

Level 3 Certificate in Business Administration



International
Qualifications from EDI

Syllabus

Effective from: 1 October 2001

INTRODUCTION

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and GOAL a leading online assessment provider. EDI now delivers LCCI International Qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

Level 3 Certificate in Business Administration

Aims

The aims of this syllabus are to enable candidates to develop:

- an understanding of administration and organisation
- knowledge of administration systems and procedures
- understanding of a range of business services and management support

Target Audience and Candidate Progression

This qualification is intended for candidates who are working or preparing to work in an administrative role which requires initiative and business awareness

Successful candidates who also obtain passes in English for Business Level 2, Business Practice Level 3 and in a Level 3 Office Skills award will qualify for the Level 3 Private Secretary's Diploma.

Successful candidates who also obtain a pass in a Level 3 IT award will qualify for the Level 3 Diploma in Business Administration.

Level of English Required

Candidates should have a standard of business English equivalent to LCCI IQ English for Business Level 2 .

Structure of the Qualification

The Level 3 Certificate in Business Administration is a single unit qualification that consists of the range of topics detailed below.

Syllabus Topics

- 1 Equipment, Materials, Services and Supplies
- 2 Work Environment and Controls
- 3 Procedures, Information and Communication
- 4 Organisation and Personal Effectiveness
- 5 Business Meetings, Events and Travel

Guided Learning Hours

EDI recommends that 140-160 Guided Learning Hours (GLHs) provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate the need for effective work practices, administration systems and procedures
- show awareness of the importance of accurate and timely information and effective business communication
- identify appropriate suppliers of equipment and services and after sales care
- identify appropriate equipment and services for given situations
- plan business meetings, events and travel

Coverage of Syllabus Topics in Examinations

The examination will consist of one question from each topic area.

Examination Format

The format of the examination is as follows:

- The time allowance for the examination is 2 hours 30 minutes
- Candidates will be required to complete 4 tasks from a choice of 5. There will be a task from each of the 5 syllabus areas
- All tasks carry equal marks
- Candidates will be provided with a scenario giving them their job title and employer details
- The tasks will be presented as 5 separate 'in-tray' exercises. Each task will simulate a task which could ordinarily be given in a real business situation. Tasks may be presented in various forms and there will be clarification of the requirements set out beneath each task
- Mark allocation for individual sections of the task will be shown on the examination paper.

Answer Formats

Unless otherwise requested, candidates will be asked to provide answers in one or more of the following formats:

- Short reports to include appropriate headings
- Forms and notices and lists. Simple form design or completion of a form may be required
- Letters, memos, faxes and e-mails. Any acceptable business style will be accepted. Letterheaded paper will not be required

Candidates may produce their answers on a word processor or computer but questions requiring form-filling will need to be completed by hand.

Mark Allocation

A positive marking approach is used.

Certification

Successful candidates will be awarded the Level 3 Certificate in Business Administration based on the achievement of the percentages and grades below:

Pass	50%
Credit	60%
Distinction	75%

Recommended Reading List and Support Material

Reading List

Title	Authors(s)	Publisher	ISBN Code
Business Administration, Third Level	LCCIEB Chief Examiner	LCCIEB	1-86247-001-4

Support Material

Model answers and past question papers are available from the LCCI website, www.lcci.org.uk

How to offer this qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com.

Alternatively you may contact your regional LCCI Office or Co-ordinating Authority.

Syllabus Topic

Items Covered

1 Equipment, Materials, Services and Supplies

Candidates must be able to:

1.1 Office equipment

1.1.1 Describe the use, functions, benefits and general care required for a range of business equipment and make comparison of different equipment on cost, advantages and efficiency including:

- photocopiers
- fax machines
- telecommunications equipment including telephone answering equipment
- pagers and mobile phones
- Multi-function equipment (combined uses)
- computers, word processors and
- typewriters
- printers
- mail room equipment
- binding and laminating equipment
- shredders

1.2 Specific purpose equipment

1.2.1 Select appropriate equipment for specific areas including:

- post room
- reception
- print room

1.3 Innovations

1.3.1 Describe innovations in business equipment and communications as they come into common usage and the advantages they bring including:

- delayed transmission fax
- voice recognition
- Internet
- other developments

1.4 Factors influencing Choice

1.4.1 Explain the factors which influence choice of equipment:

- volume of work
- location/distance, external/internal
- price/budget/cost
- rental/purchase/contract options
- reliability and after sales care

- 1.5 Faults reporting and after-sales service**
- 1.5.1 Describe reporting and recording procedures for equipment faults or service failure, remedial actions and contingency plans when faults or service failure disrupts urgent work
- 1.6 Consumables**
- 1.6.1 Describe the range of business stationery and consumables required and how the following influence choice between suppliers:
- volume and range
 - price/budget/cost considerations
 - delivery, reliability and after sales care
 - convenience/location
 - security
- 1.7 External services**
- 1.7.1 Be aware of reasons for choice and fitness for purpose of a range of external business services including:
- telecommunications services
 - local/international mail, parcel and courier services
 - freight services
 - staff agencies
 - secretarial services suppliers
- 2 Work Environment and Controls**
- Candidates must be able to:
- 2.1 Office design**
- 2.1.1 Demonstrate understanding of the influence that office design has on the working environment and employee performance including:
- use of space
 - open-plan/closed offices
 - furniture, fittings and decor
 - light, heat and ventilation
- 2.2 Work flow and output**
- 2.2.1 Explain how the office layout and location may contribute to:
- efficient work flow
 - improved distribution of work
 - improved output

2.3 Work practices	<p>2.3.1 Explain how changing work practices are impacting on the work environment including:</p> <ul style="list-style-type: none"> ▪ homeworking/teleworking and the virtual office ▪ flexitime
2.4 Safety	<p>2.4.1 Outline the need for safety and security in the work-place and make recommendations concerning:</p> <ul style="list-style-type: none"> ▪ safe usage of equipment ▪ risk assessment ▪ emergency procedures ▪ fire precautions ▪ safety notices ▪ induction and training of staff
2.5 Reporting procedures	<p>2.5.1 State the need for and give examples of procedures for recording and reporting accidents, fire and other emergencies</p>
2.6 Controls	<p>2.6.1 Outline the need for office controls, standards and documentation including:</p> <ul style="list-style-type: none"> ▪ stock records and stock monitoring ▪ petty cash systems and claims for expenses ▪ annual leave entitlement ▪ postage records ▪ equipment records/logs ▪ sign off requirements for purchase orders, budgets and invoices
3 Procedures, Information and Communication	<p>Candidates must be able to:</p>
3.1 Procedures and standards	<p>3.1.1 Describe the need for procedures and standards including:</p> <ul style="list-style-type: none"> ▪ form control and design ▪ company policy, procedures and quality control manuals ▪ turnaround times/meeting deadlines ▪ reporting and tracking work in progress

- 3.2 Records management**
- 3.2.1 Explain different systems, methods and standards for storing and retrieving information:
- manual/computerised/electronic/other
 - on site/off site/remote vaulting
 - indexing and classifying information
- 3.3 Visual communication**
- 3.3.1 Identify information requirements and the most suitable methods of conveying information including:
- text, graphics, tables and charts
 - flow charts
 - visual aids
 - planning boards
- 3.4 Methods of communication**
- 3.4.1 Select an appropriate communication medium and method for a given purpose, understanding and explaining its advantages:
- letter
 - memorandum
 - report
 - form
 - fax
 - e-mail
 - telephone call
 - face-to-face communication (meetings)
 - teleconferencing/videoconferencing
- 3.5 Security of information**
- 3.5.1 Explain the need for security and confidentiality of certain types of business documentation and communications:
- personnel records
 - financial information
 - product or service information
 - customer details
- 3.6 Appropriate tone**
- 3.6.1 Explain the need for using appropriate tone, register and style when meeting or replying to external agencies/members of the public/customers/colleagues and seniors

3.7 Sources of information

3.7.1 Outline sources of business information:

- libraries
- Internet
- suppliers and customers
- reference and user manuals
- office exhibitions
- trade/professional bodies
- agents and consultants
- network groups

4 Organisation and Personal Effectiveness

Candidates must be able to:

4.1 Absence cover

4.1.1 Draw up rotas for office cover and absences and make contingency arrangements

4.2 Time management

4.2.1 Work effectively and understand the need for:

- clear job descriptions and instructions on task allocation
- planning and prioritising of work
- action plans and schedules
- good practice in diary and appointment planning

4.3 Using technology to assist planning

4.3.1 Explain how technology may assist in planning and meeting deadlines for work:

- electronic diary/follow up systems
- electronic planners
- mobile and portable computer systems

4.4 Work patterns

4.4.1 Outline different work patterns, their advantages and disadvantages:

- flexitime
- homeworking/teleworking
- job sharing
- portfolio working
- contract work
- project teams

4.5 Effective teamwork	<p>4.5.1 Describe the need for, and ways of ensuring, effective teamwork:</p> <ul style="list-style-type: none"> ▪ meeting work deadlines ▪ management support ▪ cover for office at all times ▪ fair distribution of work ▪ responsibility for personal and team development
4.6 Performance monitoring	<p>4.6.1 Recognise the need for appraisal and performance monitoring including training and development needs linked to individual and team objectives</p>
5 Business Meetings, Events and Travel	<p>Candidate must be able to:</p>
5.1 Administrative arrangements	<p>5.1.1 Explain the stages involved in preparing for meetings and events and the planning and documentation requirements including:</p> <ul style="list-style-type: none"> ▪ agenda/programme ▪ invitations ▪ speakers/participants/guests/delegates' information ▪ viewing venues ▪ refreshments/food arrangements ▪ equipment and facilities ▪ syndicate/conference rooms ▪ seating plan ▪ method and timing of payments ▪ name badges ▪ visual aids ▪ reception staff ▪ registering delegates ▪ briefing participants/contributors/Chairman
5.2 Features and choice of venue	<p>5.2.1 Identify and describe features of suitable venues, and explain reasons for choice of venue:</p> <ul style="list-style-type: none"> ▪ numbers of guests/delegates ▪ external/internal attendees ▪ budget ▪ profile of event ▪ availability and location ▪ equipment and other facilities ▪ communication and transport network

5.3 Monitoring and evaluation

5.3.1 Explain what is required on the day of and after an event or meeting:

- final check of facilities, venue and equipment
- back up availability
- monitoring of proceedings
- payment arrangements
- evaluation of event

5.4 Travel arrangements

5.4.1 List requirements necessary to make arrangements for business travel and accommodation:

- preferences relating to mode of transport
- travel agencies/airlines
- researching relevant information on destination(s) including visa, time zone, public holidays, health and security requirements
- planning of itineraries
- booking and confirmation arrangements
- briefing of travellers
- interpreters
- travel connections
- bills/expenses to be paid and different methods of payment

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