

Open College Network West Midlands Level 3 Diploma in Business Administration

Qualification Guide





‘Passionate about enabling learning and releasing the potential of people and their communities’

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1. About this qualification

Around 3.2 million people help to keep businesses running in the public, private and not-for-profit sectors. This includes registered directors, company and chartered secretaries, general administrators and specialist administrators who, in addition to general administration skills, also need sector-specific knowledge to fulfil job roles such as legal or medical secretaries. This qualification will ensure trained staff fill skills shortages and deal with technological changes. This will result in a more capable, knowledgeable, administrative workforce.

This level 3 qualification has been designed for those already working within a business environment who are looking to upskill as part of their CPD and also by those looking to undertake the Advanced Apprenticeship in Business Administration (England).

Advanced apprentices may work in roles such as administration executives/officers, administration team leaders, personal assistants and secretaries, including legal secretaries.

Objectives of the qualification

This qualification can be used flexibly to meet learner needs. Depending on the context of the learning and the needs of each individual learner, the qualification can:

- prepare individuals to progress to a qualification in the same subject area but at a higher level or requiring more specific knowledge, skills and understanding;
- prepare learners for employment;
- support a role in the workplace;
- encourage engagement in learning.

This qualification has been designed to enable learners to:

- ensure health and safety requirements are met;
- organise meetings, events and travel;
- administer finance, recruitment and human resources;
- manage individual's and/or team performances.

It is a requirement that assessment of this qualification is conducted in English.

The Open College Network West Midlands Level 3 Diploma in Business Administration qualification is accredited by Ofqual.

Guided Learning Hours (GLH)

Guided Learning Hours are defined as the number of hours of supervised or directed study time required for a unit or a qualification. Some learners will be able to achieve units and qualifications in a shorter time than indicated. Others, for example those with additional support requirements, may need longer.

Total Qualification Time (TQT)

Total qualification time is defined as the number of guided learning hours (GLH) plus the time taken by the learner for private study or work experience.

Guided learning hours and total qualification time for this qualification is:

Level 3 Diploma

GLH: 282 hours

TQT: 580 hours

2. Learner requirements

Entry requirements

There are no entry requirements for this qualification

Minimum age

The minimum age for access to this qualification is **16** years.

Reasonable Adjustment and Special Considerations

Assessment within the Open College Network West Midlands Level 3 Diploma in Business Administration qualification is designed to be accessible and inclusive. The assessment methodology is appropriate and rigorous for individuals or groups of learners.

If you have learners with particular needs you should refer to the *Reasonable Adjustment and Special Considerations Policy*, available from Open College Network West Midlands. This gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.

3. Achieving the qualification

Rules of combination

Centres are responsible for ensuring that learners are able to achieve the qualification for which they are aiming. Centres must ensure that the following rules of combination that apply to each qualification are met.

To be awarded the Level 3 Diploma in Business Administration a learner will study both knowledge and competence units. Learners must complete a minimum of 58 credits. 27 credits must be achieved from Group M and a minimum of 13 credits must be achieved from Group A. A maximum of 10 credits can only be achieved from Group B and a maximum of 8 credits can only be achieved from Group C. A minimum of 40 credits must be at Level 3 or above.

Unit achievement

All of the assessment criteria in a unit must be met before the unit is deemed to be achieved. The unit achievement is not graded: units are either achieved or not achieved.

Recording achievement

You must record the learner's achievement of each unit on an appropriate form(s). You should record the learner's achievement against the specific units assessment criteria evidenced by the task.

4. The units

Mandatory Group M

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Communicate in a Business Environment	3	4	24	38	AY5/3/NQ/007	K/508/1112
Manage Personal and Professional Development	3	3	12	32	AB2/3/NQ/004	L/508/1121
Principles of Administration	3	6	27	38	AY8/3/NQ/001	A/508/1129
Principles of Business	3	10	74	95	AA3/3/NQ/001	A/508/1132
Principles of Business Communication and Information	3	4	27	38	AY7/3/NQ/001	L/508/1135

Optional Group A

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Administer Finance	2	4	21	40	AB2/2/NQ/005	T/508/0870
Administer Human Resource Records	2	3	28	30	AJ2/2/NQ/003	F/508/0452
Administer Legal Files	3	5	31	45	AC3/3/NQ/001	L/508/0874
Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals	3	5	31	45	AC3/3/NQ/002	R/508/0875

Administer Parking And Traffic Debt Recovery	3	5	35	45	AC3/3/NQ/003	K/508/0879
Administer Parking Dispensations	2	3	25	30	AC3/2/NQ/001	J/508/0453
Administer Statutory Parking and Traffic Appeals	3	6	42	55	AC3/3/NQ/004	H/508/0881
Administer the Recruitment and Selection Process	2	3	25	30	AY6/2/NQ/012	Y/508/0456
Analyse and Present Business Data	3	6	24	50	AY5/3/NQ/002	L/508/0664
Buddy a Colleague to Develop their Skills	2	3	19	30	AZ3/2/NQ/001	R/508/0469
Build Legal Case Files	3	5	32	45	AC3/3/NQ/005	R/508/0892
Contribute to the development and implementation of an information system	3	6	21	55	AY6/3/NQ/001	L/508/0440
Contribute to the Improvement of Business Performance	3	6	33	55	AB2/3/NQ/001	Y/508/0909
Contribute to the Organisation of an Event	2	3	23	30	AF6/2/NQ/003	R/508/0472
Create Bespoke Business Documents	3	4	23	36	AY5/3/NQ/004	F/508/0919
Deliver a Presentation	3	3	17	27	AF3/3/NQ/001	R/508/0441
Develop a Presentation	3	3	11	27	AF3/3/NQ/002	T/508/0447

Employee Rights and Responsibilities	2	2	16	20	AC4/2/NQ/001	Y/508/0473
Evaluate the Provision of Business Travel or Accommodation	3	5	30	48	AY5/3/NQ/005	T/508/0920
Handle Mail	2	3	15	30	AZ3/2/NQ/005	D/508/0474
Maintain and Issue Stationery and Supplies	2	3	18	30	AZ3/2/NQ/006	H/508/0475
Manage an Office Facility	3	4	21	36	AB2/3/NQ/002	A/508/0921
Manage Legal Case Files	3	5	32	46	AC3/3/NQ/006	F/508/0922
Monitor Information Systems	3	8	53	75	AY5/3/NQ/003	T/508/0450
Negotiate in a Business Environment	3	4	18	38	AY5/3/NQ/006	L/508/0924
Organise Business Travel or Accommodation	2	4	23	40	AF6/2/NQ/004	A/508/0479
Prepare Specifications for Contracts	4	4	23	36	AY5/4/NQ/001	R/508/1024
Prepare Text from Notes Using Touch Typing	2	4	26	40	AZ1/2/NQ/001	M/508/0480
Prepare Text from Recorded Audio Instruction	2	4	15	30	AZ1/2/NQ/002	T/508/0481
Prepare Text from Shorthand	2	6	46	55	AZ2/2/NQ/001	F/508/0483
Produce Business Documents	2	3	24	30	AZ3/2/NQ/008	Y/508/0490
Produce Minutes of Meetings	2	3	13	28	AF6/2/NQ/005	K/508/0493

Provide Administrative Support for Meetings	2	4	28	40	AF6/2/NQ/006	D/508/0510
Provide Administrative Support in Schools	3	5	33	48	GD5/3/NQ/001	R/508/0925
Resolve Administrative Problems	4	6	56	60	AB2/4/NQ/001	Y/508/1025
Store and Retrieve Information	2	4	19	30	AY5/2/NQ/008	F/508/0516
Support Environmental Sustainability in a Business Environment	4	4	38	40	AB2/4/NQ/002	H/508/1027

Optional Group B

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Bespoke Software	3	4	30	36	CP4/3/NQ/003	K/508/1028
Chair and Lead Meetings	3	3	10	28	AF6/3/NQ/001	M/508/1029
Database Software	3	6	45	58	CP2/3/NQ/012	T/508/1033
Develop and Implement an Operational Plan	4	5	24	51	VD6/4/NQ/001	R/508/1136
Develop and Maintain Professional Networks	4	3	15	28	AE8/4/NQ/001	A/508/1146
Encourage Innovation	3	4	14	36	AG1/3/NQ/006	Y/508/1042
Implement Change	3	5	28	45	AG1/3/NQ/005	H/508/1044

Implement and Maintain Business Continuity Plans and Processes	3	4	25	38	AE8/3/NQ/001	D/508/1043
Manage a Budget	4	4	26	36	AG6/4/NQ/001	F/508/1147
Manage a Project	4	7	38	68	AG6/4/NQ/002	J/508/1148
Manage Business Risk	4	6	27	55	AF7/4/NQ/004	L/508/1149
Manage Individual's Development in the Workplace	3	3	10	27	AJ5/3/NQ/001	T/508/1047
Manage Individuals' Performance	3	4	20	36	AJ5/3/NQ/002	M/508/1158
Manage Physical Resources	4	4	26	38	AG6/4/NQ/003	K/508/1160
Manage Team Performance	3	4	21	41	AF5/3/NQ/001	M/508/1161
Organise and Deliver Customer Service	3	5	27	45	AZ3/3/NQ/001	T/508/1162
Participate in a Project	3	3	19	28	AG6/3/NQ/001	J/508/0548
Prepare for and Support Quality Audits	4	3	17	28	VD3/4/NQ/001	A/508/1163
Presentation Software	3	6	45	55	CQ0/3/NQ/003	F/508/1164
Procure Products and/or Services	3	5	35	48	VD4/3/NQ/001	J/508/1165
Promote Equality and Diversity and Inclusion in the Workplace	3	3	15	28	AJ2/3/NQ/001	L/508/1166
Recruitment, Selection and Induction Practice	4	6	33	55	AJ4/4/NQ/001	Y/508/1168

Resolve Customers' complaints	3	4	22	36	AB2/3/NQ/005	F/508/1584
Spreadsheet Software	3	6	45	55	CP3/3/NQ/002	K/508/1174
Using Email	3	3	20	30	CR3/3/NQ/003	A/508/1177
Website Software	3	5	40	48	CQ0/3/NQ/004	J/508/1179
Word Processing Software	3	6	45	58	CQ1/3/NQ/002	A/508/1180

Optional Group C

Title	Level	Credit	GLH	TQT	Unit code	Unit reference number
Principles of Digital Marketing and Research	3	7	50	66	BF2/3/NQ/001	J/508/1232
Principles of Leadership and Management	3	8	50	75	AF7/3/NQ/002	T/508/1257
Principles of Marketing and Evaluation	3	7	50	68	BA1/3/NQ/004	T/508/1243
Principles of Market Research	3	5	40	48	BA5/3/NQ/001	H/508/1240
Principles of Marketing Stakeholder Relationships	3	3	16	30	BA1/3/NQ/005	R/508/1248
Principles of Social Media within a Business	3	6	42	56	BF2/3/NQ/002	M/508/1256
Understand the Customer Service Environment	3	5	40	55	AY4/3/NQ/001	T/508/1260
Understand the Legal Context of Business	3	6	44	55	AB2/3/NQ/003	R/508/0715

Level descriptors

The level of the units within this qualification are linked to the latest QCF level descriptors published by Ofqual.

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 2	<p>Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.</p> <p>Can interpret relevant information and ideas.</p> <p>Is aware of a range of information that is relevant to the area of study or work.</p>	<p>Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.</p> <p>Identify, gather and use relevant information to inform actions.</p> <p>Identify how effective actions have been.</p>

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 3	<p>Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p>	<p>Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p>

Level	Knowledge Descriptor (the holder...)	Skills Descriptor (the holder can...)
Level 4	<p>Has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine.</p> <p>Can analyse, interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of approximate scope of the area of study or work.</p>	<p>Identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined.</p> <p>Review the effectiveness and appropriateness of methods, actions and results.</p>

Extracted from 'After the QCF A New Qualification Framework' October 2015

5. Assessment

This qualification requires achievement of the specified units with no further requirements for additional/summative assessment. Achievement is therefore determined by successful completion of unit assessment. The assessment process is as follows:

- Assessments are internally set and approved at the centre by assessors, against the requirements detailed in the assessment criteria of the unit.
- The learners are assessed internally at the centre, using the assessments set.
- The resulting portfolios of assessed evidence are internally quality assured by an Internal Quality Assurer (IQA) at the centre.
- The portfolios of assessed evidence are quality assured either by an Open College Network West Midlands Quality Adviser (QA) or, for centres with Direct Claims Status, an Internal Quality Assurer (IQA) approved by Open College Network West Midlands.

Assessment methods

When delivering Open College Network West Midlands units and qualifications, centres may choose from a range of assessment methods. It is important that the most effective and appropriate methods are selected. We therefore strongly advise that all those involved in assessment and internal quality assurance of this qualification refer to the *Open College Network West Midlands Centre Handbook* and our *Assessment Methods* publication. These provide guidance on the range of assessment methods available and the types of evidence appropriate for each. These publications are available on our website www.opencollnet.org.uk.

It is important when devising assessments to differentiate between the assessment method (what the learner is asked to do) and the evidence (what the learner produces).

When designing any assessment method, tutors or assessors will need to consider the presentation of the assessment task to the learner to make it fair and accessible. Tutors or assessors may also need to consider arrangements for learners with particular learning difficulties and will need to be aware of Open College Network West Midlands' policy on reasonable adjustments.

All proposed assessment tasks must be checked and confirmed as appropriate, fair, valid and reliable by an appropriately qualified and experienced Internal Quality Assurer (IQA) before being issued to learners.

Please note that assessment principles must comply with the CFA assessment strategy:

The CFA Assessment Strategy provides principles and guidance to Awarding Organisations for the assessment of competence-based units and qualifications (including Scottish Vocational Qualifications and National Vocational Qualifications) within Business

Administration, Customer Service and Management and Leadership in England, Scotland, Wales and Northern Ireland.

This document outlines Skills CFA principles in regards to:

- external quality control of assessment
- requirements of assessor and verifiers
- evidence
- employer direct model.

These principles are in addition to the generic criteria that Awarding Organisations must meet for delivery of qualifications as required by the qualification regulators.

6. Offering the qualification

Centres wishing to deliver this qualification will need to demonstrate the ability to adhere to quality assurance and assessment regulations.

All procedures for the use of this qualification or units of this qualification, including approval, registration of learners, verification and certification will be completed through Open College Network West Midlands, who will have an identified officer to support your centre. If you have any queries or difficulties at any time you should contact the Open College Network West Midlands office on 01902 624230.

If you are an Open College Network West Midlands Recognised Centre and you wish to add this qualification to your curriculum offer please also complete and submit an *Open College Network West Midlands New Course Notification Form*. This is available to download from [here](#). The completed form should be forwarded to your Business Development Manager for approval.

If you are not an Open College Network West Midlands Recognised Centre and you wish to offer the qualification, you will need to apply for Centre Recognition with us. To start the application process please email enquiries@opencollnet.org.uk or telephone 01902 624 239.

For more information visit 'Becoming a Centre' on our website.

Standardisation

Standardisation is a process that promotes consistency in the understanding and application of standards.

Standardisation:

- establishes statements on the standard of evidence required to meet the assessment criteria for the units in Open College Network West Midlands qualifications;
- makes recommendations on assessment practice;
- produces advice and guidance for the assessment of units;
- identifies good practice in assessment.

It is a requirement of the centre recognition process that each centre offering units from Open College Network West Midlands qualifications must contribute assessment materials and learners' evidence for standardisation if requested.

Open College Network West Midlands will notify centres of the required sample for standardisation purposes. Assessment materials, learners' evidence and tutor feedback will be sent to Open College Network West Midlands by centres.

Outcomes from standardisation will be available to centres through Open College Network West Midlands.

Support for centres

Open College Network West Midlands provide all of our centres with on-going support and advice on the use of Open College Network West Midlands units and qualifications, including the requirements for assessment.

If centres approved to offer Open College Network West Midlands units and qualifications have obtained a UKPRN (UK Provider Reference Number) from the UKRLP (UK Register of Learning Providers), this will be used as the centre reference number. If a centre has not obtained a UKPRN they will be issued with a unique Open College Network West Midlands centre number.

Information about obtaining a Unique Learner Number (ULN) on behalf of the learners is included in the *Open College Network West Midlands Centre Handbook*.

Centre responsibilities

Each centre should identify a centre contact who will be responsible for Open College Network West Midlands provision within the centre.

The centre contact must ensure all procedures relating to the delivery of the qualification operate effectively in the centre.

The centre contact is the person responsible for confirming and ensuring that the centre meets all the Open College Network West Midlands requirements for centre recognition.

The centre contact is responsible for ensuring all relevant Open College Network West Midlands documentation is distributed as required within the centre and that the security requirements for external assessment are adhered to, where applicable.

The information provided in this qualification guide is accurate at the time of publication but is subject to change. Open College Network West Midlands will occasionally update qualification information, so please refer to the 'Open College Network West Midlands Qualifications' page of our website to view any updates, including qualification end dates and the latest versions of our qualification guides.

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