

Pearson BTEC Level 3 Diploma in Business Administration

Unit 1: Business Fundamentals- Unit introduction An effective business administrator needs to develop an understanding of business fundamentals, including managing change, business finances, project management and effective stakeholder engagement. In this unit, you will learn about the principles of managing change and how to deliver projects effectively using project management tools and techniques. You will also learn about organisational governance and compliance relating to business finances, and the business processes needed to adhere to them. Finally, you will explore the different ways in which to engage effectively with stakeholders and the importance of stakeholder management.

Unit 2: Understanding Your Employer Organisation- In this unit, you will learn about your organisation's purpose, aims, vision, core values and culture and how these may be shaped by the local environment or sector in which it operates. You will explore internal factors, such as staffing, finance and organisational culture, and external factors, such as political, economic, social technological, legal and environmental, which influence an organisation's strategy. You will learn about analysis techniques used to understand the 'big picture' environment in which an organisation operates. You will assess the impact of external factors and the ways in which the outcomes of analysis are used to inform business planning and operations. Finally, you will learn the principles of key legislation, including health and safety, data protection and equality, developing your understanding of the responsibilities of the employer and employee in adhering to legislation and the potential consequences of non-compliance.

Unit 3: Understanding Personal Effectiveness in an Administrative Work Environment- In this unit, you will learn about professionalism and its importance in the workplace. You will develop knowledge and understanding of the transferable skills and personal attributes that underpin personal effectiveness in an administrative job role. You will also develop your understanding of the strategies required for developing these skills and personal attributes and explore the benefits they provide.

Unit 4: Using IT for Businesses- In this unit, you will apply your knowledge and skills to use a variety of IT software packages accurately, proficiently and independently for business purposes. You will select and use appropriate IT software that best meets the requirements of different business tasks. You will also follow relevant legal and organisational requirements when using IT software packages, including data protection and security.

Unit 5: Communicating in a Business Environment- In this unit, you will demonstrate the skills necessary to communicate effectively in a business environment, whether face to face, on the telephone or in writing. You will further demonstrate your communication skills in answering queries from inside and outside the organisation in a confident and timely manner. You will also learn about digital media platforms and how they can be used to communicate business information, including the guidelines for working with digital media, and consequences of misuse.

Unit 6: Managing Administrative Services- In this unit, you will manage administrative resources effectively, including identifying ways to maximise their use. You will plan and organise meetings or events from beginning to end, including the organisation of materials and the recording and circulation of accurate minutes. You will manage logistics arrangements to support administrative services within budget and procedural constraints, and ensure that all logistical arrangements made are communicated appropriately. You will demonstrate your ability to draft business correspondence from given instructions and produce documents and records that are professional and meet requirements. You will follow requirements for version control and ensure that the storing and maintaining of records, documents and files is

accurate and secure. You will ensure that business processes are effective, identifying and improving processes to make business practice more efficient, including the resolution of process issues and complaints. Finally, you will learn how to support others in their administrative work. You will follow legal and organisational processes and procedures when carrying out these activities.

Unit 7: Project Management- In this unit, you will use project management tools and techniques to scope, plan, manage, report and evaluate projects in your own area of responsibility. This will include considering and managing risks, managing resources effectively and working with internal/external stakeholders to achieve the required results. You will take ownership and be accountable for project decisions and outcomes, leading and managing the project to a successful outcome. You will also evaluate and report on the success of your project.

Unit 8: Managing Personal Effectiveness in an Administrative Job Role- In this unit, you will gain understanding of your organisation's structure and the role of your team within it. You will look at your role in the team and how it contributes to team objectives and benefits the organisation. You will explore the knowledge, skills and behaviours required to make a business administrator effective, and the impact that actions and behaviours have on others in the organisation.

You will apply your positive work ethics, demonstrating that you have the right personal attributes to do your job effectively and with professionalism. You will demonstrate the ability to manage your own performance in the workplace, including agreeing SMART objectives with your line manager and how they are monitored. This will help you to manage workloads and time in order to meet deadlines and quality standards.

You will identify and take up opportunities to improve your knowledge and skills in the workplace by agreeing development objectives, carrying out self-assessment activities, producing a professional development plan and monitoring and reviewing your plan in order to achieve development objectives.