



This qualification is for learners who work in, or who want to work in the business administration roles such as:

- Office Manager
- Administration Team Leader
- Personal Assistant
- Business Development Executive

The qualification gives learners the opportunity to develop the specific types of knowledge to underpin learners competence as well as the wider sector-related knowledge related to the job roles above. This includes the principles underpinning the resolution of administrative problems, the knowledge related to the management of an administrative function and the knowledge related to business communication models, systems and processes.

Develop and demonstrate a range of technical skills and behaviours that supports competence in the job roles stated above. This includes being able to identify administrative problems, being able to resolve administrative problems, being able to organise the work of an administrative function, being able to manage administrative workflows and being able to use both written and verbal communication in business, to have existing skills recognised and to achieve a nationally-recognised Level 4 qualification.



Course Delivery

Assessment will take place in the workplace and you will be supported by a training officer who has industry experience. Your training officer will visit you once per month for up to two hours and you will be given work to complete before your next assessment. You will have an online e-portfolio which you will use to gather evidence. Work based assessments and observations will be carried out and you will be expected to produce products of work to demonstrate your competence.

Entry Requirements

If an apprentice has not already achieved Level 2 communication, application of number & digital literacy they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use skills. Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

Recommended time on programme

24 Months

Pearson Edexcel Level 4 NVQ Diploma in Business Administration (QCF)

The learner will need to meet the requirements outlined in the table below before the qualification can be awarded.

Minimum number of credits that must be achieved	57
Minimum number of credits that must be achieved at level 4 or above	30
Number of mandatory credits that must be achieved	18
Number of optional credits that must be achieved from Group B	26
Number of optional credits that must be achieved from Group B or C	13

UNIT NO.	LEVEL	CREDITS	MANDATORY UNIT TITLE
1	4	6	Resolve Administrative Problems
2	4	5	Manage the Work of an Administrative Function
3	3	4	Communicate in a Business Environment
4	3	3	Manage Personal and Professional Development
GROUP B – OPTIONAL UNITS			
5	4	5	Contribute to the Design and Development of an Information System
6	4	6	Manage Information Systems
7	4	4	Prepare Specification for Contract
8	4	6	Manage Events
9	4	4	Support Environmental Sustainability in a Business Environment
10	3	6	Contribute to the Improvement of Business Performance
11	3	8	Monitor Information Systems
12	3	4	Negotiate in a Business Environment
13	3	5	Evaluate the Provision of Business Travel or Accommodation



UNIT NO.	LEVEL	CREDITS	UNIT TITLE
14	3	3	Develop a Presentation
15	3	4	Manage an Office Facility
16	3	3	Deliver a Presentation
17	3	6	Analyse and Present Business Data
18	3	4	Create Bespoke Business Documents
GROUP C – OPTIONAL UNITS			
19	4	4	Manage a Budget
20	4	5	Manage Knowledge in an Organisation
21	4	4	Develop Working Relationships with Stakeholders
22	4	3	Develop and Maintain Professional Networks
23	4	4	Manage Physical Resources
24	4	3	Prepare for and Support Quality Audits
25	4	6	Manage Business Risk- Barred combination with Unit 33: Establish Business Risk
26	4	3	Encourage Learning and Development
27	4	7	Manage a Project
28	4	4	Initiate and Implement Operational Change
29	4	3	Conduct Quality Audits
30	4	5	Develop and Implement an Operational Plan
31	5	5	Design Business Processes
32	5	6	Optimise the Use of Technology
33	5	5	Establish Business Risk Management Processes - Barred combination with Unit 25: Manage Business Risk (L/506/2004)
34	5	5	Promote Equality of Opportunity, Diversity and Inclusion
35	3	4	Manage Team Performance
36	3	4	Manage Individuals' Performance
37	3	5	Manage Conflict within a Team
38	3	4	Implement and Maintain Business Continuity Plans and Processes
39	3	5	Procure Products and/or Services
40	3	3	Collaborate with other Departments
41	3	3	Chair and Lead Meetings
42	4	4	Champion Customer Service
43	3	4	Encourage Innovation
44	4	6	Recruitment, Selection and Induction Practice



Pearson BTEC Level 4 Diploma in Business Administration (QCF)

Learners must achieve a minimum of 42 credits to achieve this qualification, including 17 credits from the mandatory units (Group A) and a minimum of 25 credits from the optional units (Group B).

KNOWLEDGE

UNIT NO.	LEVEL	CREDITS	MANDATORY UNIT TITLE
1	4	6	Business Administration Systems
2	4	5	Communicating in a Business
3	3	6	Managing Self Development
GROUP B – OPTIONAL UNITS			
6	4	4	Principles of Quality Management
7	4	15	Principles of Operational Planning
8	4	15	Managing Information and Knowledge
9	4	11	Understand How to Manage Work Activities to Improve Business Performance
10	4	10	Principles of Project Management
11	4	15	Principles of Internet and E-Business
12	4	5	Human Resource Management
13	5	8	Principles of Marketing
14	4	5	Information Systems
15	5	5	Finance for Administrative Managers
16	5	6	Business Risk Management
17	4	6	Managing People and Performance in a Business Environment
18	4	4	Stakeholder Engagement and Management
19	4	10	Principles of Administration for Executive Assistants
20	4	8	Principles of Customer Service Management
21	4	6	Principles of Management and Leadership in Organisations
22	3	4	Collaborating with Other Departments
23	4	5	Principles of Business Strategic Planning and Development

*Please look at specifications for barred units