

Apprenticeship in Business & Administration Level 3

This qualification is aimed at those who already have experience of office-based skills and wish to specialise in business and administration functions; perhaps in, or preparing for a line management role. Candidates can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of a department or office.

On completion of this apprenticeship you will achieve the following qualifications and receive these certificates:

- Apprenticeship in Business & Administration
- OCR Level 3 NVQ Diploma in Business and Administration (QCF)
- C&G Level 3 Certificate in Principles of Business and Administration (QCF)
- Essential Skills Wales - Application of Number Level 2, Communication Level 2 and ICT Level 2

Competence component OCR Level 3 NVQ Diploma in Business and Administration (QCF)

To achieve a Level 3 NVQ Diploma in Business and Administration, you will complete a **minimum of 9 units**. This comprises of 4 mandatory units and a minimum of 3 units from optional Group B and an additional 2 units from Group B or C.

course details

Mandatory Units

- Unit 301 Manage own performance in a business environment
- Unit 302 Evaluate and improve own performance in a business environment
- Unit 303 Work in a business environment
- Unit 309 Communicate in a business environment

Optional Units – Group B

- Unit 304 Solve business problems
- Unit 305 Work with other people in a business environment
- Unit 306 Contribute to decision-making in a business environment
- Unit 307 Negotiate in a business environment
- Unit 308 Supervise a team in a business environment
- Unit 325 Supervise an office facility
- Unit 327 Contribute to running a project
- Unit 212 Produce documents in a business environment
- Unit 213 Prepare text from notes

- Unit 214 Prepare text from notes using touch typing (40 wpm)
- Unit 215 Prepare text from shorthand (60 wpm)
- Unit 216 Prepare text from recorded audio instruction (40 wpm)
- Unit 312 Design and produce documents in a business environment
- Unit 313 Prepare text from notes using touch typing (60 wpm)
- Unit 314 Prepare text from shorthand (80 wpm)
- Unit 315 Prepare text from recorded audio instruction (60 wpm)
- Unit 223 Support the organisation of an event
- Unit 224 Support the co-ordination of an event
- Unit 225 Support the organisation of business travel or accommodation
- Unit 226 Support the organisation of meetings
- Unit 320 Plan and organise an event
- Unit 321 Co-ordinate an event
- Unit 322 Plan and organise meetings
- Unit 323 Organise business travel or accommodation

Unit 324 Evaluate the organisation of business travel or accommodation
 Unit 207 Use electronic message systems
 Unit 208 Use diary systems
 Unit 209 Take minutes
 Unit 310 Develop a presentation
 Unit 311 Deliver a presentation
 Unit 210 Handle mail
 Unit 211 Provide reception services
 Unit 256 Meet and welcome visitors
 Unit 328 Deliver, monitor and evaluate customer service to internal customers
 Unit 329 Deliver, monitor and evaluate customer service to external customers
 Unit 353 Use customer service as a competitive tool
 Unit 354 Monitor and solve customer service problems
 Unit 217 Organise and report data
 Unit 218 Research Information
 Unit 219 Store and retrieve information
 Unit 220 Archive information
 Unit 228 Support the management and development of an information system
 Unit 316 Support the design and development of an information system
 Unit 317 Monitor information systems
 Unit 318 Analyse and report data
 Unit 410 Design and develop an information system
 Unit 411 Manage and evaluate an information system
 Unit 221 Use office equipment
 Unit 222 Maintain and issue stationery stock items
 Unit 319 Order products and services
 Unit 330 Agree a budget
 Unit 421 Manage budgets
 Unit 227 Respond to change in a business environment
 Unit 326 Contribute to innovation in a business environment

Unit 418 Contribute to innovation in a business environment
 Unit 419 Plan change for a team

Optional Units – Group C

Unit 113 Use occupational and safety guidelines when using keyboards
 Unit 238 Bespoke software
 Unit 239 Data management software
 Unit 240 Database software
 Unit 241 Improving productivity using IT
 Unit 242 IT security for users
 Unit 243 Presentation software
 Unit 244 Set up an IT system
 Unit 245 Spreadsheet software
 Unit 246 Using collaborative technologies
 Unit 247 Website software
 Unit 248 Word processing software
 Unit 342 Bespoke software
 Unit 343 Data management software
 Unit 344 Database software
 Unit 345 Improving productivity using IT
 Unit 346 IT security for users
 Unit 347 Presentation software
 Unit 348 Set up an IT system
 Unit 349 Spreadsheet software
 Unit 350 Using collaborative technologies
 Unit 351 Website software
 Unit 352 Word processing software
 Unit 422 Manage physical resources
 Unit 423 Manage the environmental impact of work activities
 Unit 426 Provide leadership and direction for own area of responsibility
 Unit 427 Support learning and development within own area of responsibility
 Unit 428 Develop working relationships with colleagues and stakeholders

Course Delivery:

An Assessor will visit the candidate at their workplace, at least once a month for a minimum of one hour. Targets will be agreed for you to complete between each assessment visit.

Knowledge component C&G Level 3 Certificate in Principles of Business and Administration (QCF)

To achieve a Level 3 Certificate in Principles of Business and Administration, you must complete the 4 mandatory units and one of the following options:

Either units 204 and 206
Or unit 305 or 306 or 307

course units

Mandatory Units

- 301 Principles of personal responsibilities and how to develop and evaluate own performance at work
- 302 Principles of working with and supervising others in a business environment
- 303 Principles of managing information and producing documents in a business environment
- 304 Principles of providing and maintaining administrative services

Optional Units

- 204 Principles of supporting change in a business environment
- 206 Principles of maintaining stationery stock
- Unit 207 - Principles of working in the public sector
- 305 Principles of project management
- 306 Principles of contributing to innovation and change
- 307 Principles of working in the public sector

Course Delivery:

An Assessor will visit the candidate at their workplace, guiding the candidate through the learning outcomes and prepare them for a series of timed assignments to achieve each unit.

Essential Skills Wales

There are two areas which you will complete through a combination of work-based assessments and assignments:

- Application of Number Level 2
- Communication Level 2
- ICT Level 2

Recommended Time on Framework:

The recommended time to complete the Apprenticeship framework is 15 months.