

Qualification Specification

601/4359/9

iCQ Level 4 Diploma in Business and Administration (RQF)



Qualification Details

Title : iCQ Level 4 Diploma in Business and Administration (RQF)
Awarding Organisation : iCan Qualifications Limited
Fees Price List Url : https://icanqualify.net
Qualification Type : RQF
Qualification Sub Type : None
Qualification Level : Level 4
Qualification Sub Level : None
EQF Level : Level 5
Regulation Start Date : 20-Aug-2014
Operational Start Date : 01-Sep-2014
Offered In England : Yes
Offered In Wales : Yes
Offered In Northern Ireland : Yes
Assessment Language In English : Yes
Assessment Language In Welsh : No
Assessment Language In Irish : No
SSA : 15.3 Business Management
Purpose : B. Prepare for further learning or training and/or develop knowledge and/or skills in a subject area
Sub Purpose : B2. Develop knowledge and/or skills in a subject area
Total Credits : 40
Min Credits at/above Level : 40
Minimum Guided Learning Hours : 192
Maximum Guided Learning Hours : 192
Diploma Guided Learning Hours : 0
Barring Classification Code : ZZZZ
Overall Grading Type : Pass
Assessment Methods : Portfolio of Evidence
Structure Requirements : To achieve this qualification, learners must attain a total of 40 credits by completing the eight mandatory units.
Age Ranges : Pre-16 : No; 16-18 : No; 18+ : Yes; 19+ : Yes
Qualification Objective : This qualification is for those who are working in a business administration role and who wish to develop their skills and knowledge in a business management role

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
M) Group M - Mandatory Units	Yes	8	8	8	40	0

Group M Group M - Mandatory Units

URN	Title	Level	GLH	Credit
A/503/6143	Supporting business activities	4	24	5
F/503/6144	Managing sustainability and risk	4	24	5
J/503/6145	Communicating in business	4	24	5
K/503/6140	Culture and ethics in a business environment	4	24	5
L/503/6146	Business administration systems	4	24	5
M/503/6141	Managing people and performance in a business environment	4	24	5
T/503/6139	Personal effectiveness in a business environment	4	24	5
T/503/6142	Managing business facilities	4	24	5

Qualification Framework	: RQF
Title	: Supporting business activities
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: A/503/6143 : Supporting business activities

Understand the structure of administrative systems to support business

Assessment Criterion - The learner can:

01.01	Describe the factors to be taken into account when setting up a filing system
01.02	Explain the stock control ordering and purchasing system in an organisation
01.03	Analyse the benefits of a computerized stock control system
01.04	Outline the nature of support offered by administrative management to human resources processes

Understand support for the office environment

02.01	Outline the factors to be taken into account when designing an office layout that optimizes the use of space
02.02	Analyse the benefits and drawbacks of modern office working practices
02.03	Evaluate measures of effectiveness and efficiency used in office environments

Understand how to support business meetings and events in an organisation

03.01	Analyse the role of meetings in promoting effective internal and external organisational communications
03.02	Analyse the role of events in organisational promotion and branding
03.03	Explain the administrative needs of different types of statutory meetings
03.04	Explain the nature of support needed to service a range of meetings

Understand how to support projects in an organisation

04.01	Explain the stages of a project
04.02	Explain the importance of identifying needs, the analysis of options, implementation planning, evaluation and follow up post project
04.03	Analyse the likely reasons for project failure

Understand effective diary management in an organisation

05.01	Describe the distribution and limits of responsibility in relation to diary management
05.02	Analyse the interface between project management and diary management and its potential contribution to project success
05.03	Evaluate models and technologies used to promote effective diary management

Qualification Framework	: RQF
Title	: Managing sustainability and risk
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: F/503/6144 : Managing sustainability and risk

Understand sustainability and waste management in a business environment	
Assessment Criterion - The learner can:	
01.01	Assess the environmental impact of equipment, energy sources and consumables used in a business
01.02	Explain how a business can minimize its impact on the environment
01.03	Explain the maintenance of sustainability in a business
Understand the assessment and management of risk in a business environment	
02.01	Understand the assessment of risk in a business environment
02.02	Understand the management of risk in a business environment

Qualification Framework	: RQF
Title	: Communicating in business
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: J/503/6145 : Communicating in business

Understand the role of communication in organisations

Assessment Criterion - The learner can:

01.01	Analyse the features of different models of business communications that support administrative management
01.02	Evaluate the strengths and weaknesses of an organisation's communications system
01.03	Recommend improvements to an organisation's communications that are consistent with its business objectives

Understand the principles of effective communication in organisations

02.01	Evaluate the appropriateness and efficiency of different communication channels and tools
02.02	Explain the basis for the selection of communication channels and tools
02.03	Explain the use of vertical, lateral or networked communication channels and tools
02.04	Explain how the use of clear and correct language supports effective communication

Qualification Framework	: RQF
Title	: Culture and ethics in a business environment
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: K/503/6140 : Culture and ethics in a business environment

Understand the impact of different organisational structures and cultures on individuals and organisations	
Assessment Criterion - The learner can:	
01.01	Analyse the nature, elements and types of organisational structure
01.02	Analyse the nature, elements and types of organisational culture
01.03	Outline different models and classificatory schemes relating to organisational culture and structure
01.04	Analyse the development of organisational culture and the factors that affect it
01.05	Analyse the influence on individual and team behaviour of organisational structure and culture
Understand the impact of ethical practice and social responsibility on individuals and organisations	
02.01	Assess the importance of ethical behaviour to business interests
02.02	Analyse the purpose and benefits of an ethical business code
02.03	Assess the effectiveness of ethical codes in changing the behaviour of individuals and organisations
02.04	Explain the relevance of ethics for individual roles and behaviour
02.05	Evaluate the impact of organisations on the environment

Qualification Framework	: RQF
Title	: Business administration systems
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: L/503/6146 : Business administration systems

Understand administrative systems

Assessment Criterion - The learner can:

01.01	Describe the features of administrative systems employed in different types and sizes of organisation
01.02	Explain how organisations manage information flows
01.03	Evaluate the role of information and communication technology (ICT) in supporting administration

Understand how systems thinking affects the administrative performance of organisations

02.01	Explain the contribution of systems thinking to efficient administrative performance
02.02	Clarify the role and purpose of administration in financial and non-financial systems
02.03	Identify the stages of systems development
02.04	Analyse the potential drawbacks to systems thinking in an organisational context
02.05	Evaluate the benefits of implementing systems change

Understand the role and function of policies and procedures in meeting customer requirements

03.01	Differentiate between administrative policy and procedures
03.02	Analyse the purposes of formal and informal administrative policies and procedures
03.03	Identify methods for evaluating the effectiveness of procedures
03.04	Analyse the relationship between formulating policy and preparing procedures
03.05	Evaluate the extent to which the procedures meet customer requirements

Qualification Framework	: RQF
Title	: Managing people and performance in a business environment
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/503/6141 : Managing people and performance in a business environment

Understand workplace learning and development methods

Assessment Criterion - The learner can:

01.01	Identify the benefits of a systematic approach to the management of learning, training and development
01.02	Analyse the importance of learning and development for organisations
01.03	Analyse the nature of learning, development and learning behaviour
01.04	Characterise different methods of learning

Understand the nature of individuals' influences on their behaviour at work

02.01	Explain the role of wants, needs and expectations in driving an individual's motivation
02.02	Analyse the impact of intrinsic and extrinsic rewards on motivation and satisfaction and their relationship to morale
02.03	Explain the way in which abilities, aptitudes, personalities and perceptions affect individuals' behaviour
02.04	Evaluate the link between motivation, morale and workplace performance

Understand the concept of leadership and its influence on team working

03.01	Define leadership in terms of influence, people and situations
03.02	Evaluate different models and theories of leadership
03.03	Analyse the impact of different leadership styles on leading and communicating within teams
03.04	Analyse the benefits and drawbacks of different types of communication network

Understand the factors that contribute to successful team development and performance

04.01	Analyse the nature and importance of teamwork for an organisation
04.02	Identify the stages of group development and the factors influencing effective team performance
04.03	Describe the characteristics of team effectiveness
04.04	Evaluate the relationship between different group roles and effective team performance

Understand problem-solving and conflict resolution when managing people

05.01	Explain the potential for conflict caused by different stakeholders' objectives
05.02	Outline different approaches for dealing with conflict within teams and between individuals
05.03	Evaluate problem-solving and interpersonal skills needed to manage people
05.04	Outline Mintzberg's decisional roles

Qualification Framework	: RQF
Title	: Personal effectiveness in a business environment
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: T/503/6139 : Personal effectiveness in a business environment

Understand the relationship between personal effectiveness and effective people management	
Assessment Criterion - The learner can:	
01.01	Analyse the role and nature of management
01.02	Analyse the personal and interpersonal skills needed by effective managers
01.03	Differentiate between management and leadership
01.04	Analyse the relationship between time management and the effective performance of individuals
01.05	Identify solutions to problems caused by ineffective time management
Understand the relationship between motivation and individual effectiveness	
02.01	Analyse the underlying concept of motivation
02.02	Assess the application of different motivation theories to the individual
02.03	Explore the role of motivation theory in assisting effective job design
Understand how Continuous Professional Development (CPD) influences personal effectiveness	
03.01	Assess the role of CPD in organisations
03.02	Analyse the influence of CPD on individuals
03.03	Assess the effectiveness of different forms of CPD

Qualification Framework	: RQF
Title	: Managing business facilities
Unit Level	: Level 4
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 5
SSAs	: 15.2 Administration, 15.3 Business Management
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online icQ Assessment Guidance .

Unit: T/503/6142 : Managing business facilities

Understand the role of facilities management in a business

Assessment Criterion - The learner can:

01.01	Explain the contribution of facilities management to an organisation
01.02	Evaluate the relationship between the operations function and facilities management
01.03	Analyse the role and responsibilities of facilities managers
01.04	Analyse how effective facilities management can contribute to improved organisational performance

Understand the management of organisational accommodation

02.01	Analyse the relationship between business needs and space planning
02.02	Explain the ergonomic considerations when planning improvements to the use of space
02.03	Explain the factors to be taken into account when planning and managing changes to accommodation

Understand the influence of health, safety and environmental legislation on facilities management

03.01	Explain the health, safety, sustainability, energy management, environmental issues and applicable legislation relevant to an organisation
03.02	Assess the environmental impact of equipment, energy and consumables used by an organisation
03.03	Identify how a business might minimize its impact of the environment
03.04	Identify the environmental and security issues to be addressed in an organisation's waste management procedures
03.05	Explain how to carry out a risk assessment