

## TQUK Level 4 Diploma in Business Administration (RQF)

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales.

Our qualifications are designed to support and encourage learners to develop their knowledge and skills

### Qualification Purpose

The purpose of the qualification is to support learners in a work role by providing underpinning knowledge of a wide range of business administration activities.

The qualification is a knowledge component of the Higher Apprenticeship in Business Administration.

### Entry Requirements

There are no specific entry requirements however learners should have a minimum of Level two in literacy and numeracy or equivalent.

### Structure

Learners must achieve a minimum of 42 credits: 17 credits from the mandatory units and a minimum of 25 credits from the optional units.

no.	Unit title	Unit ref	Level	Credit value	GLH
1	Business Administration Systems	F/506/4140	4	6	31
2	Communicating in a Business	D/506/4145	4	5	28
3	Managing Self Development	T/506/4149	3	6	36

10 credits from Group B and 9 credits from either Group B or Group C					
no.	Unit title	Unit ref	Level	Credit value	GLH
1	Principles of Operational Planning	M/506/4182	4	15	67
2	Principles of Project Management	F/506/4185	4	10	57



### **Assessment**

The qualification is assessed by internally set and marked assessments subject to external quality assurance. Where indicated in the unit specifications, assessment must meet the requirements of the identified assessment strategy/principles.

All learning outcomes must be met to achieve a pass - there is no grading.

### **Course Delivery**

#### **Pre-Course Information**

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

#### **Initial Assessment**

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

#### **Learner Registration**

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

#### **Guided Learning Hours**

These hours are made up of all real time contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training.  
GLH for this qualification is 195.

#### **Total Qualification Time**

Total Qualification Time for this qualification is 420 hours



## Units of assessment

### Mandatory Unit – Unit 1

Title:	Business Administration Systems F/506/4140	
Level:	4	
Credit value:	6	
Guided learning hours:	31	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1. Understand administrative systems	1.1	Explain the features of administrative systems used in different types and sizes of organisation
	1.2	Explain how organisations manage the flow of information
	1.3	Evaluate the role of information and communication technology (ICT) in supporting administration
2. Understand how systems thinking affects the administrative performance of organisations	2.1	Explain the stages of systems development
	2.2	Explain the contribution of systems thinking to efficient administrative performance
	2.3	Analyse the drawbacks to systems thinking in a organisational context
	2.4	Evaluate the benefits of implementing systems change
3. Understand the role of policies and procedures in meeting customer requirements	3.1	Explain the difference between administrative policies and procedures
	3.2	Analyse the purpose of formal and informal administrative policies and procedures
	3.3	Analyse methods for evaluating the effectiveness of procedures
	3.4	Analyse the relationship between formulating policy and preparing procedures
	3.5	Analyse how to ensure the procedures meet customer requirements



## Units of assessment

Mandatory Unit – Unit 2

Title:	Communicating in a Business D/506/4145	
Level:	4	
Credit value:	5	
Guided learning hours:	28	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1. Understand the principles of effective communication in organisations	1.1	Evaluate the appropriateness and efficiency of different communication channels and tools
	1.2	Explain the use of vertical, lateral or networked communication channels and tools
	1.3	Explain how the use of clear and correct language supports effective communication
2. Understand the role of communication in organisations	2.1	Analyse the features of different models of business communication that support administrative services
	2.2	Evaluate the strengths and weaknesses of an organisation's communications system
	2.3	Justify improvements to an organisation's communications system



Units of assessment

Mandatory Unit – Unit 3

Title:	<b>Managing Self Development T/506/4149</b>	
Level:	3	
Credit value:	6	
Guided learning hours:	36	
Learning outcomes The learner will:	Assessment criteria The learner can:	
1 Understand how Continuous Professional Development (CPD) influences personal effectiveness	1.1	Evaluate the role of CPD in organisations
	1.2	Analyse the influence of CPD on individuals
	1.3	Evaluate the effectiveness of different forms of CPD
2 Understand own values, career and personal goals in relation to a work role and professional development	2.1	Analyse the importance of considering own values, career and personal goals and how these relate to your job role and professional development
	2.2	Describe how to evaluate the current requirements of a work role and how the requirements may evolve in the future
	2.3	Describe how to identify gaps between current knowledge and skills required for achieving objectives
	2.4	Explain how to set objectives which are SMART
	2.5	Explain how to identify your own development needs
3 Understand how to plan development	3.1	Explain how to develop an effective development plan
	3.2	Analyse the different types of learning styles and how these contribute to own performance
	3.3	Describe development activities and how these contribute to performance
4 Understand how to monitor and evaluate development activities	4.1	Analyse how to monitor the quality of own work and progression against plans
	4.2	Explain how to evaluate your performance against the requirements of your work role
	4.3	Explain how to use feedback in your own

