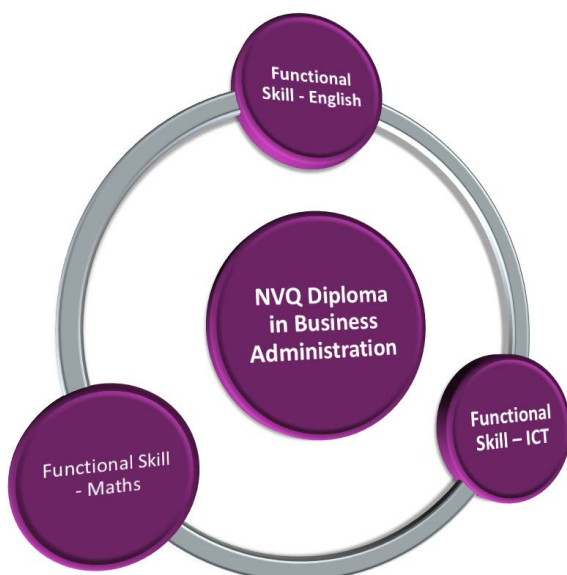


Effective and efficient business administration is essential for businesses to thrive in today's competitive market place. With increased expectations from internal and external customers the need for those fulfilling these roles to be competent and proficient has never been greater. In many instances the diversity within roles has increased as individuals are expected to take on a wider range of tasks to support their employer's needs.

As an Apprentice enrolling on the Business Administration Advanced Apprenticeship, you will already be a competent administrator. You may already be working at a higher level with additional duties to perform, be they specific tasks of business importance, looking after or supporting a wider team or influencing internal processes. This qualification seeks to build on your existing skills and make you better at your job and even more valuable to your employer.

What is included?

An Apprenticeship programme integrates a number of components and qualifications which together will ensure that you have a comprehensive range of skills to excel in your job.



Level 3 NVQ Diploma in Business Administration - provides the knowledge and understanding to perform the role and assesses the competence of putting it into practice.

Functional Skills in maths, English and ICT at Level 2

As part of the programme you will achieve qualifications in English and Maths at Level 2. You may not need to undertake one or both of the functional skill qualifications if you already hold a relevant qualification to the same or higher level.

How is the Apprenticeship delivered?

You will have your own sector competent tutor to support you through each stage of your Apprenticeship. The tutor measures your performance against national standards, and provides regular feedback and support. Assessment is achieved through a mixture of workbooks, tests and a portfolio of work-based evidence demonstrating your competence in each area. The apprenticeship programme is designed around you and delivered at a pace to suit. The minimum anticipated duration of an apprenticeship programme is 12 months.

Where does the delivery of the qualification and assessment take place?

The apprenticeship programme is delivered in your workplace and fits in with and around everyday work demands and responsibilities. There is no day release or College attendance necessary.

What are the responsibilities of your employer?

Over and above it is normal commitments and obligations to you, your employer will provide a safe learning environment, provide ongoing support and assistance, access for our tutor to meet with you during work time and a suitable room for training delivery and undertaking tests.



Level 3 Diploma in Business Administration

To achieve a Level 3 Diploma in Business and Administration, learners must complete a **minimum of 58 credits:**

Group A - 27 credits

Group B - a minimum of 13 credits from optional and mandatory units

Group C - a maximum of 10 credits

Group D - a maximum of 8 credits

A **minimum of 40 credits** must be achieved through the completion of units at Level 3 or above.

The Mandatory Group B unit will not need to be undertaken if you have previously completed this unit as part of another qualification.

Group A – Mandatory	Credit	Level	Group B – Optional	Credit	Level
Communicate in a business environment	4	3	Negotiate in a business environment	4	3
Manage personal and professional development	3	3	Develop a presentation	3	3
Principles of business communication and information	4	3	Contribute to the improvement of business performance	6	3
Principles of administration	6	3	Deliver a presentation	3	3
Principles of business	10	3	Create bespoke business documents	4	3
Group C - Optional			Contribute to the development and implementation of an information system	6	3
Promote equality, diversity and inclusion in the workplace	3	3	Evaluate the provision of business travel or accommodation	5	3
Manage team performance	4	3	Monitor information systems	8	3
Manage individuals' performance	4	3	Provide administrative support in schools	5	3
Implement and maintain business continuity plans and processes	4	3	Administer parking and traffic challenges, representations and civil parking appeals	5	3
Chair and lead meetings	3	3	Administer statutory parking and traffic appeals	6	3
Encourage innovation	4	3	Administer parking and traffic debt recovery	5	3
Procure products and/or services	5	3	Administer legal files	5	3
Implement change	5	3	Build legal case files	5	3
Manage individuals' development in the workplace	3	3	Manage legal case files	5	3
Participate in a project	3	3	Manage an office facility	4	3
Develop and maintain professional networks	3	4	Analyse and present business data	6	3
Develop and implement an operational plan	5	4	Produce business documents	3	2
Manage physical resources	4	4	Store and retrieve information	4	2
Prepare for and support quality audits	3	4	Produce minutes of meetings	3	2
Manage a budget	4	4	Handle mail	3	2
Manage a project	7	4	Prepare text from shorthand	6	2
Manage business risk	6	4	Prepare text from recorded audio instruction	4	2
Recruitment, selection and induction practice	6	4	Maintain and issue stationery and supplies	3	2
Organise and deliver customer service	5	3	Contribute to the organisation of an event	3	2
Resolve customers' complaints	4	3	Organise business travel or accommodation	4	2
Using email	3	3	Provide administrative support for meetings	4	2
Word Processing Software	6	3	Administer human resource records	3	2
Website Software	5	3	Administer the recruitment and selection process	3	2
Spreadsheet Software	6	3	Administer parking dispensations	3	2
Presentation Software	6	3	Administer finance	4	2
Bespoke Software	4	3	Buddy a colleague to develop their skills	3	2
Database Software	6	3	Resolve administrative problems	6	4
Group D – Optional			Support environmental sustainability in a business environment	4	4
Principles of leadership and management	8	3	Prepare specifications for contracts	4	4
Principles of market research	5	3	Prepare text from notes using touch typing	4	2
Principles of marketing and evaluation	7	3	Group B – Mandatory		
Principles of digital marketing and research	7	3	Employee rights and responsibilities	2	2
Principles of marketing stakeholder relationships	3	3			
Understand the customer service environment	5	3			
Understand the legal context of business	6	3			
Principles of Social Media within a Business	6	3			

The following units cannot be chosen together

This unit	Is barred against this unit
Evaluate the provision of business travel or accommodation	Organise business travel or accommodation
Organise business travel or accommodation	Evaluate the provision of business travel or accommodation
Participate in a project	Manage a project
Manage a project	Participate in a project