



Level 3 Business Administration

Our qualification will equip you with a broad range of administrative skills such as information management, event co-ordination, systems analysis and project management. It is aimed at learners who work in roles with a degree of autonomy, and want to further improve their administrative and supervisory skills. Due to Welsh Government eligibility criteria, learners must be new to the business.

Benefits for the learner

- On the job learning to help you develop your skills
- More responsibility with the specific units to gain experience of office management
- Quality teaching by trainer coaches with industry links
- Achieve a nationally recognised qualification
- Access a wealth of resources through Moodle - our online learning platform

Benefits for the employer

- Increased productivity in business performance
- Optional units to tailor the qualification to your business needs
- Promote a culture of learning and development
- A strong focus on workplace performance
- Help with recruiting new staff to fill vacancies



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We invest in people Platinum



Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication and Application of Number qualifications are an integral element to the funded apprenticeship frameworks.

We offer a blended learning approach delivered remotely, face-to-face and using our online learner Moodle. You will be assessed via a 4 – 6 hour task and a 45 minute test for both Communication and Application of Number. Tests will be held in-person at our test centre.

If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

| Essential Skills | |
|---------------------------------|---------|
| Learners will need to complete: | |
| Application of Number | Level 2 |
| Digital Literacy | Level 2 |
| Communication | Level 2 |

Qualification Overview

To achieve our Level 3 Business Administration qualification, you must complete **58 credits in total (minimum 40 credits at Level 3 or above)**:

- Mandatory Group - **26 credits**
- Optional Group A - **13 credits**
- Optional Group B - **10 credits**
- Optional Group C - **8 credits**
- The qualification will take 12 months to complete

Mandatory Group

| Unit Title | Level | Credit Value |
|--|-------|--------------|
| Communication in a business environment | 3 | 4 |
| Principles of administration | 3 | 6 |
| Manage personal & professional development | 3 | 3 |
| Principles of business | 3 | 10 |
| Principles of business communication & information | 3 | 4 |

Optional Group A

| Unit Title | Level | Credit Value |
|---|-------|--------------|
| Contribute to improving business performance | 3 | 6 |
| Manage an office facility | 3 | 4 |
| Negotiate in a business environment | 3 | 4 |
| Analyse & present business data | 3 | 6 |
| Develop a presentation | 3 | 3 |
| Produce business documents | 2 | 3 |
| Deliver a presentation | 3 | 3 |
| Store & retrieve information | 2 | 4 |
| Create bespoke business documents | 3 | 4 |
| Produce minutes of meetings | 2 | 3 |
| Developing/implementing information systems | 3 | 6 |
| Handle mail | 2 | 3 |
| Monitor information systems | 3 | 8 |
| Prepare text from shorthand | 2 | 6 |
| Evaluate provision of business travel/accommodation | 3 | 5 |
| Prepare text from recorded audio | 2 | 4 |
| Provide administrative support in schools | 3 | 5 |
| Maintain/issue stationery & supplies | 2 | 3 |
| Administer parking/traffic challenges & appeals | 3 | 5 |
| Contribute to organising an event | 2 | 3 |
| Administer statutory parking/traffic appeals | 3 | 6 |
| Organise business travel/accommodation | 2 | 4 |
| Administer parking/traffic debt recovery | 3 | 5 |
| Provide support for meetings | 2 | 4 |
| Administer legal files | 3 | 5 |
| Administer human resource records | 2 | 3 |
| Build legal case files | 3 | 5 |
| Administer recruitment & selection | 2 | 3 |
| Manage legal case files | 3 | 5 |
| Administer parking dispensations | 2 | 3 |
| Administer finance | 2 | 4 |
| Support environmental sustainability | 4 | 4 |
| Buddy a colleague to develop their skills | 2 | 3 |
| Resolve administrative problems | 4 | 6 |
| Employee rights & responsibilities | 2 | 2 |
| Prepare specifications for contracts | 4 | 4 |

Optional Units B

| Unit Title | Level | Credit Value |
|--|-------|--------------|
| Promote equality and diversity in the workplace | 3 | 3 |
| Manage physical resources | 4 | 4 |
| Manage team performance | 3 | 4 |
| Prepare for and support quality audits | 4 | 3 |
| Manage individuals' performance | 3 | 4 |
| Manage a budget | 4 | 4 |
| Manage individuals' development in the workplace | 3 | 3 |
| Manage a project | 4 | 7 |
| Chair and lead meetings | 3 | 3 |
| Manage a business risk | 4 | 6 |
| Encourage innovation | 3 | 4 |
| Recruitment, selection and induction practice | 4 | 6 |
| Procure products/services | 3 | 5 |
| Organise and deliver customer service | 3 | 5 |
| Implement change | 3 | 5 |
| Resolve customers' complaints | 3 | 4 |
| Implement/maintain business continuity plans & processes | 3 | 4 |
| Using email | 3 | 3 |
| Participate in a project | 3 | 3 |
| Word processing software | 3 | 6 |
| Develop/maintain professional networks | 4 | 3 |
| Website software | 3 | 5 |
| Develop and implement an operational plan | 4 | 5 |
| Spreadsheet software | 3 | 6 |
| Presentation software | 3 | 6 |
| Bespoke software | 3 | 4 |

Optional Units C

| Unit Title | Level | Credit Value |
|---|-------|--------------|
| Principles of leadership & management | 3 | 8 |
| Principles of marketing stakeholder relations | 3 | 3 |
| Principles of market research | 3 | 5 |
| Understand customer service environments | 3 | 5 |
| Principles of marketing & evaluation | 3 | 7 |
| Principles of digital marketing & research | 3 | 7 |
| Principles of social media in business | 3 | 6 |

Progression

If you are in a suitable role, you could progress to:

- Level 4 Business Administration
- Level 3 Leadership and Management

