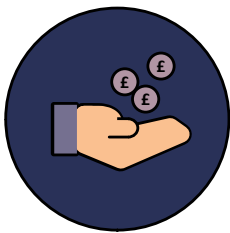


Who should do this qualification?

Anyone who helps to keep businesses running.

Advanced apprentices may work in roles such as:

- administration executives/officers
- administration team leaders
- personal assistants
- secretaries, including legal or medical secretaries

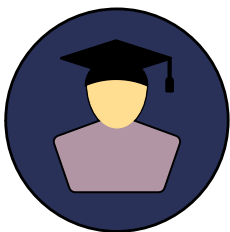


Benefits to the Business

Skills shortages identified by organisations include:

- a lack of office and administration skills
- customer-handling skills
- technical and practical skills
- oral communication skills
- IT skills

ALL of these are covered within the Business Administration Apprenticeship framework.



Benefits to the Learner

Business Administration Apprenticeships use employer led, up to date, flexible qualifications which meet the changing skills needs of employers. They build in softer-skills such as communication, team working, interpersonal skills and the ability to reflect on personal learning. They also ensure that the qualification is more Business focused by including many more business specific units.



Components of the Apprenticeship

Level 3 Diploma in Business Administration

A total of **58 credits**

+

Functional Skills Maths	Level 2
Functional Skills English	Level 2
Functional Skills ICT	Level 2
Employee Rights and Responsibilities (ERR)	✓
Personal Learning and Thinking Skills (PLTS)	✓

Mandatory Units

Title	Credit Value	Unit Level
Communicate in a business environment	4	3
Principles of business communication and information	4	3
Principles of administration	6	3
Principles of business	10	3
Manage personal and professional development	3	3

Optional Group A

Title	Credit Value	Unit Level
Produce business documents	3	2
Store and retrieve information	4	2
Produce minutes of meetings	3	2
Handle mail	3	2
Prepare text from notes using touch typing	4	2
Prepare text from shorthand	6	2
Prepare text from recorded audio instruction	4	2
Maintain and issue stationery and supplies	3	2
Contribute to the organisation of an event	3	2
Organise business travel or accommodation	4	2
Provide administrative support for meetings	4	2
Administer human resource records	3	2
Administer the recruitment and selection process	3	2
Administer parking dispensations	3	2
Administer finance	4	2
Buddy a colleague to develop their skills	3	2
Employee rights and responsibilities	2	2
Contribute to the improvement of business performance	6	3
Negotiate in a business environment	4	3
Develop a presentation	3	3
Deliver a presentation	3	3
Create bespoke business documents	4	3
Contribute to the development and implementation of an information system	6	3
Monitor information systems	8	3
Evaluate the provision of business travel or accommodation	5	3
Provide administrative support in schools	5	3
Administer parking & traffic challenges, representations & civil parking appeals	5	3
Administer statutory parking and traffic appeals	6	3
Administer parking and traffic debt recovery	5	3
Administer legal files	5	3
Build legal case files	5	3
Manage legal case files	5	3
Manage an office facility	4	3
Analyse and present business data	6	3
Support environmental sustainability in a business environment	4	4
Resolve administrative problems	6	4
Prepare specifications for contracts	4	4

Optional Group B

Title	Credit Value	Unit Level
Organise and deliver customer service	5	3
Resolve customers' complaints	4	3
Bespoke Software	4	3
Spreadsheet Software	6	3
Promote equality, diversity and inclusion in the workplace	3	3
Manage team performance	4	3
Manage individuals' performance	4	3
Manage individuals' development in the workplace	3	3
Chair and lead meetings	3	3
Encourage innovation	4	3
Procure products and/or services	5	3
Implement change	5	3
Implement and maintain business continuity plans and processes	4	3
Participate in a project	3	3
Using email	3	3
Database Software	6	3
Presentation Software	6	3
Word Processing Software	6	3
Website Software	5	3
Develop and maintain professional networks	3	4
Develop and implement an operational plan	5	4
Manage physical resources	4	4
Prepare for and support quality audits	3	4
Manage a budget	4	4
Manage a project	7	4
Manage business risk	6	4
Recruitment, selection and induction practice	6	4

Optional Group C

Title	Credit Value	Unit Level
Understand the customer service environment	5	3
Principles of digital marketing and research	7	3
Principles of marketing stakeholder relationships	3	3
Principles of market research	5	3
Principles of leadership and management	8	3
Principles of Social Media within a Business	6	3
Principles of marketing and evaluation	7	3