

Qualification Information

Business Administration



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Apprenticeships Explained

The purpose of this section is to explain and provide a clear understanding of the components that make up the Advanced Apprenticeship for Business Admin.

Description of Apprenticeship Framework

The Framework specifies the main components set by the awarding body which include:

NVQ Levels 2 & 3

Technical Certificate Levels 2 & 3

Functional Skills/Key Skills Level 1 & 2 (Maths & English)

Business Administration Learner Journey NVQ Level 2

The Business Admin NVQ is based upon Mandatory (M) and Optional (O) units which can be chosen depending upon the learners ability (usually determined by the position held and responsibilities) to prove competence within the area. It also enables employers to choose areas which they wish to focus on improving competence.

The NVQ is a competency record and the assessor will assess evidence to be sure the learner is able to deliver on the range of operational standards.

A minimum of 21 credits is required to achieve the Level 2 in Business Administration of which a minimum of 14 credits must be at level 2. 9 credits must be from the four mandatory units in group A. A minimum of 7 credits must be from optional units in group B. A maximum of 5 credits are allowed from optional units in group C (this is not compulsory)

Group A:	Mandatory Units	Credits
201	- Manage own performance in a business environment	2
202	- Improve own performance in a business environment	2
203	- Work in a business environment	2
206	- Communicate in a business environment	3

Group B	Optional Units	Credits
204	- Solve business problems	4
205	- Work with other people in a business environment	3
327	- Contribute to running a project	5
212	- Produce documents in a business environment	4
213	- Prepare texts from notes	3
214	- Prepare texts from notes using touch typing (40 wpm)	3
215	- Prepare text from shorthand (60 wpm)	8
216	- Prepare text from recorded audio instruction (60 wpm)	4
312	- Design and produce documents in a business environment	4
313	- Prepare text from notes using touch typing (60 wpm)	4
314	- Prepare text from shorthand (80 wpm)	8
315	- Prepare text from recorded audio instruction (60 wpm)	4

223	- Support the organisation of an event	2
224	- Support the co-ordination of an event	3
225	- Support the organisation of business travel or accommodation	3
226	- Support the organisation of meetings	4
320	- Plan and organise an event	4
321	- Co-ordinate an event	4
322	- Plan and organise meetings	5
107	- Make and receive telephone calls	3
207	- Use electronic message systems	1
208	- Use a diary system	3
209	- Take minutes	4
310	- Develop a presentation	3
311	- Deliver a presentation	3
210	- Handle mail	3
211	- Provide reception services	3
256	- Meet and welcome visitors	3
328	- Deliver, monitor and evaluate customer service to internal customers	3
329	- Deliver, monitor and evaluate customer service to external customers	3
217	- Organise and report data	3
218	- Research information	4
219	- Store and retrieve information	3
220	- Archive information	2
228	- Support the management and development of an information system	7
316	- Support the design and development of an information system	7
317	- Monitor information systems	7
318	- Analyse and report data	6
221	- Use office equipment	4
222	- Maintain and issue stationary stock items	3
319	- Order products and services	5
330	- Agree a budget	4
227	- Respond to change in a business environment	3
326	- Contribute to innovation in a business environment	4
229	- Administer human resources records	3
230	- Administer the recruitment and selection process	4

Group C	Optional Units	Credits
113	- Use occupational and safety guidelines when using keyboards	2
BS1	- Bespoke software	2
DMS1	- Data management software	2
DB1	- Database software	3
IPU1	- Improving productivity using IT	3
ITS1	- IT security for users	1
PS1	- Presentation software	3
SIS1	- Set up and IT system	3
SS1	- Spreadsheet software	3
UCT1	- Using collaborative technologies	3
WS1	- Website software	3
WP1	- Word processing software	3
BS2	- Bespoke software	3
DMS2	- Data management software	3
DB2	- Database software	4
IPU2	- Improving productivity using IT	4

ITS2	- IT security for users	2
PS2	- Presentation software	4
SIS2	- Set up and IT system	4
SS2	- Spreadsheet software	4
UCT2	- Using collaborative technologies	4
WS2	- Website software	4
WP2	- Word processing software	4

Business Administration Learner Journey NVQ Level 3

The Business Administration NVQ is based upon Mandatory (M) and Optional (O) units which can be chosen depending upon the learners ability (usually determined by the position held and responsibilities) to prove competence within the area. It also enables employers to choose areas which they wish to focus on improving competence.

The NVQ is a competency record and the assessor will assess evidence to be sure the learner is able to deliver on the range of operational standards.

A minimum of 40 credits overall is required to achieve the Level 3 in Business Administration of which a minimum of 27 credits must be at level 3. 13 credits must be from the four mandatory units in 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)

Group A: Mandatory Units	Credits
301 - Manage own performance in a business environment	3
302 - Evaluate and improve own performance in a business environment	3
303 - Work in a business environment	4
309 - Communicate in a business environment	3

Group B Optional Units	Credits
304 - Solve business problems	4
305 - Work with other people in a business environment	4
306 - Contribute to decision-making in a business environment	3
307 - Negotiate in a business environment	5
308 - Supervise a team in a business environment	6
325 - Supervise an office facility	5
327 - Contribute to running a project	5
212 - Produce documents in a business environment	4
213 - Prepare texts from notes	3
214 - Prepare texts from notes using touch typing (40 wpm)	3
215 - Prepare text from shorthand (60 wpm)	8
216 - Prepare text from recorded audio instruction (60 wpm)	4
312 - Design and produce documents in a business environment	4
313 - Prepare text from notes using touch typing (60 wpm)	4
314 - Prepare text from shorthand (80 wpm)	8
315 - Prepare text from recorded audio instruction (60 wpm)	4
223 - Support the organisation of an event	2
224 - Support the co-ordination of an event	3

225	- Support the organisation of business travel or accommodation	3
226	- Support the organisation of meetings	4
320	- Plan and organise an event	4
321	- Co-ordinate an event	4
322	- Plan and organise meetings	5
323	- Organise business travel or accommodation	5
324	- Evaluate the organisation of business travel or accommodation	2
210	- Handle mail	3
211	- Provide reception services	3
256	- Meet and welcome visitors	3
328	- Deliver, monitor and evaluate customer service to internal customers	3
329	- Deliver, monitor and evaluate customer service to external customers	3
CS14	- Use customer service as a competitive tool	8
CS5	- Monitor and solve customer service problems	6
207	- Use electronic message systems	1
208	- Use a diary system	3
209	- Take minutes	4
310	- Develop a presentation	3
311	- Deliver a presentation	3
217	- Organise and report data	3
218	- Research information	4
219	- Store and retrieve information	3
220	- Archive information	2
228	- Support the management and development of an information system	7
316	- Support the design and development of an information system	7
317	- Monitor information systems	7
318	- Analyse and report data	6
410	- Design and develop an information system	7
411	- Manage and evaluate an information system	6
221	- Use office equipment	4
222	- Maintain and issue stationary stock items	3
319	- Order products and services	5
330	- Agree a budget	4
420	- Manage budgets	5
227	- Respond to change in a business environment	3
326	- Contribute to innovation in a business environment	4
418	- Contribute to innovation in a business environment	6
419	- Plan change for a team	6
229	- Administer human resources records	3
230	- Administer the recruitment and selection process	4

Group C Optional Units

		Credits
113	- Use occupational and safety guidelines when using keyboards	2
BS2	- Bespoke software	2
DMS2	- Data management software	3
DB2	- Database software	4
IPU2	- Improving productivity using IT	4
ITS2	- IT security for users	2
PS2	- Presentation software	4
SIS2	- Set up and IT system	4
SS2	- Spreadsheet software	4
UCT2	- Using collaborative technologies	4

WS2	- Website software	4
WP2	- Word processing software	4
BS3	- Bespoke software	4
DMS3	- Data management software	4
DB3	- Database software	6
IPU3	- Improving productivity using IT	5
ITS3	- IT security for users	3
PS3	- Presentation software	6
SIS3	- Set up and IT system	5
SS3	- Spreadsheet software	6
UCT3	- Using collaborative technologies	6
WS3	- Website software	5
WP3	- Word processing software	6
E8	- Manage physical resources	3
E9	- Manage the environmental impact of work activities	5
B5	- Set objectives and provide support for team members	5
B6	- Provide leadership and direction for own area of responsibility	5
D7	- Support learning and development within own area of responsibility	5
D2a	- Develop working relationships with colleagues and stakeholders	4

Technical Certificate in Business Admin

The Technical Certificate in Business Admin is a parallel qualification which provides the knowledge requirements for the apprenticeship. Each unit has a set of guided learning hours to achieve. There will be assignments and / or online examinations to determine knowledge retention.

Functional Skills/Key Skills

Functional skills / Key skills are designed to complement the apprenticeship and allow the learner to carry out essential tasks effectively in Maths & English. Maths at level 1 and English at Level 2 when completing an apprenticeship at Level 2. These are delivered at level 2 when completing an advanced apprenticeship at Level 3.

Delivery Model

The Technical Certificate, Functional Skills and the NVQ is delivered and assessed in the workplace by an experienced Remit Trainer / Assessor who will carry out the observations and give one to one training and coaching to encourage progression.

All visits will be arranged in advance with the appropriate manager or supervisor to ensure that the visit is convenient, any policies and procedures for on-site visits are followed and observation opportunities to gain evidence will be maximised whilst the assessor is at the employer's premises.

Timescales

The apprenticeship at Level 2 will take 12 months to complete

The advanced apprenticeship at Level 3 will take 12 months to complete.