

# Business Administration

Level 4 QCF units

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<b>Title</b>	Manage the work of an administrative function	
<b>Skills CFA Reference</b>	B&A 62	
<b>Level</b>	4	
<b>Credit Value</b>	5	
<b>GLH</b>	27	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the management of an administrative function	1.1 Evaluate the way in which the purpose and values of an organisation affect the design and delivery of administrative services 1.2 Analyse the role of IT systems in the delivery of administrative services 1.3 Explain how budgetary constraints affect administrative functions 1.4 Analyse techniques to manage team members 1.5 Evaluate the role of stakeholder feedback in the design and delivery of administrative services 1.6 Explain techniques used to monitor and evaluate administrative work 1.7 Explain techniques to manage bottlenecks and downtime in a way that meets volume targets and quality standards	
2. Be able to organise the work of an administrative function	2.1 Agree specific, measurable, achievable, realistic and time-bound (SMART) objectives with their team 2.2 Specify how business targets and objectives will be achieved 2.3 Develop systems and standard operating procedures for administrative processes that meet organisational and legal requirements 2.4 Set key performance indicators (KPIs) that are capable of measuring the progress and efficiency of the work of an administrative function 2.5 Obtain resources likely to enable targets and objectives to be met within the agreed timescale	

	2.6 Allocate workloads in a way that is likely to meet targets, deadlines and budgetary constraints
3. Be able to manage administrative workflows	3.1 Manage workflow in a way that is likely to meet volume targets and quality standards 3.2 Minimise downtime and productivity waste 3.3 Provide support that facilitates the development of team members and the achievement of targets and objectives 3.4 Produce timely management reports that address workflow information requests 3.5 Use feedback to prevent and resolve problems 3.6 Evaluate the efficiency and effectiveness of administrative services 3.7 Implement improvements to administrative services based on the results of evaluation 3.8 Adhere to organisational policies and procedures, legal and ethical requirements in managing administrative workflows

Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAF173 Manage work in a business environment
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Principles of administrative management	
<b>Skills CFA Reference</b>	B&A 63	
<b>Level</b>	4	
<b>Credit Value</b>	5	
<b>GLH</b>	43	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the role of the administrative function in the achievement of an organisation's business objectives	1.1 Evaluate the administrative needs of an organisation's stakeholders 1.2 Explain the legal status and implications of service level agreements (SLA) 1.3 Evaluate the resource implications of fulfilling a SLA 1.4 Analyse the implications for administration of different types of organisational structure 1.5 Explain techniques to evaluate the efficiency and effectiveness of an administration function	
2. Understand an organisation's administrative systems	2.1 Explain the flow of information within an organisation 2.2 Analyse the impact of an organisation's size on the design and characteristics of its information systems 2.3 Evaluate the impact of systems thinking on organisational administrative performance 2.4 Evaluate the effectiveness of an organisation's administrative policies and procedures	
3. Understand communication within organisations	3.1 Analyse the characteristics of communication systems used to support administrative functions 3.2 Describe the features of communication models 3.3 Evaluate the advantages and limitations of lateral, networked and vertical communication channels	

Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit	

and relevant national occupational standards or other professional standards or curricula (if appropriate)	
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Contribute to the design and development of an information system	
<b>Skills CFA Reference</b>	B&A 64	
<b>Level</b>	4	
<b>Credit Value</b>	5	
<b>GLH</b>	23	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand information system design requirements	1.1 Analyse the requirements, advantages and limitations of different ways of storing and managing information in an organisation 1.2 Assess the ways in which information can be used by an organisation 1.3 Evaluate the implications of data protection requirements for the design of an information system	
2. Be able to contribute to the specification of an information system	2.1 Identify the users and stakeholders of an information system 2.2 Identify the information that will be managed within a system 2.3 Analyse the impact of budgetary constraints on the design of an information system 2.4 Specify the functionality of a system that is capable of delivering agreed requirements 2.5 Specify access and security restrictions and systems that meet the design specification of an information system 2.6 Identify resources needed to implement and operate the system 2.7 Adhere to organisational policies and procedures, legal and ethical requirements when contributing to the specification of an information system	
3. Be able to recommend options for the development of an information system	3.1 Evaluate the advantages and limitations of proprietary and customised information systems 3.2 Evaluate the advantages and limitations of designing a system in-house and commissioning a system from an external source	

	<p>3.3 Identify the implications of testing information systems before finalising the specification</p> <p>3.4 Justify recommendations for the development of an information system based on an analysis of cost-effectiveness and functionality</p>
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Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAD111 Support the design and development of information systems
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	



<b>Title</b>	Manage information systems	
<b>Skills CFA Reference</b>	B&A 65	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>GLH</b>	30	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the management of information systems	1.1 Explain the uses of an information system 1.2 Describe typical information system interfaces 1.3 Analyse the implications of system updates and system developments to an organisation 1.4 Analyse the use of stakeholders' feedback on the effectiveness of an information system 1.5 Evaluate the implications of data protection requirements for the management and use of an information system	
2. Be able to set up information system processes	2.1 Develop standard operating procedures for administrative processes that meet organisational and legal requirements 2.2 Implement management processes that are capable of identifying and resolving problems 2.3 Analyse users' training needs for an information system	
3. Be able to manage an information system	3.1 Monitor the quality of information against agreed key performance indicators (KPIs) 3.2 Update information systems in line with business and users' needs 3.3 Provide training and support in the use of information systems to users and stakeholders 3.4 Manage problems in the information system in a way that minimises disruption to business 3.5 Evaluate the effectiveness of an information system	

	<p>3.6 Make recommendations for improvements that will enhance the efficiency of an information system</p> <p>3.7 Adhere to organisational policies and procedures, legal and ethical requirements in the management of an information system</p>
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Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAD122 Manage and evaluate information systems
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Support environmental sustainability in a business environment	
<b>Skills CFA Reference</b>	B&A 66	
<b>Level</b>	4	
<b>Credit Value</b>	4	
<b>GLH</b>	38	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the principles supporting environmental sustainability in a business environment	1.1 Describe current legislation in relation to environmental sustainability in a business environment 1.2 Explain government incentives that support environmental sustainability in a business environment 1.3 Analyse the relationship between environmental sustainability and corporate social responsibility 1.4 Explain the health and safety considerations for environmental sustainability and waste management 1.5 Explain techniques to evaluate the impact of an organisation's environmental and sustainability policies and procedures	
2. Be able to implement best practice in environmental sustainability in a business environment	2.1 Identify the environmental standards that are relevant to an organisation 2.2 Evaluate the impact of an organisation's business on its environment 2.3 Promote a culture of efficient consumption of energy in line with an organisation's energy management policies 2.4 Establish procedures to minimise waste and maximise the recycling of materials 2.5 Establish procedures to meet hazardous waste regulations 2.6 Adhere to organisational policies and procedures, legal and ethical requirements when implementing best practice in a business environment	

Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAF172 Undertake work in a business environment
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Resolve administrative problems	
<b>Skills CFA Reference</b>	B&A 67	
<b>Level</b>	4	
<b>Credit Value</b>	6	
<b>GLH</b>	56	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the principles underpinning the resolution of administrative problems	1.1 Evaluate the effectiveness of different types of information on an administrative function 1.2 Explain the basis for selecting tools, techniques and strategies to analyse administrative functions 1.3 Explain the constraints attached to the use of resources needed to resolve administrative problems 1.4 Explain how to apply risk assessment and management techniques to identify and resolve administrative problems 1.5 Analyse the effectiveness of different techniques used to resolve administrative problems	
2. Be able to identify administrative problems	2.1 Collect information relevant to the administrative problem 2.2 Use analytical techniques that are appropriate to the administrative problem 2.3 Clarify whether an administrative problem is recurrent, intermittent or a sole instance 2.4 Identify patterns of issues and problems 2.5 Identify the likely cause of an administrative problem	
3. Be able to resolve administrative problems	3.1 Select a strategy that is appropriate for the nature, scale, seriousness and priority of the administrative problem 3.2 Develop a plan that addresses the administrative problem whilst minimising disruption to business 3.3 Identify success criteria that are capable of measuring the effectiveness of solutions to solve administrative	

	<p>problems</p> <p>3.4 Implement a problem-solving plan within the agreed timescale and constraints</p> <p>3.5 Take action to ensure that systems and processes are capable of preventing future reoccurrences</p> <p>3.6 Evaluate the effectiveness of problem solving activities</p> <p>3.7 Adhere to organisational policies and procedures, legal and ethical requirements when resolving administrative problems</p>
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Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAG127 Solve business problems
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Prepare specifications for contracts	
<b>Skills CFA Reference</b>	B&A 68	
<b>Level</b>	4	
<b>Credit Value</b>	4	
<b>GLH</b>	23	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand the principles supporting the preparation of specifications for contracts	1.1 Explain the scope of contract specifications 1.2 Explain the roles and interests of those who should be involved in a tender process 1.3 Analyse the legal implications of a range of types of contracts and agreements 1.4 Explain the requirements of confidentiality and data protection 1.5 Evaluate the risks associated with procurement and tendering processes 1.6 Explain the basis for the design of a tender evaluation process	
2. Be able to prepare specifications for contracts	2.1 Confirm the requirements for the contract specification 2.2 Draft contract specifications that meet the requirements including post-contractual requirements 2.3 Specify the parameters of the contract in line with the requirements 2.4 Provide sufficient information to enable potential suppliers to develop proposals that are capable of meeting the specification 2.5 Define objective selection criteria to evaluate tender proposals 2.6 Establish a selection process that meets organisational requirements 2.7 Adhere to organisational policies and procedures, legal and ethical requirements when preparing specifications for contracts	

Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAF132 Prepare specifications for contracts
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	



<b>Title</b>	Manage events
<b>Skills CFA Reference</b>	B&A 69
<b>Level</b>	4
<b>Credit Value</b>	6
<b>GLH</b>	49
<b>Unit Reference No.</b>	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
The learner will:	The learner can:
1. Understand the management of an event	1.1 Explain how organisational objectives will be met by an event 1.2 Explain the flexibilities and constraints of an event's budget 1.3 Evaluate the use of project management techniques in event management 1.4 Analyse how models of contingency and crisis management can be applied to event management 1.5 Analyse the use of customer relationship management (CRM) systems to attract attendees 1.6 Evaluate the application of the principles of logistics to event management 1.7 Describe the insurance requirements of an event
2. Be able to manage the planning of an event	2.1 Identify the purpose of an event and the key messages to be communicated 2.2 Identify target attendees for an event 2.3 Assess the impact of an event on an organisation and its stakeholders 2.4 Establish requirements for resources, location, technical facilities, layout, health and safety 2.5 Identify how event-related risks and contingencies will be managed 2.6 Develop an event plan that specifies objectives, success and evaluation criteria 2.7 Make formal agreements for what will be provided, by whom and when 2.8 Determine methods of entry, security, access and pricing

3. Be able to manage an event	<p>3.1 Manage the allocation of resources in accordance with the event management plan</p> <p>3.2 Respond to changing circumstances in accordance with contingency plans</p> <p>3.3 Deliver agreed outputs within the timescale</p> <p>3.4 Manage interdependencies, risks and problems in accordance with the event management plan</p> <p>3.5 Comply with the venue, insurance and technical requirements</p> <p>3.6 Apply the principles and good practice of customer care when managing an event</p> <p>3.7 Adhere to organisational policies and procedures, legal and ethical requirements when managing an event</p>
4. Be able to follow up an event	<p>4.1 Ensure that all post-event leads and/or actions are followed up</p> <p>4.2 Optimise opportunities to take actions that are likely to further business objectives</p> <p>4.3 Evaluate the effectiveness of an event against agreed criteria</p>

Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	CFABAA312Organise and co-ordinate events
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Principles of quality management	
<b>Skills CFA Reference</b>	B&A 70	
<b>Level</b>	4	
<b>Credit Value</b>	4	
<b>GLH</b>	39	
<b>Unit Reference No.</b>		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will:	The learner can:	
1. Understand approaches to quality management	1.1 Evaluate the concept, purpose and scope of quality management 1.2 Analyse the evolution of the quality movement 1.3 Distinguish between quality management, quality control and quality assurance 1.4 Analyse the features of different approaches to quality management	
2. Understand the benefits of quality management	2.1 Analyse the scope of potential benefits for an organisation of effective quality management 2.2 Explain the interface between quality management and customer satisfaction 2.3 Evaluate the implications for continuous improvement of quality management	
3. Understand the use of quality controls	3.1 Analyse a range of quality measurement systems 3.2 Explain the purpose of user and non-user surveys 3.3 Analyse the relationship between quality controls and customer complaints 3.4 Evaluate the risks attached to the self-assessment of the quality of business performance 3.5 Evaluate the benefits of involving others in the management of quality	

<b>Additional Information about the unit</b>	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	

Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15.3
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	

<b>Title</b>	Principles of professional business administration
<b>Skills CFA Reference</b>	B&A 71
<b>Level</b>	4
<b>Credit Value</b>	13
<b>GLH</b>	95
<b>Unit Reference No.</b>	NOTE: This unit will not be used in the competence qualification, but we plan to put it on the QCF for shared use regardless.
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
The learner will:	The learner can:
1. Understand the design and development of an information system	1.1 Analyse the requirements, advantages and limitations of different ways of storing and managing information 1.2 Evaluate the implications of data protection and access requirements for the design of an information system 1.3 Explain the way in which users' and stakeholders' requirements and the information to be managed affect the design of a system 1.4 Analyse the impact of budgetary constraints on the design of an information system 1.5 Explain how to identify the functionality of a system that is capable of delivering agreed requirements 1.6 Explain the requirements of testing systems before finalising the specification
2. Understand the management of information systems	2.1 Explain the interfaces of an information system 2.2 Analyse the implications of system updates and system developments to an organisation 2.3 Explain the requirements of standard operating procedures for administrative processes to meet organisational and legal requirements 2.4 Analyse users' training needs 2.5 Explain how to monitor the quality of information against agreed key performance indicators (KPIs) 2.6 Evaluate the effectiveness of an information system

<p>3. Understand environmental sustainability in a business environment</p>	<p>3.1 Describe current legislation and government incentives that support environmental sustainability in a business environment</p> <p>3.2 Analyse the relationship between environmental sustainability and corporate social responsibility</p> <p>3.3 Analyse the health and safety considerations for environmental sustainability and waste management</p> <p>3.4 Explain techniques to evaluate the impact of an organisation's environmental and sustainability policies and procedures</p> <p>3.5 Identify the environmental standards that are relevant to an organisation</p>
<p>4. Understand the resolution of administrative problems</p>	<p>4.1 Explain how to evaluate the effectiveness of a range of sources and types of information</p> <p>4.2 Explain the basis for selecting analytical and problem solving tools, techniques and strategies</p> <p>4.3 Explain the constraints attached to the use of resources needed to resolve problems</p> <p>4.4 Explain how to apply risk assessment and management techniques to identify and resolve problems</p> <p>4.5 Explain the requirements of a problem solving plan</p> <p>4.6 Explain the significance of identifying whether a problem is recurrent, intermittent or a sole instance</p>
<p>5. Understand the preparation of specifications for contracts</p>	<p>5.1 Explain the scope of contract specifications</p> <p>5.2 Explain the roles and interests of those who should be involved in a tender process</p> <p>5.3 Analyse the legal implications of a range of types of contracts and agreements</p> <p>5.4 Explain the requirements of confidentiality and data protection</p> <p>5.5 Evaluate the risks associated with the procurement and tendering processes</p> <p>5.6 Explain the basis for the design of a</p>

	contract specification and selection process
6. Understand the management of events	<p>6.1 Evaluate the extent to which an event has met its purpose</p> <p>6.2 Explain the flexibilities and constraints of an event plan, budget and insurance requirements</p> <p>6.3 Evaluate the use of project management, contingency and crisis management techniques</p> <p>6.4 Analyse the use of customer relationship management (CRM) systems to attract attendees</p> <p>6.5 Evaluate the application of the principles of logistics to event management</p> <p>6.6 Evaluate the importance of effective post-event follow up</p>

Additional Information about the unit	
Unit expiry date	
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	