



APPRENTICESHIP

# Business Administration

Level 3

# 3



# Apprenticeship Framework

The apprenticeship in Business Administration Level 3 is suitable for any individuals occupying administrative roles within their respective organisations. Learners will be expected to exhibit a comprehensive grasp of administrative procedures relevant to their roles and demonstrate proficiency in team or process management and exhibit responsibility in guiding their team towards achieving objectives and enhancing performance.

## Who is this apprenticeship for?

The Business Administration Level 3 qualification is suitable for individuals seeking a career in administration, or those for whom administration is their primary job roll and are seeking a professional qualification in order to upskill or wish to receive recognition for their administration experience.

## On completion of this apprenticeship, you will achieve the following:

- Level 3 BTEC Diploma in Business Administration
- Essential Skills Wales Level 2 in Communication
- Essential Skills Wales Level 2 in Application of Number
- Essential Skills Wales Level 2 in Digital Literacy



## Benefits of the apprenticeship programme:

**Accelerate Career Growth:** Undertaking the Level 3 Diploma in Business Administration apprenticeship will provide the essential administration skills and practical experience to propel apprentices' career development across a wide spectrum of industries.

**Industry-Recognised Certification:** Upon successful completion of this programme, apprentices will earn an industry-recognised certification, providing them with a competitive edge in the job market. Employer's value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

**Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. Apprentices will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide them through every step of the process.

**Tailored Curriculum:** Throughout the programme, apprentices will immerse themselves in essential topics such as strategic administration, organisational dynamics, leadership effectiveness, project coordination, financial administration and human resource management.

**Experienced and Knowledgeable Advisors:** Throughout the apprenticeship, we will provide access to a network of experienced advisors who will provide guidance, coaching, support, and feedback.

## Course Delivery

- Typical duration of 15 months.
- Induction session for apprentices and for their line managers.
- Supported by self-study online resources.
- 6 Essential skills assessment days. (3 Preparation days and 3 Live Task days) \*\*
- 2 hour long essential skills confirmatory tests. \*\*
- 3 Mandatory Units via online multiple choice, 1 hour each under invigilation.

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# Level 3 BTEC Diploma in Business Administration

## Course Delivery

This programme will primarily be delivered through blended learning with learners attending group workshops for mandatory assignment units or delivered 1-2-1. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month to provide coaching, advice and assessment support.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

It is beneficial to have a camera for the Teams calls in order to complete 1-2-1 visits remotely and to be able to see the apprentice as they share product evidence on screen.

## Qualification Structure Summary

The Level 3 Diploma in Business Administration consists of units totalling a minimum of 58 credits. 5 mandatory units, with a total of 27 credits plus a minimum of 13 optional credits from group B and a maximum of 18 optional credits from groups C and D.

**Please note: at least 40 credits must be at Level 3 or above.**

Unit rules of combination:

- Mandatory Units (Learners must achieve all 5 units) – 27 credits.
- Optional units Group B – Minimum 13 credits.
- Optional Units Group C – Maximum 10 credits.
- Optional Units Group D – Maximum 8 credits.
- The same unit may not be selected at Level 2 and Level 3

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). Below is a brief overview of the units available.

<b>Mandatory Units</b>	
<b>Unit Title</b>	<b>Level</b>
Communicate in a Business Environment	3
Manage Personal and Professional Development	3
Principles of Business Communication and Information	3
Principles of Administration	3
Principles of Business	3

<b>Optional Units Group B (Minimum of 13 Credits)</b>		
<b>Unit Title</b>	<b>Level</b>	<b>Credits</b>
Contribute to the Improvement of business Performance	3	6
Negotiate in a Business Environment	3	4
Develop a Presentation	3	3
Deliver a Presentation	3	3
Create Bespoke Business Documents	3	4
Contribute to the Development and Implementation of an Information System	3	6
Monitor Information Systems	3	8
Evaluate the Provision of Business Travel or Accommodation	3	5
Provide Administrative Support in Schools	3	5
Administer Parking and Traffic Challenges, Representations and Civil Parking Appeals	3	5
Administer Statutory Parking and Traffic Appeals	3	6
Administer Parking and Traffic Debt Recovery	3	5
Administer Legal Files	3	5
Build Legal Case Files	3	5
Manage Legal Case Files	3	5
Manage an Office Facility	3	4
Analyse and Present Business Data	3	6
Produce Business Documents	2	3

Store and Retrieve Information	2	4
Produce Minutes of Meetings	2	3
Handle Mail	2	3
Prepare Text from Shortland	2	6
Prepare text from Recorded Audio Instruction	2	4
Maintain and Issue Stationery and Supplies	2	3
Contribute to the Organisation of an Event	2	3
Organise Business Travel or Accommodation	2	4
Provide Administrative Support for Meetings	2	4
Administer Human Resource Records	2	3
Administer the Recruitment and Selection Process	2	3
Administer Parking Dispensations	2	3
Administer Finance	2	4
Buddy a colleague to Develop their Skills	2	3
Employee Rights and Responsibilities	2	2
Support Environmental Sustainability in a Business Environment	4	4
Resolve Administrative Problems	4	6
Prepare Specifications for Contracts	4	4
Prepare Text from Notes Using Touch Typing	2	4

### Optional Units Group C (Maximum of 10 Credits)

Unit Title	Level	Credits
Promote Equality, Diversity and Inclusion in the Workplace	3	3
Manage Team Performance	3	4
Manage Individuals' Performance	3	4
Manage Individuals' Development in the Workplace	3	3
Chair and Lead Meetings	3	3
Encourage Innovation	3	4
Procure Products and/or Services	3	5
Implement Change	3	5
Implement and Maintain Business Continuity Plans and Processes	3	4
Participate in Project	3	3
Develop and Maintain Professional Networks	4	3
Develop and Implement an Operational Plan	4	5
Manage Physical Resources	4	4
Prepare for and Support Quality Audits	4	3
Manage a Budget	4	4

Manage a Project	4	7
Manage Business Risk	4	6
Recruitment, Selection and Induction Practice	4	6
Organise and Deliver Customer Service	3	5
Resolve Customer's Complaints	3	4
Using Email	3	3
Word Processing Software	3	6
Website Software	3	5
Spreadsheet Software	3	6
Presentation Software	3	6
Bespoke Software	3	4
Database Software	3	6

### Optional Units Group D (Maximum of 8 Credits)

Unit Title	Level	Credits
Principles of Leadership and Management	3	8
Principles of Market Research	3	5
Principles of Marketing and Evaluation	3	7
Principles of Digital Marketing and Research	3	7
Principles of Marketing Stakeholder Relationships	3	3
Understand the Customer Service Environment	3	5
Understand the Legal Context of Business	3	6
Principles of Social Media within a Business	3	6

### Barred Units

This Unit	Is barred against this unit
Evaluate the Provision of Business Travel or Accommodation	Organise Business Travel or Accommodation
Participate in a Project	Manage a Project

## **Have any questions about our Level 3 Diploma in Business Administration?**

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at [info@alstraining.org.uk](mailto:info@alstraining.org.uk)



# 3

## Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your apprenticeship framework.

### Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

### Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)