

To achieve the Level 3 Diploma in Business and Administration, learners must complete a minimum of 40 credits, of which at least 27 credits must come from units at Level 3:

1. Thirteen credits must be completed from Group A: Mandatory units; and,
2. A minimum of 14 credits from Group B. The balance can be from group B or C. Please discuss unit options with your assessor.

### Group A: Mandatory units

Manage own performance in a business environment	3	3
Evaluate and improve own performance in a business environment	3	3
Work in a business environment	3	4
Communicate in a business environment	3	3

### Group B: Optional units

Solve business problems	3	4
Work with other people in a business environment	3	4
Contribute to decision-making in a business environment	3	3
Negotiate in a business environment	3	5
Supervise a team in a business environment	3	6
Supervise an office facility	3	5
Contribute to running a project	3	5
Produce documents in a business environment	2	4
Prepare text from notes	2	3
Prepare text from notes using touch typing (40 wpm)	2	3
Prepare text from shorthand (60 wpm)	2	8
Prepare text from recorded audio instruction (40 wpm)	2	4
Design and produce documents in a business environment	3	4
Prepare text from notes using touch typing (60 wpm)	3	4
Prepare text from shorthand (80 wpm)	3	8
Prepare text from recorded audio instruction (60 wpm)	3	4
Support the organisation of an event	2	2
Support the co-ordination of an event	2	3
Support the organisation of business travel or accommodation	2	3
Support the organisation of meetings	2	4
Plan and organise an event	3	4
Co-ordinate an event	3	4
Plan and organise meetings	3	5
Organise business travel or accommodation	3	5
Evaluate the organisation of business travel or accommodation	3	2
Use electronic message systems	2	1
Use a diary system	2	3
Take minutes	2	4
Develop a presentation	3	3
Deliver a presentation	3	3
Handle mail	2	3
Provide reception services	2	3
Meet and welcome visitors	2	3
Deliver, monitor and evaluate customer services to internal customers	3	3
Deliver, monitor and evaluate customer services to external customers	3	3
Use customer service as a competitive tool	3	8
Monitor and solve customer service problems	3	6
Organise and report data	2	3
Research information	2	4
Store and retrieve information	2	3

More overleaf!

Archive information	2	2
Support the management and development of an information system	2	7
Support the design and development of an information system	3	7
Monitor information system	3	7
Analyse and report data	3	6
Design and develop an information system	4	7
Manage and evaluate an information system	4	6
Use office equipment	2	4
Maintain and issue stationery stock items	2	3
Order products and services	3	5
Agree a budget	3	4
Manage budgets	4	5
Respond to change in a business environment	2	3
Contribute to innovation in a business environment	3	4
Contribute to innovation in a business environment	4	6
Plan change for a team	4	6
Administer human resources records	2	3
Administer the recruitment and selection process	2	4
Administer parking and traffic challenges, representations and civil parking appeals	3	9
Administer statutory parking and traffic appeals	3	9
Administer parking and traffic debt recovery	3	9
Administer parking dispensations	2	4
Provide administrative support in schools	3	8
Administer legal files	3	7
Build case files	3	4
Manage case files	3	5

### Group C: Optional units

Use occupational health and safety guidelines when using keyboards	1	2
Bespoke software	2	3
Data management software	2	3
Database software	2	4
Improving productivity using IT	2	4
IT security for users	2	2
Presentation software	2	4
Set up an IT system	2	4
Spreadsheet software	2	4
Using collaborative technologies	2	4
Website software	2	4
Word processing software	2	4
Bespoke software	3	4
Data management software	3	4
Database software	3	6
Improving productivity using IT	3	5
IT security for users	3	3
Presentation software	3	6
Set up an IT system	3	5
Spreadsheet software	3	6
Using collaborative technologies	3	6
Website software	3	5
Word processing software	3	6
Manage physical resources	4	3
Manage the environmental impact of work activities	4	5
Provide leadership and direction for own area of responsibility	4	5
Support learning and development within own area of responsibility	4	5
Develop working relationships with colleagues and stakeholders	4	4

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