



Business Administration

Advanced Apprenticeship (Level 3)

Duration: 12 - 15 months

Entry Criteria:

Minimum of 5 GCSEs (or equivalent) to include Grade A*- C in Maths and English

Job Titles and Roles:

Administration Officer/Executive: Dealing with internal and external correspondence, organising meetings and events, producing documents, managing resources, managing office equipment, managing information

Administration Team Leader / Office Supervisor: Dealing with internal and external correspondence, organising meetings and events, producing documents, managing resources, managing office equipment, managing information, managing administration systems, managing office facilities.

Personal Assistant: Making and receiving telephone calls, managing diaries, organising travel, organising meetings and events, handling correspondence, creating documents, developing presentations.

Secretary: Dealing with internal and external correspondence, organising meetings, taking minutes at meetings, managing diaries, producing documents, transcribing notes, managing information

What will an Apprentice Study?

Level 3 NVQ Diploma in Business Administration

Mandatory Units:

- Communication in a business environment
- Principles of providing administrative services
- Principles of business document production and information management
- Understand employer organisations
- Manage personal performance and development
- Develop working relationships with colleagues

PLUS:

A selection of **optional units** relevant to the job role, which will be discussed on induction with Management, the apprentice and the assessor.

Functional Skills: Maths, English & ICT Level 2 (if applicable), **Employment Rights & Responsibilities (ERR)** and **Personal Learning and Thinking Skills (PLTS)**

4 Qualification structure

Pearson BTEC Level 3 Diploma in Business Administration (QCF)

The learner will need to meet the requirements outlined in the table below before the qualification can be awarded.

Minimum number of credits that must be achieved	58
Minimum number of credits that must be achieved at level 3 or above	40
Number of mandatory credits that must be achieved	27
Number of optional credits that must be achieved from group B	13
Number of optional credits that can be achieved from group B, C or D (A maximum of 10 credits from Group C and a maximum of 8 from group D)	18

Unit	Unit reference number	Mandatory units – Group A (27 Credits required from Group A)	Level	Credit	Guided learning hours
1	Y/506/1910	Communicate in a Business environment	3	4	24
2	T/506/2952	Manage Personal and Professional Development	3	3	12
3	R/506/1940	Principles of Business Communication and Information	3	4	27
4	Y/506/1941	Principles of Administration	3	6	27
5	D/506/1942	Principles of Business	3	10	74
Unit	Unit reference number	Optional units – Group B (a minimum of 13 credits required from units in Group B)	Level	Credit	Guided learning hours
6	D/506/1911	Contribute to the Improvement of Business Performance	3	6	33
7	H/506/1912	Negotiate in a Business Environment	3	4	18
8	K/506/1913	Develop a Presentation	3	3	11
9	M/506/1914	Deliver a Presentation	3	3	17
10	T/506/1915	Create Bespoke Business Documents	3	4	23
11	A/506/1916	Contribute to the Development and Implementation of an Information System	3	6	21
12	F/506/1917	Monitor Information Systems	3	8	43

Unit	Unit reference number	Optional units – Group B	Level	Credit	Guided learning hours
13	J/506/1918	Evaluate the Provision of Business Travel or Accommodation Barred combination with Unit 31	3	5	30
14	L/506/1919	Provide Administrative Support in Schools	3	5	33
15	F/506/1920	Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals	3	5	31
16	R/506/1923	Administer Statutory Parking and Traffic Appeals	3	6	42
17	T/506/1932	Administer Parking and Traffic Debt Recovery	3	5	35
18	J/506/1935	Administer Legal Files	3	5	31
19	L/506/1936	Build Legal Case Files	3	5	32
20	Y/506/1938	Manage Legal Case Files	3	5	32
21	K/506/1944	Manage an Office Facility	3	4	21
22	M/506/1945	Analyse and Present Business Data	3	6	24
23	Y/506/1809	Produce Business Documents	2	3	24
24	R/506/1811	Store and Retrieve Information	2	4	19
25	Y/506/1812	Produce Minutes of Meetings	2	3	13
26	D/506/1813	Handle Mail	2	3	15
27	M/506/1816	Prepare Text from Shorthand	2	6	46
28	T/506/1817	Prepare Text from Recorded Audio Instruction	2	4	15
29	Y/506/2295	Maintain and Issue Stationery and Supplies	2	3	18
30	L/506/1869	Contribute to the Organisation of an Event	2	3	23
31	D/506/1875	Organise Business Travel or Accommodation Barred combination with Unit 13	2	4	23
32	H/506/1876	Provide Administrative Support for Meetings	2	4	28
33	T/506/1879	Administer Human Resource Records	2	3	28

Unit	Unit reference number	Optional units – Group B	Level	Credit	Guided learning hours
34	A/506/1883	Administer the Recruitment and Selection Process	2	3	25
35	R/506/1887	Administer Parking Dispensations	2	3	25
36	R/506/1890	Administer Finance	2	4	21
37	M/506/1895	Buddy a Colleague to Develop their Skills	2	3	19
38	L/506/1905	Employee Rights and Responsibilities	2	2	16
39	R/506/1954	Support Environmental Sustainability in a Business Environment	4	4	38
40	D/506/1956	Resolve Administrative Problems	4	6	56
41	H/506/1957	Prepare Specifications for Contracts	4	4	23
42	K/506/1815	Prepare Text from Notes Using Touch Typing	2	4	26
Unit	Unit reference number	Optional units – Group C (a maximum of 10 credits from Group C)	Level	Credit	Guided learning hours
43	T/506/1820	Promote Equality, Diversity and Inclusion in the Workplace	3	3	15
44	A/506/1821	Manage Team Performance	3	4	21
45	J/506/1921	Manage Individuals' Performance	3	4	20
46	L/506/1922	Manage Individuals' Development in the Workplace	3	3	10
47	Y/506/1924	Chair and Lead Meetings	3	3	10
48	J/506/2292	Encourage Innovation	3	4	14
49	M/506/1928	Procure Products and/or Services	3	5	35
50	T/506/1929	Implement Change	3	5	28
51	K/506/1930	Implement and Maintain Business Continuity Plans and Processes	3	4	25
52	F/506/1934	Participate in a Project Barred combination with Unit 58	3	3	19
53	J/506/1949	Develop and Maintain Professional Networks	4	3	15
54	Y/506/1955	Develop and Implement an Operational Plan	4	5	24

Unit	Unit reference number	Optional units – Group C	Level	Credit	Guided learning hours
55	K/506/1989	Manage Physical Resources	4	4	26
56	K/506/1992	Prepare for and Support Quality Audits	4	3	17
57	A/506/1995	Manage a Budget	4	4	26
58	R/506/1999	Manage a Project Barred combination with Unit 52	4	7	38
59	L/506/2004	Manage Business Risk	4	6	27
60	R/506/2909	Recruitment, Selection and Induction Practice	4	6	33
61	L/506/2150	Organise and Deliver Customer Service	3	5	27
62	R/506/2151	Resolve Customers' Complaints	3	4	22
63	T/502/4301	Using Email	3	3	20
64	Y/502/4629	Word Processing Software	3	6	45
65	Y/502/4632	Website Software	3	5	40
66	J/502/4626	Spreadsheet Software	3	6	45
67	T/502/4623	Presentation Software	3	6	45
68	J/502/4397	Bespoke Software	3	4	30
69	T/502/4556	Database Software	3	6	45
Unit	Unit reference number	Optional units – Group D (a maximum of 8 credits from Group D)	Level	Credit	Guided learning hours
70	F/506/2596	Principles of Leadership and Management	3	8	50
71	K/502/9933	Principles of Market Research	3	5	40
72	T/502/9935	Principles of Marketing and Evaluation	3	7	50
73	F/502/9937	Principles of Digital Marketing and Research	3	7	50
74	J/502/9938	Principles of Marketing Stakeholder Relationships	3	3	16

Unit	Unit reference number	Optional units – Group D	Level	Credit	Guided learning hours
75	Y/506/2152	Understand the Customer Service Environment	3	5	40
76	D/506/1939	Understand the Legal Context of Business	3	6	44
77	R/503/9324	Principles of Social Media within a Business	3	6	42