

## Modern Apprenticeship in Business and Administration Level 3

This qualification is aimed at individuals in a more senior administration role, such as Senior Administrators and Supervisors, with a degree of autonomy within their role.

On completion of the framework the candidate will receive the following qualifications:

- City and Guilds Level 3 Certificate in Business and Administration
- OCR Level 3 NVQ in Business and Administration
- Business and Administration Modern Apprenticeship
- Key Skills - Application of Number Level 2 and Communication Level 2

## Level 3 National Vocational Qualification in Business and Administration

Candidates must complete six units in total, from two mandatory units and four optional units. At least three optional units must be from optional units group B.

### course details

#### Mandatory Units (2)

- Carry out your responsibilities at work
- Work within your business environment

#### Optional Units Group A (1)

- Ensure your own actions reduce risks to health and safety
- Organise business travel and accommodation
- Use IT to exchange information
- Presentation software
- Manage diary systems
- Use IT systems
- Database software
- Specialist or bespoke software

#### Optional Units Group B (3)

- Supervise an office facility
- Manage and evaluate customer relations
- Complete year end procedures
- Run projects
- Plan, organise and support meetings

- Organise and coordinate events
- Spreadsheet software
- Artwork and imaging software
- Plan and implement innovation and change
- Provide leadership for your team
- Prepare text from shorthand
- Procure products and services
- Manage the payroll function
- Monitor information systems
- Research, analyse and report information
- Make a presentation
- Word processing software
- Website software
- Design and produce documents
- Develop productive working relationships with colleagues and stakeholders
- Prepare text from notes
- Prepare text from recorded audio instruction

### Course Delivery:

An Assessor will visit the candidate at their workplace at least once a month for a minimum of one hour. In addition to this, they will be set approximately 4 hours worth of work to complete before the next months meeting.

## Technical Certificate:

# City and Guilds Level 3 Certificate Business and Administration

The Technical Certificate at level 3 consists of 2 units and an online multiple choice test.

### workshop outlines

#### 301. Managing the business environment

The aim of this unit is to provide the candidate with the knowledge to competently work as a senior business administrator within an organisation, by having an understanding of its operation and functions, ensuring that laid down policies and procedures are being followed, organisational requirements are being met and related legislation is being applied to maintain a healthy and safe working environment.

#### 302. Ensuring effective work within the business environment

The aim of this unit is to provide the candidate with the knowledge to ensure work is effectively carried out within an organisation by planning and prioritising their work and the work of others, managing electronic and paper-based communication systems and by continuously improving themselves, others and, wherever possible the organisation.

### Course Delivery:

Candidates will be required to complete a comprehensive workbook and paper-based written assignment within their place of work which covers aspects of both units detailed above. Candidates will also be required to complete an online multiple choice test which also covers aspects of both units detailed above. The online test will be held at our training centre in Newport.

## Key Skills

### course units

Key Skills are a range of essential skills that are critical to succeed in the workplace today. There are two Key Skill areas (including Communications and Application of Number) which participants complete through a combination of work-based assessments and assignments.

#### Mandatory Units

- Application of Number (Level 2)
- Communication (Level 2)

#### Delivery

Key Skills will be completed during the assessor visits

### Recommended Time on Framework:

The recommended time to complete the Modern Apprenticeship framework is 18 to 24 months.