

Business Administration Level 3 Units

Unit 113 - Use occupational and safety guidelines when using keyboards

Unit 207 - Use electronic message systems

Unit 208 - Use diary systems

Unit 209 - Take minutes

Unit 210 - Handle mail

Unit 211 - Provide reception services

Unit 212 - Produce documents in a business environment

Unit 213 - Prepare text from notes

Unit 214 - Prepare text from notes using touch typing (40 wpm)

Unit 215 - Prepare text from shorthand (60 wpm)

Unit 216 - Prepare text from recorded audio instruction (40 wpm)

Unit 217 - Organise and report data

Unit 218 - Research information

Unit 219 - Store and retrieve information

Unit 220 - Archive information

Unit 221 - Use office equipment

Unit 222 - Maintain and issue stationery stock items

Unit 223 - Support the organisation of an event

Unit 224 - Support the co-ordination of an event

Unit 225 - Support the organisation of business travel or accommodation

Unit 226 - Support the organisation of meetings

Unit 227 - Respond to change in a business environment

Unit 228 - Support the management and development of an information system

Unit 229 - Administer human resources records

Unit 230 - Administer the recruitment and selection process

Unit 238 - Bespoke software

Unit 239 - Data management software

Unit 240 - Database software

Unit 241 - Improving productivity using IT

Unit 242 - IT security for users

Unit 243 - Presentation software

Unit 244 - Set up an IT system

Unit 245 - Spreadsheet software

Unit 246 - Using collaborative technologies

Unit 247 - Website software

Unit 248 - Word processing software

Unit 256 - Meet and welcome visitors

Unit 257 - Administer parking dispensations

Unit 301 - Manage own performance in a business environment

Unit 302 - Evaluate and improve own performance in a business environment

Unit 303 - Work in a business environment

Unit 304 - Solve business problems

Unit 305 - Work with other people in a business environment

Unit 306 - Contribute to decision-making in a business environment

Unit 307 - Negotiate in a business environment

Unit 308 - Supervise a team in a business environment

Unit 309 - Communicate in a business environment

Unit 310 - Develop a presentation

Unit 311 - Deliver a presentation

Unit 312 - Design and produce documents in a business environment

Unit 313 - Prepare text from notes using touch typing (60 wpm)

- Unit 314 - Prepare text from shorthand (80 wpm)
- Unit 315 - Prepare text from recorded audio instruction (60 wpm)
- Unit 316 - Support the design and development of an information system
- Unit 317 - Monitor information systems
- Unit 318 - Analyse and report data
- Unit 319 - Order products and services
- Unit 320 - Plan and organise an event
- Unit 321 - Co-ordinate an event
- Unit 322 - Plan and organise meetings
- Unit 323 - Organise business travel or accommodation
- Unit 324 - Evaluate organisation of business travel or accommodation
- Unit 325 - Supervise an office facility
- Unit 326 - Contribute to innovation in a business environment
- Unit 327 - Contribute to running a project
- Unit 328 - Deliver, monitor and evaluate customer service to internal customers
- Unit 329 - Deliver, monitor and evaluate customer service to external customers
- Unit 330 - Agree a budget
- Unit 332 - Provide administrative support in schools
- Unit 333 - Administer parking and traffic challenges, representations and civil parking appeals
- Unit 334 - Administer statutory parking and traffic appeals
- Unit 335 - Administer parking and traffic debt recovery
- Unit 338 - Administer legal files
- Unit 342 - Bespoke software
- Unit 343 - Data management software
- Unit 344 - Database software
- Unit 345 - Improving productivity using IT

Unit 346 - IT security for users

Unit 347 - 347_Presentation_software

Unit 348 - Set up an IT system

Unit 349 - Spreadsheet software

Unit 350 - Using collaborative technologies

Unit 351 - Website software

Unit 352 - Word processing software

Unit 353 - Use customer service as a competitive tool

Unit 354 - Monitor and solve customer service problems

Unit 356 - Build case files

Unit 357 - Manage case files

Unit 410 - Design and develop an information system

Unit 411 - Manage and evaluate an information system

Unit 418 - Contribute to innovation in a business environment

Unit 419 - Plan change for a team

Unit 421 - Manage budgets

Unit 422 - Manage physical resources

Unit 423 - Manage the environmental impact of work activities

Unit 426 - Provide leadership and direction for own area of responsibility

Unit 427 - Support learning and development within own area of responsibility

Unit 428 - Develop working relationships with colleagues and stakeholders