



This qualification is for learners who work in, or who want to work in the business administration roles such as:

- Personal Assistant
- Office Executive
- Office Supervisor.

The qualification gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above. This includes the knowledge covering the broader cross-organisation processes such as business innovation, financial management and marketing, as well as the principles and practices underpinning the tasks and responsibilities such as methods of communication and information management.

Also developing and managing administrative systems, processes and staff. For example, using a range of internal and external communication methods and the systems that support them, organising diaries, meetings and travel, managing resources and facilities, managing administrative processes and systems and supervising staff.



## Course Delivery

Assessment will take place via blended learning and you will be supported by a training officer who has industry experience. You and your training officer will have a session at least once per month, which will include online training sessions or on site visits for up to 4 hours, we tailor the course to your needs. If you need to do your essential skills this will be done towards the beginning of your course and can include weekly visits from an essential skills tutor.

## Entry Requirements

If an apprentice has not already achieved Level 2 English, Level 2 Maths and Level 2 Digital Literacy they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices ability to use English, Maths and Digital Literacy.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

## Recommended time on programme

15 Months

## Course Units

A minimum of 58 credits must be achieved.

MANDATORY UNIT	CREDITS	UNIT TITLE
1	4	Communicate in a business environment
2	3	Manage personal performance and development
3	4	Principles of business document communication and information
4	6	Principles of administration
5	10	Principles of business
<b>GROUP B – OPTIONAL UNITS: MINIMUM OF 13 CREDITS</b>		
6	6	Contribute to the implementation of business performance
7	4	Negotiate in a business environment
8	3	Develop a presentation
9	3	Deliver a presentation
10	4	Create bespoke business documents
11	6	Contribute to the development and implementation of an information system
12	8	Monitor information systems
13	5	Evaluate the provision of business travel or accommodation*
14	5	Provide administrative support in schools
15	5	Administer parking and traffic challenges, representations and civil parking appeals
16	6	Administer statutory parking and traffic appeals
17	5	Administer parking and traffic debt recovery
18	5	Administer legal files
19	5	Build legal case files
20	5	Manage legal case files
21	4	Manage an office facility



22	6	Analyse and present business data
23	3	Produce business documents
24	4	Store and retrieve information
25	3	Produce minutes of meetings
26	3	Handle mail
27	6	Prepare text from shorthand
28	4	Prepare text from recorded audio instruction
29	3	Maintain and issue stationery supplies
30	3	Contribute to the organisation of an event
31	4	Organise business travel or accommodation *
32	4	Provide administrative support for meetings
33	3	Administer human resources records
34	3	Administer the recruitment and selection process
35	3	Administer parking dispensations
36	4	Administer finance
37	3	Buddy a colleague to develop their skills
38	2	Employee rights and responsibilities
39	4	Support environmental sustainability in a business environment
40	6	Resolve administrative problems
41	4	Prepare specifications for contracts
42	4	Prepare text from notes using touch typing
<b>GROUP C – OPTIONAL UNITS: MAX OF 10 CREDITS</b>		
43	3	Promote equality, diversity and inclusion in the workplace
44	4	Manage team performance
45	4	Manage individuals' performance
46	3	Manage individuals' development in the workplace
47	3	Chair and lead meetings
48	4	Encourage innovation
49	5	Procure products and/or services
50	5	Implement change
51	4	Implement and maintain business continuity plans and processes
52	3	Participate in a project *
53	3	Develop and maintain professional networks
54	5	Develop and implement an operational plan
55	4	Manage physical resources
56	3	Prepare for and support quality audits
57	4	Manage a budget
58	7	Manage a project *
59	6	Manage business risk
60	6	Recruitment, selection and induction practice
61	5	Organise and deliver customer service



62	4	Resolve customers' complaints
63	3	Using email
64	6	Word processing software
65	5	Website software
66	6	Spreadsheet software
67	6	Presentation software
68	4	Bespoke software
69	6	Database software
<b>GROUP D – OPTIONAL UNITS: MAX OF 8 CREDITS</b>		
70	8	Principles of leadership and management
71	5	Principles of market research
72	7	Principles of marketing and evaluation
73	7	Principles of digital marketing and research
74	3	Principles of marketing and stakeholder relationships
75	5	Understand the customer service environment
76	6	Understand the legal context of business
77	6	Principles of social media within a business

\*Please look at specifications for barred units