

NCFE Level 3 Diploma for Business Administrators (603/5359/4)

This document is intended only as a guide, and it is the responsibility of centre delivery staff to determine whether learners have fully met the standards of the qualification through recognised principles of assessment.

Skills	What is required (advancing key skills to support progression to management)	Unit and assessment criteria
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.	Unit 05: 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 2.1, 2.2, 2.3, 2.4, 2.5, 2.6 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8 4.1, 4.2, 4.3, 4.4 5.2, 5.3 6.1, 6.2, 6.3, 6.5
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	Unit 01: 1.4 2.3 3.1, 3.3, 3.4, 3.5, 3.6 4.1, 4.2, 4.3, 4.4, 4.6 5.2, 5.3, 5.4 Unit 02: 2.7, 2.8 Unit 03: 2.2 Unit 05: 1.1, 1.6 2.1

		<p>3.1, 3.2, 3.8 4.1, 4.2, 4.3, 4.4 5.2, 5.3 6.1, 6.2, 6.3, 6.4, 6.5, 6.6</p> <p>Unit 06: 4.1</p> <p>Unit 07: 2.4</p>
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.	<p>Unit 04: 1.2, 1.3, 1.4, 1.5, 1.8 2.1, 2.2, 2.3, 2.4, 2.5</p> <p>Unit 05: 6.2</p>
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.	<p>Unit 04: 1.4 2.5</p> <p>Unit 07: 2.3, 2.4 3.1, 3.2</p>
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.	<p>Unit 01: 2.2 3.3, 3.4, 3.6 4.2, 4.3, 4.4 5.1, 5.2, 5.3, 5.4</p> <p>Unit 03: 1.3, 1.4, 1.5 2.1, 2.2, 2.3, 2.4, 2.5, 2.6</p> <p>Unit 04: 1.7</p>

		Unit 06: 3.4
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation, eg coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.	Unit 01: 1.4 Unit 04: 2.1, 2.2, 2.3, 2.4, 2.5 Unit 05: 6.1, 6.2, 6.4 Unit 07: 1.2, 1.3, 1.4, 1.5, 1.6 2.1, 2.2, 2.3, 2.4, 2.5, 2.6
Planning and organisation	Takes responsibility for initiating and completing tasks and manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment, eg impact on clients, suppliers, other parts of the organisation. Manages resources, eg equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics, eg travel and accommodation.	Unit 01: 1.1, 1.2, 1.3, 1.4, 1.5 2.1 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7 4.1, 4.2, 4.3, 4.4, 4.5, 4.6 5.1, 5.2, 5.3, 5.4 Unit 06: 2.2, 2.3, 2.4 3.1, 3.2, 3.3 Unit 07 2.3, 2.4., 2.5
Project management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.	Unit 06: 2.2, 2.3, 2.4, 2.5 3.1, 3.2, 3.3, 3.4 4.1

Knowledge	What is required (in-depth knowledge of organisation and wider business environment)	Unit and assessment criteria
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.	Unit 02: 1.1, 1.3, 1.4 Unit 07: 1.1
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.	Unit 02: 1.2, 1.5 4.3 Unit 07: 1.1, 1.2
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.	Unit 01: 2.2 5.1 Unit 03: 1.1, 1.2, 1.3, 1.4, 1.5 Unit 06: 1.3 2.3 3.4 4.1
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health and safety, compliance etc. Supports the company in applying the regulations.	Unit 02: 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8 Unit 05: 6.6

Policies	Understands the organisation's internal policies and key business policies relating to sector.	Unit 02: 2.2, 2.5 Unit 05: 6.6
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.	Unit 02: 3.1, 3.2, 3.3, 3.4, 3.5 4.1, 4.2 Unit 06: 1.1, 1.2, 1.3, 1.4, 1.5 2.1 4.1
Processes	Understands the organisation's processes, eg making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applies a solutions-based approach to improve business processes and helps define procedures. Understands how to administer billing, process invoices and purchase orders.	Unit 01: 1.5 2.3 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7 4.1, 4.2, 4.3, 4.4, 4.5, 4.6 5.1, 5.3, 5.4 Unit 02: 4.3 Unit 05: 5.1
External environment factors	Understands relevant external factors, eg market forces, policy and regulatory changes, supply chain etc. and the wider business impact. Where necessary, understands the international/global market in which the employing organisation is placed.	Unit 02: 1.3, 1.4