes using touch typing	2	26	4
T/506/1817	Prepare text from recorded audio instruction	2	15	4
M/506/1816	Prepare text from shorthand	2	46	6
Y/506/1809	Produce business documents	2	24	3
Y/506/1812	Produce minutes of meetings	2	13	3
H/506/1876	Provide administrative support for meetings	2	28	4
L/506/1919	Provide administrative support in schools	3	33	5
D/506/1956	Resolve administrative problems	4	56	6

R/506/1811	Store and retrieve information	2	19	4
R/506/1954	Support environmental sustainability in a business environment	4	38	4

B. Optional Unit Group B				
Y/506/1924	Chair and lead meetings	3	10	3
T/502/4556	Database Software	3	45	6
Y/506/1955	Develop and implement an operational plan	4	24	5
J/506/1949	Develop and maintain professional networks	4	15	3
J/506/2292	Encourage innovation	3	14	4
K/506/1930	Implement and maintain business continuity plans and processes	3	25	4
T/506/1929	Implement change	3	28	5
A/506/1995	Manage a budget	4	26	4
R/506/1999	Manage a project	4	38	7
L/506/2004	Manage business risk	4	27	6
L/506/1922	Manage individuals' development in the workplace	3	10	3
J/506/1921	Manage individuals' performance	3	20	4
K/506/1989	Manage physical resources	4	26	4
A/506/1821	Manage team performance	3	21	4
L/506/2150	Organise and deliver customer service	3	27	5
F/506/1934	Participate in a project	3	19	3
K/506/1992	Prepare for and support quality audits	4	17	3
T/502/4623	Presentation Software	3	45	6
M/506/1928	Procure products and/or services	3	35	5
T/506/1820	Promote equality, diversity and inclusion in the workplace	3	15	3
R/506/2909	Recruitment, selection and induction practice	4	33	6
R/506/2151	Resolve customers' complaints	3	22	4
J/502/4626	Spreadsheet Software	3	45	6
T/502/4301	Using Email	3	20	3
Y/502/4632	Website Software	3	40	5
Y/502/4629	Word Processing Software	3	45	6

C. Optional Unit Group C				
F/502/9937	Principles of digital marketing and research	3	50	7
F/506/2596	Principles of leadership and management	3	50	8
K/502/9933	Principles of market research	3	40	5
T/502/9935	Principles of marketing and evaluation	3	50	7
J/502/9938	Principles of marketing stakeholder relationships	3	16	3
R/503/9324	Principles of Social Media within a Business	3	42	6
Y/506/2152	Understand the customer service environment	3	40	5
D/506/1939	Understand the legal context of business	3	44	6

Barred Units

There are no barred units.

Duration

Guided Learning Hours

These hours are made up of all contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training. Guided Learning Hours for this qualification is 282.

Directed Study

Learners are expected to study and complete aspects of their assessment portfolio in their own time. This additional time is expected to be approximately 298 hours over the cycle of the programme.

Total Qualification Time

This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of attainment necessary for the award of the qualification i.e. to achieve all learning outcomes.

Total Qualification Time is comprised of GLH and an estimate of the number of hours a learner is likely to spend in preparation, study or any other learning including assessment, which takes place as directed by, but not under the supervision of a lecturer, supervisor or tutor. The credit value, where given, for a qualification is determined by TQT, as one credit corresponds to 10 hours of learning. Total Qualification Time for this qualification is 580 hours.

Grading and Assessment

The qualification is assessed by internally set and marked assessments subject to external quality assurance.

Where indicated in the unit specifications, assessment must meet the requirements of the identified assessment strategy/principles.

Materials for internal assessment must be submitted to TQUK for approval prior to use and must be mapped to the relevant unit, learning outcome and assessment criteria.

All learning outcomes must be met to achieve a Pass - there is no grading.

Centre Recognition

To offer any TQUK qualification, each centre must be recognised by TQUK and meet qualification approval criteria. Qualification approval must be confirmed prior to any assessment of learners taking place. It is essential that centres provide learners with access to appropriate support in the form of specialist resources.

The TQUK centre recognition process requires a centre to have in place a number of policies and procedures to protect the learners undertaking a TQUK qualification and the integrity of TQUK's qualifications. The policies and procedures will also support a recognised centre's quality systems.

Recognised centres must seek approval for each qualification they wish to offer.

The approval process requires centres to demonstrate that they have the resources, including staff, to deliver and assess the qualification.

Support from TQUK

Recognised centres will be able to access support from TQUK whenever necessary. External Quality Assurance activities will be undertaken on a regular basis. TQUK also offers recognised centres the service of a Client Relationship Officer whose role is to support centres with any administration queries or qualification support.

Qualification Delivery

Pre-Qualification Information

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

Initial Assessment

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills. Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

Learner Registration

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

Requirements

Trainer/Assessor

Tutors/trainers who deliver a TQUK qualification must possess a teaching qualification appropriate for the level of qualification they are delivering. This can include the below:

- Further and Adult Education Teachers Certificate
- Cert Ed/PGCE/B Ed/M Ed
- PTLLS/CTLLS/DTLLS
- Level 3 Award/4 Certificate/5 Diploma in Education and Training

Assessors who assess a TQUK qualification must possess an assessing qualification appropriate for the level of qualification they are delivering. This can include:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Award in Assessing Vocationally Related Achievement
- Level 3 Award in Understanding the Principles and Practices of Assessment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 or D32/D33

Specific requirements for assessors may be indicated in the assessment strategy/principles identified in individual unit specifications.

Internal Quality Assurer

Centre staff who undertake the role of an Internal Quality Assurer (IQA) for TQUK qualifications must possess or be working towards a relevant qualification. This could include:

- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct internal quality assurance of the assessment process
- D34 Internally verify the assessment process

It is best practice that those who quality assure qualifications also hold one of the assessing qualifications outlined above. IQAs must follow the principles set out in Learning and Development NOS 11 Internally monitor and maintain the quality of assessment.

All staff members involved with the qualification (training, assessing or IQA) will also need to be 'occupationally competent in the subject area being delivered'. This could be evidenced by a combination of the below:

- A higher level qualification in the same subject area as the qualification approval request.
- Experience of the delivery/assessment/IQA of the qualification/s requested.
- Work experience in the subject area of the qualifications.

Staff members will also be expected to have a working knowledge of the requirements of the qualification, and a thorough knowledge and understanding of the role of tutors/assessors and internal quality assurance. They are also expected to undertake continuous professional development (CPD) to ensure they are up to date with work practices and developments in the qualifications they are involved with.

Centre Devised Assessment

We will work with you to develop your CDA, but please be aware that in some cases this can take time and learners are not permitted to sit their assessments until this process has been completed. With this in mind we encourage centres to talk to us about their CDAs as early on in the process as possible.

Useful Resources

Websites

Office of Qualifications and Examinations Regulation www.ofqual.gov.uk

Register of Regulated Qualifications register.ofqual.gov.uk

Skills for Health www.skillsforhealth.org.uk

Skills for Care www.skillsforcare.org.uk

Education & Skills Funding Agency for public funding information for 14+ learners in England
https://www.gov.uk/government/organisations/education-and-skills-funding-agency

Learning Aim Reference Service (LARS) www.gov.uk/government/publications

DAQW Database of Approved Qualifications www.daqw.org.uk for public funding in Wales

Department for the Economy www.economy-ni.gov.uk

Department of Education www.deni.gov.uk for public funding in Northern Ireland

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