

Higher Apprenticeship in Business and Professional Administration

The function of Business Administration is an important support role within any business or organisation. Administrators handle the day-to-day tasks in an office and make sure things run smoothly – 97% of employers say that effective administration is essential to their business.

Administration spans all occupations and sectors of employment. Qualifications in administration are designed to provide office workers/administrators with a qualification that recognises what they already do at work. They also provide essential training for development of the job role, which facilitates promotion.

This course is suitable for administrators working at a senior level with considerable responsibility for the management of systems and resources, working with an extensive degree of autonomy.

Job Roles

Officer Manager • Administration Team Leader • Personal Assistant • Business development executive

<p>Qualifications</p>	<p>The Apprenticeship framework programme consists of two elements:</p> <ul style="list-style-type: none"> • Level 4 Diploma in Business Administration • Level 4 Diploma in Business and Professional Administration <p>The Qualifications and Credit Framework (QCF) is the new framework for recognising accredited qualification in England, Wales and Northern Ireland. It is a flexible credit-based qualifications framework that enables qualifications to be tailored to meet individual requirements.</p> <p>On completion of the two elements above you will be accredited with a Higher Apprenticeship Certificate.</p>
------------------------------	---

Funded by



Skills Funding
Agency



Units covered

Level 4 Diploma in Business Administration

You will complete a supporting qualification to ensure you have the required knowledge to work in your chosen sector. For this part of your programme you will complete a number of assignments.

Learners must complete a minimum of 57 Credits:

- 18 credits from Mandatory Units
- A minimum of 26 credits from Group B Optional Units
- A maximum of 13 credits from Group C Optional Units

A minimum of 30 credits must be achieved through the completion of units at Level 4 or above.

4 Mandatory Units

Learners must complete the following mandatory units:

- Communicate in a business environment (4 Credits)
- Resolve administrative problems (6 Credits)
- Manage the work of an administrative function (5 Credits)
- Manage personal and professional development (3 Credits)

From the optional units, learners must achieve a minimum of 39 credits

A Minimum of 26 Credits from Group B Optional Units:

- Contribute to the design and development of an information system (5 Credits)
- Manage information systems (6 Credits)
- Support environmental sustainability in a business environment (4 Credits)
- Prepare specifications for contracts (4 Credits)
- Manage events (6 Credits)
- Contribute to the improvement of business performance (6 Credits)
- Negotiate in a business environment (4 Credits)
- Develop a presentation (3 Credits)
- Deliver a presentation (3 Credits)
- Create bespoke business documents (4 Credits)
- Monitor information systems (8 Credits)
- Evaluate the provision of business travel or accommodation (5 Credits)
- Manage an office facility (4 Credits)
- Analyse and present business data (6 Credits)

A Maximum of 13 Credits from Group C Optional Units:

- Develop and maintain professional networks (3 Credits)
- Develop and implement an operational plan (5 Credits)
- Encourage learning and development (3 Credits)
- Initiate and implement operational change (4 Credits)
- Develop working relationships with stakeholders (4 Credits)
- Manage physical resources (4 Credits)
- Prepare for and support quality audits (3 Credits)
- Conduct quality audits (3 Credits)
- Manage a budget (4 Credits)
- Manage a project (7 Credits)
- Manage business risk (6 Credits)
- Manage knowledge in an organization (5 Credits)
- Recruitment, selection and induction practice (6 Credits)
- Establish business risk management processes (5 Credits)
- Promote equality of opportunity, diversity and inclusion (5 Credits)
- Design business processes (5 Credits)
- Optimise the use of technology (6 Credits)
- Manage team performance (4 Credits)
- Manage individuals' performance (4 Credits)
- Chair and lead meetings (3 Credits)
- Encourage innovation (4 Credits)
- Manage conflict within a team (5 Credits)
- Procure products and/or services (5 Credits)
- Implement and maintain business continuity plans and processes (4 Credits)
- Collaborate with other departments (3 Credits)
- Champion customer service (4 Credits)

Level 4 Diploma in Business and Professional Administration

This is the supporting qualification to ensure you have the required knowledge to work in your chosen sector. For this part of your programme you will complete a number of assignments.

Learners must complete a minimum of 90 Credits:

- 70 credits from Mandatory Units
- A minimum of 20 credits from Optional Units

5 Mandatory Units

Learners must complete the following mandatory units:

- Understanding organisations (15 Credits)
- Effective communication in business (15 Credits)
- Business ethics (15 Credits)
- Personal and professional development (10 Credits)
- Resource management (15 Credits)

A Minimum of 20 Credits from Optional Units:

- Recruitment and selection of staff (10 Credits)
- Planning and implementing change within businesses (10 Credits)
- Project management (15 Credits)
- Managing information and knowledge (15 Credits)
- Planning and managing customer service (10 Credits)
- Business law (15 Credits)
- Problem solving and decision making (10 Credits)
- Administrative systems (10 Credits)

Functional Skills Maths Level 2 Functional Skills English 2	Candidates seeking to undertake this apprenticeship must be able to demonstrate ability equivalent to or exceeding Level 2 in English and Mathematics. This requirement may be met through the achievement of Level 2 Functional Skills, equivalent GCSEs, O Levels, A Levels or AS Levels, or an initial assessment which demonstrates the required ability.
Additional elements	Every employee is required have an understanding of their rights and responsibilities.
Entry requirements	No previous experience is required but applicants must enjoy working in an administration role and it is expected that Higher apprentices will have significant experience of working in a business environment to ensure they have the suitable foundations on which to further build their knowledge and skills. Learners who do not have any business experience may be better suited to the Business & Administration Intermediate Apprenticeship. Learners who have only limited prior experience in a business orientated role may be better suited to the Business & Administration Advanced Apprenticeship.
Who is it for?	This course is suited to those who lead or manage a team or are aspiring to move on to such a role.
Cost	<p>Aged 16-18</p> <p>Fully funded</p> <p>Aged 19 and over</p> <p>Buckinghamshire Adult Learning require employers to make a contribution towards the cost for all learners aged 19 years and over, embarking on an Apprenticeship or Advanced Apprenticeship programme. For more information please contact us on 01296 383470.</p>
Duration	15-18 months
Start date	Available throughout the year
Assessment method	<ul style="list-style-type: none"> • Work Based Evidence • Written assignments
Personal qualities	<ul style="list-style-type: none"> • Ability to work on their own between sessions to practice and complete homework and exam questions • To be able to work under exam conditions • Attention to detail and methodical approach
Further progression	<p>Higher apprentices, with support and opportunities in the workplace, can progress on to:</p> <ul style="list-style-type: none"> • The Level 5 Higher Apprenticeship in Management <p>With additional training, Higher apprentices may be able to progress in their careers to roles including operations director, business development manager, company secretary or a wide range of managerial roles within business.</p>