



Business Administration

Apprenticeship

3
Level

Apprenticeship in Business Administration Level 3

This qualification is aimed at those who work in business administration roles such as: Personal Assistant, Office Executive or Office Supervisor.

On completion of this Apprenticeship you will achieve the following qualifications:

BTEC Level 3 Diploma in Business Administration (QCF)

Essential Skills - Application of Number (AON) Level 2 *

Essential Skills - Communication Level 2 *

Essential Skills – Digital Literacy Level 2

Apprenticeship in Business Administration

Course Delivery

An assessor will visit the candidate at their workplace, once a month for a minimum of one hour. In addition to this, they will be set approximately four hours of work to complete before the next meeting.

Three one day workshops cover the three knowledge units. The three workshop units are: principles of business communication and information, principles of administration, principles of business. These will all take place, depending on availability, at ACT's head office and will be arranged with your assessor.

The Essential Skill Qualifications (if required) consist of controlled tasks, tests and group collaboration. These will be done through workshops held at ACT or your place of work and will help develop your numeracy, literacy and digital literacy skills.

Recommended Time in Framework

The recommended time to complete this Apprenticeship framework is 17 months.

BTEC Level 3 Diploma in Business Administration (QCF)

To achieve this qualification, candidates will need to achieve all **5 mandatory** units and approximately **8 – 10 optional** units. The units chosen should reflect the learner's job role. If the learner/employer wishes for the learner to complete a unit that is not currently part of their job role, then the employer must facilitate opportunities for the learner to complete that activity on a regular basis throughout the course.

Mandatory Units

Communicate in a Business Environment

Manage Personal and Professional Development

Principles of Business Communication and Information

Principles of Administration

Principles of Business

Optional Units Group B

Monitor Information Systems

Evaluate the Provision of Business Travel or Accommodation

Provide Administrative Support in Schools

Administer Parking and Traffic Challenges

Representations and Civil Parking Appeals

Administer Statutory Parking and Traffic Appeals

Administer Parking and Traffic Debt Recovery

Administer Legal Files

Build Legal Case Files

Manage Legal Case Files

Manage an Office Facility

Analyse and Present Business Data

Produce Business Documents

Store and Retrieve Information

Produce Minutes of Meetings

Handle Mail

Optional Units Group B Contd.

Contribute to the Improvement of Business Performance

Negotiate in a Business Environment

Develop a Presentation

Deliver a Presentation

Create Bespoke Business Documents

Contribute to the Development and Implementation of an Information system

Prepare Text from Shorthand

Prepare Text from Recorded Audio

Maintain and Issue Stationery and Supplies

Contribute to the Organisation of an Event

Organise Business Travel or Accommodation

Provide Administrative Support for Meetings

Administer Human Resource Records

Administer the Recruitment and Selection Process

Administer Parking Dispensations

Administer Finance

Buddy a colleague to develop their skills

Employee Rights and Responsibilities

Support Environmental Sustainability in a Business Environment

Resolve Administrative Problems

Prepare Specifications for Contracts

Prepare Text from Notes Using Touch Typing

*As part of your Apprenticeship, you are required to undertake a framework of qualifications which include Essential skills. You may already hold qualifications that could be used to 'proxy' for these if you wish. These include:

Essential Skill	Proxy
Communication level 1	GCSE G or above, key skills or Essential skills Wales
Communication level 2	GCSE C or above, key skills or Essential skills Wales
Communication level 3	AS/A level E or above or Essential Skills Wales
AON level 1	GCSE G or above, key skills or Essential skills Wales
AON level 2	GCSE C or above, key skills or Essential skills Wales
AON level 3	AS/A level E or above or Essential Skills Wales
Digital Literacy	IT Essential Skill

Have any questions about the qualification?

We are here to help. If you have any learner related questions or enquiries about this qualification, please contact:

Lucy Wilkinson

07720594825

lucywilkinson@acttraining.org.uk

Lucy will be able to provide you with information and advice you need regarding this qualification.

