

Advanced Apprenticeships in...

# Business & Administration

Apprenticeships in Business & Administration are work-based qualifications designed for young people who want to work as administrators and in administrative positions in all sectors of industry and commerce. Level 2 acknowledges individual responsibility and Level 3 recognises complex work skills involving supervisory ability. Units range from handling mail and processing information to developing procedures and assisting with decision-making.

## Advanced Apprenticeships (AA)

The Advanced Apprenticeship is for you if you have previous experience within an administrative role and you have a certain level of supervisory responsibility.

During your training you will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a general office administrative environment.

The Apprenticeship is made up of the following:

### NVQ Business & Administration Level 3

The NVQ is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your administration position. The optional units are chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

A minimum of 40 credits overall must be achieved, of which 27 must be at level 3

### Mandatory units include:

- Communicate in a business environment
- Work within your business environment

### How will I be assessed?

Your allocated tutor will deliver your training one-to-one in your workplace and will visit you either on a weekly basis to deliver half day sessions or fortnightly for full day sessions. You will build a portfolio of evidence to show your competence against the NVQ requirements.

### How can I enrol onto an Apprenticeship in Business Administration?

Discuss with your workplace Supervisor/Line Manager about your interest in the course and then contact us on 01773 747377, so that we can arrange an appointment to come out and visit you and your Supervisor at work.

However, if you're not currently employed then ring us to obtain an application form and to arrange an interview (at a location convenient to you). Once you have discussed your training and career requirements with us, we will put you forward for any interviews, which match your criteria.

### Functional / Key Skills

The Functional / Key Skills you need to achieve are:

- Level 2 Application of Number
- Level 2 Communication

### Technical Certificate in Principles of Business and Administration Level 3

This stand-alone qualification allows you to gain relevant and up-to-date skills and knowledge needed in today's business environment. They form a good knowledge basis if you wish to progress onto higher levels of working and also Higher Education. This also includes Employment Responsibilities and Rights

Technical Certificates will be taught through off-the-job training by your tutor in your workplace. They are assessed through an external short answer test.



## Level 3 NVQ Diploma in Business and Administration

To achieve the Level 3 NVQ Diploma in Business and Administration, learners must achieve:

A minimum of 40 Credits

A minimum of 27 credits must be at level 3

The learner must complete all units from group A.

A minimum of 14 credits must be from optional units in group B

A maximum of 13 credits are allowed from optional units in group C (this is not compulsory)

Units	A	Level	Credits
301	Manage own performance in a business environment	3	3
302	Evaluate and improve own performance in a business environment	3	3
303	Work in a business environment	3	3
304	Communicate in a business environment	3	3
Units	B	Level	Credits
207	Use electronic message systems	2	1
208	Use a diary system	2	3
209	Take minutes	2	4
210	Handle mail	2	3
211	Provide reception services	2	3
212	Produce documents in a business environment	2	4
213	Prepare text from notes	2	3
214	Prepare text from notes using touch type (40 wpm)	2	3
215	Prepare text from shorthand(60 wpm)	2	8
216	Prepare text from recorded audio instructions (40wpm)	2	4
217	Organise and report data	2	3
218	Research information	2	4
219	Store and retrieve information	2	3
220	Archive information	2	2
221	Use office equipment	2	4
222	Maintain and issue stationery stock items	2	3
223	Support the organisation of an event	2	2
224	Support the co-ordination of an event	2	3
225	Support the organisation of business travel or accommodation	2	3
226	Support the organisation of meetings	2	4
227	Respond to change in a business environment	2	3
228	Support the management and development of an information system	2	7
229	Meet and welcome visitors	2	3
230	Administer human resource records	2	3
231	Administer the recruitment and selection process	2	3
243	Administer parking dispensations	2	4



Unit	B	Level	Credit
305	Solve business problems	3	4
306	Work with other people in a business environment	3	4
307	Contribute to decision-making in a business environment	3	3
308	Negotiate in a business environment	3	5
309	Supervise a team in a business environment	3	6
310	Develop a presentation	3	3
311	Deliver a presentation	3	3
312	Design and produce documents in a business environment	3	4
313	Prepare text from notes using touch typing(60wpm)	3	4
314	Prepare text from shorthand(80 wpm)	3	8
315	Prepare text from recorded audio instructions(60wpm)	3	4
316	Support the design and development of an information system	3	7
317	Monitor information systems	3	7
318	Analyse and report data	3	6
319	Order product or services	3	5
320	Plan and organise an event	3	4
321	Co-ordinate an event	3	4
322	Plan and organise meetings	3	5
323	Organise business travel or accommodation	3	5
324	Evaluate the organisation of business travel or accommodation	3	2
325	Supervise an office facility	3	5
326	Contribute to innovation in a business environment	3	4
327	Contribute to running a project	3	5
328	Deliver, monitor and evaluate customer service to internal customers	3	3
329	Deliver, monitor and evaluate customer service to external customers	3	3
330	Agree a budget	3	4
331	Use customer service as a competitive tool	3	8
332	Monitor and solve customer service problems	3	6
344	Administer legal files	3	7
345	Build case files	3	4
346	Manage case files	3	5
347	Provide administrative support in schools	3	8
348	Administer parking and traffic challenges, representations and civil parking appeals	3	9
349	Administer statutory parking and traffic appeals	3	9
350	Administer parking and traffic debt recovery	3	9
410	Design and develop an information system	4	7
411	Manage and evaluate an information system	4	6
418	Contribute to innovation in a business environment	4	6
419	Plan a change for a team	4	6
420	Manage budgets	4	5



Units	C	Level	Credits
112	Use occupational and safety guidelines when using keyboards	1	2
232	Bespoke software	2	3
233	Data management software	2	3
234	Database software	2	4
235	Improving productivity using IT	2	4
236	IT security for users	2	2
237	Presentation software	2	4
238	Set up an IT system	2	4
239	Spreadsheet software	2	4
240	Using collaborative technologies	2	4
241	Website software	2	4
242	Word processing software	2	4
333	Bespoke software	3	4
334	Data management software	3	4
335	Database software	3	6
336	Improving productivity using IT	3	5
337	IT security for users	3	3
338	Presentation software	3	6
339	Set up an IT system	3	5
340	Spreadsheet software	3	6
341	Using collaborative technologies	3	6
342	Website software	3	5
343	Word processing software	3	6
421	Manage physical resources	4	3
422	Manage the environmental impact of work activities	4	5
423	Provide leadership and direction for own area of responsibility	4	5
424	Support learning and development within own area of responsibility	4	5
425	Develop working relationships with colleagues and stakeholders	4	4

