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Qualification Specification

Highfield Level 3 Diploma in Business Administration (RQF)

Qualification Number: 601/4029/X

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Highfield Level 3 Diploma in Business Administration (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The Highfield Level 3 Diploma in Business Administration (RQF) is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is an English framework regulated by Ofqual. It is also suitable for delivery in Wales and Northern Ireland and is regulated by Qualification Wales and CCEA Regulation respectively.

It is supported by Skills CFA, the Sector Skills Council for occupations in business and administration, customer service, enterprise and business support, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector).

Key facts

Qualification number:	601/4029/X
Learning aim reference:	6014029X
Credit value:	58
Assessment method:	Portfolio of evidence
Guided learning hours (GLH):	282
Total qualification time (TQT):	580

Qualification overview and objective

The objective of this qualification is to support a role in the workplace. This qualification is aimed at learners working in a senior business administration role. It aims to develop learners' knowledge and understanding across a range of administrative practices and tasks, e.g. managing information.

It forms the knowledge and competency requirements of the Advanced Apprenticeship Framework in Business Administration. It can also be used on a stand-alone basis.

Entry requirements

It is recommended that learners have a basic level of literacy and numeracy before enrolling onto this course.

This qualification is approved for delivery to learners aged 16+.

Guidance on delivery

The total qualification time for this qualification is 580 hours, of which, a minimum of 282 (depending on units selected) are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

This qualification is assessed through completion of a portfolio of evidence, which will be internally assessed and internally quality assured by the centre. A portfolio of evidence gives centres flexibility in how individual assessment criteria are assessed. Suggested paperwork is available from the Download Area of the Highfield website in the Assessment Pack. If a centre would like to use alternative paperwork, this must be sent to the External Quality Support (EQS) team for approval before commencement of the course.

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.

Guidance on quality assurance

Highfield require centres to have in place a robust mechanism for internal quality assurance. Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring. EQS visits from Highfield will take place until direct claim status (DCS) is achieved.

Highfield Qualifications will support centres by conducting ongoing engagements to ensure and verify the effective and efficient delivery, assessment and IQA of the qualification.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

Assessor requirements

The primary responsibility of an assessor is to assess learners' performance in a range of tasks and to ensure the evidence submitted by the learner meets the requirements of the assessment criteria. It is important that an assessor can recognise occupational competence as specified by the national standard.

Highfield requires nominated assessors for this qualification meet the following requirements:

- have occupational experience in the qualification sector
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- hold, or be working towards, a recognised assessor qualification, which could include any of the following:
 - Level 3 Award in Assessing Competence in the Work Environment
 - A1/A2
 - D32/D33
 - maintain appropriate continued professional development for the subject area
-

Internal quality assurance (IQA) requirements

A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. Highfield requires internal quality assurers for this qualification meet the following requirements:

- have occupational experience in the qualification sector
 - hold, or be working towards, a recognised internal quality assurance qualification, which could include any of the following:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
 - D34
 - maintain appropriate continued professional development for the subject area
-

Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel that are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 3 Diploma in Management (RQF)
 - Level 4 qualifications in Management
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Useful websites

Skills CFA - <http://www.skillsca.org>

Appendix 1: Qualification structure

To complete the **Highfield Level 3 Diploma in Business Administration (RQF)** learners must achieve the following, totaling a minimum of **58 credits** overall:

- **all units** in Mandatory Group **A** totaling **27 credits**
- a **minimum of 13 credits** from Optional Group **B**
- a **maximum of 10 credits** from Optional Group **C**
- a **maximum of 8 credits** from Optional Group **D**

A **minimum of 40 credits** must be achieved through the completion of units at Level 3 or above.

Mandatory Group A

Learners must achieve **all units** in this group.

Unit reference	Unit Title	Level	Credit
Y/506/1910	Communicate in a business environment	3	4
T/506/2952	Manage personal and professional development	3	3
R/506/1940	Principles of business communication and information	3	4
Y/506/1941	Principles of administration	3	6
D/506/1942	Principles of business	3	10

Optional Group B

Learners must achieve a **minimum of 13 credits** from this group.

Unit reference	Unit Title	Level	Credit
D/506/1911	Contribute to the improvement of business performance	3	6
H/506/1912	Negotiate in a business environment	3	4
K/506/1913	Develop a presentation	3	3
M/506/1914	Deliver a presentation	3	3
T/506/1915	Create bespoke business documents	3	4
A/506/1916	Contribute to the development and implementation of an information system	3	6
F/506/1917	Monitor information systems	3	8
J/506/1918	Evaluate the provision of business travel or accommodation	3	5
L/506/1919	Provide administrative support in schools	3	5
F/506/1920	Administer parking and traffic challenges, representations and civil parking appeals	3	5
R/506/1923	Administer statutory parking and traffic appeals	3	6
T/506/1932	Administer parking and traffic debt recovery	3	5
J/506/1935	Administer legal files	3	5
L/506/1936	Build legal case files	3	5
Y/506/1938	Manage legal case files	3	5
K/506/1944	Manage an office facility	3	4

Unit reference	Unit Title	Level	Credit
M/506/1945	Analyse and present business data	3	6
Y/506/1809	Produce business documents	2	3
R/506/1811	Store and retrieve information	2	4
Y/506/1812	Produce minutes of meetings	2	3
D/506/1813	Handle mail	2	3
M/506/1816	Prepare text from shorthand	2	6
T/506/1817	Prepare text from recorded audio instruction	2	4
Y/506/2295	Maintain and issue stationery and supplies	2	3
L/506/1869	Contribute to the organisation of an event	2	3
D/506/1875	Organise business travel or accommodation	2	4
H/506/1876	Provide administrative support for meetings	2	4
T/506/1879	Administer human resource records	2	3
A/506/1883	Administer the recruitment and selection process	2	3
R/506/1887	Administer parking dispensations	2	3
R/506/1890	Administer finance	2	4
M/506/1895	Buddy a colleague to develop their skills	2	3
L/506/1905	Employee rights and responsibilities	2	2
R/506/1954	Support environmental sustainability in a business environment	4	4
D/506/1956	Resolve administrative problems	4	6
H/506/1957	Prepare specifications for contracts	4	4
K/506/1815	Prepare text from notes using touch typing	2	4

Optional Group C

Learners must achieve a **maximum** of **10 credits** from this group.

Unit reference	Unit Title	Level	Credit
T/506/1820	Promote equality, diversity and inclusion in the workplace ^[SEP]	3	3
A/506/1821	Manage team performance	3	4
J/506/1921	Manage individuals' performance	3	4
L/506/1922	Manage individuals' development in the workplace	3	3
Y/506/1924	Chair and lead meetings	3	3
J/506/2292	Encourage innovation	3	4
M/506/1928	Procure products and/or services	3	5
T/506/1929	Implement change	3	5
K/506/1930	Implement and maintain business continuity plans and processes	3	4
F/506/1934	Participate in a project	3	3
J/506/1949	Develop and maintain professional networks	4	3
Y/506/1955	Develop and implement an operational plan	4	5
K/506/1989	Manage physical resources	4	4

Unit reference	Unit Title	Level	Credit
K/506/1992	Prepare for and support quality audits	4	3
A/506/1995	Manage a budget	4	4
R/506/1999	Manage a project	4	7
L/506/2004	Manage business risk	4	6
R/506/2909	Recruitment, selection and induction practice	4	6
L/506/2150	Organise and deliver customer service	3	5
R/506/2151	Resolve customers' complaints	3	4
T/502/4301	Using email	3	3
Y/502/4629	Word Processing Software	3	6
Y/502/4632	Website Software	3	5
J/502/4626	Spreadsheet Software	3	6
T/502/4623	Presentation Software	3	6
J/502/4397	Bespoke Software	3	4
T/502/4556	Database Software	3	6

Optional Group D

Learners must achieve a **maximum of 8 credits** from this group.

Unit reference	Unit Title	Level	Credit
F/506/2596	Principles of leadership and management	3	8
K/502/9933	Principles of market research	3	5
T/502/9935	Principles of marketing and evaluation	3	7
F/502/9937	Principles of digital marketing and research	3	7
J/502/9938	Principles of marketing stakeholder relationships	3	3
Y/506/2152	Understand the customer service environment	3	5
D/506/1939	Understand the legal context of business	3	6
R/503/9324	Principles of Social Media within a Business	3	6

Barred Combinations:

If learners select one of the following units, the other must not also be chosen.

Unit reference	Unit Title	Level	Credit
J/506/1918	Evaluate the provision of business travel or accommodation	3	5
D/506/1875	Organise business travel or accommodation	2	4

Unit reference	Unit Title	Level	Credit
F/506/1934	Participate in a project	3	3
R/506/1999	Manage a project	4	7