



# Advanced Apprenticeship in Business and Administration (Level 3)



## Who is this course suitable for?

This level 3 qualification is suitable for individuals who work in an administration role across a wide range of industries and types of organisations. It is most suitable for those who are working with a high degree of autonomy and personal responsibility. It is aimed at those who are involved in developing, implementing and maintaining administrative services.

This course is available for all age groups.

## Course Content

The full Apprenticeship framework you will undertake will include the following:

- Level 3 Diploma in Business and Administration (performance based element)
- Level 3 Certificate in Principles of Business and Administration (knowledge based element)
- Award in Key/Functional Skills English – Level 2
- Award in Key/Functional Skills Mathematics – Level 2
- Award in Key/Functional Skills ICT – Level 2
- Employment rights and responsibilities
- Personal learning and thinking skills

Further information on each of the elements is provided below.

### **Level 3 Diploma in Business and Administration (performance based element)**

The qualification is made up of units, which each have a credit



value. You must achieve a minimum of **40** credits to gain the full qualification. There are **4** mandatory units; you must then select a minimum of **27** credits from the optional units, **14** from Optional Group B and a further **13** from Optional Group B or C. Further unit selection criteria is in place, your advisor will inform you of this when you select your units. All units must be completed in order to achieve the full qualification although single unit accreditation is available.





# Advanced Apprenticeship in Business and Administration (Level 3)



## Mandatory Units (13 credits):

- Manage own performance in a business environment (Credit value: 3)
- Evaluate and improve own performance in a business environment (Credit value: 3)
- Work in a business environment (Credit value: 4)
- Communicate in a business environment (Credit value: 3)

## Optional Units (Minimum of 27 credits):

### Group B (Minimum of 14 credits)

- Use electronic message systems (Credit value: 1)
- Use a diary system (Credit value: 3)
- Take minutes (Credit value: 4)
- Handle Mail (Credit value: 3)
- Provide reception services (Credit value: 3)
- Produce documents in a business environment (Credit value: 4)
- Prepare text from notes (Credit value: 3)
- Prepare text from notes using

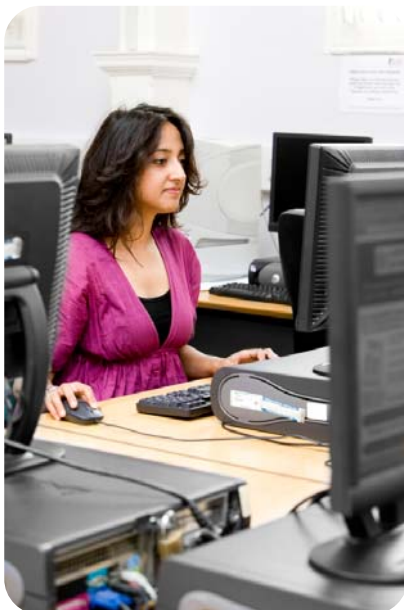
- touch typing (40wpm) (Credit value: 3)
- Prepare text from shorthand (60wpm) (Credit value: 8)
- Prepare text from recorded audio instruction (40wpm) (Credit value: 4)
- Organise and report data (Credit value: 3)
- Research information (Credit value: 4)
- Store and retrieve information (Credit value: 3)
- Archive information (Credit value: 2)
- Use office equipment (Credit value: 4)
- Maintain and issue stationery stock items (Credit value: 3)
- Support the organisation of an event (Credit value: 2)
- Support the co-ordination of an event (Credit value: 3)
- Support the organisation of business travel or accommodation (Credit value: 3)
- Support the organisation of meetings (Credit value: 4)
- Respond to change in a business environment (Credit value: 3)

- Support the management and development of an information system (Credit value: 7)
- Meet and welcome visitors (Credit value: 3)
- Administer human resources records (Credit value: 3)
- Administer the recruitment and selection process (Credit value: 4)
- Administer parking dispensations (Credit value: 4)
- Solve business problems (Credit value: 4)
- Work with other people in a business environment (Credit value: 4)
- Contribute to decision-making in a business environment (Credit value: 3)
- Negotiate in a business environment (Credit value: 5)
- Supervise a team in a business environment (Credit value: 6)
- Develop a presentation (Credit value: 3)
- Deliver a presentation (Credit value: 3)
- Design and produce documents in a business





# Advanced Apprenticeship in Business and Administration (Level 3)



- environment (Credit value: 4)
- Prepare text from note using touch typing (60wpm) (Credit value: 4)
- Prepare text from shorthand (80wpm) (Credit value: 8)
- Prepare text from recorded audio instruction (60wpm) (Credit value: 4)
- Support the design and development of an information system (Credit value: 7)
- Monitor information systems (Credit value: 7)

- Analyse and report data (Credit value: 6)
- Order products and services (Credit value: 5)
- Plan and organise an event (Credit value: 4)
- Co-ordinate an event (Credit value: 4)
- Plan and organise meetings (Credit value: 5)
- Organise business travel or accommodation (Credit value: 5)
- Evaluate the organisation of business travel or accommodation (Credit value: 2)
- Supervise an office facility (Credit value: 5)
- Contribute to innovation in a business environment (Credit value: 4)
- Contribute to running a project (Credit value: 5)
- Deliver, monitor and evaluate customer service to internal customers (Credit value: 3)
- Deliver, monitor and evaluate customer service to external customers (Credit value: 3)
- Agree a budget (Credit value: 4)
- Use customer service as a competitive tool (Credit value: 8)
- Monitor and solve customer service problems (Credit value: 6)
- Administer legal files (Credit value: 7)
- Build case files (Credit value: 4)
- Manage case files (Credit value: 5)
- Provide administrative support in schools (Credit value: 8)
- Administer parking and traffic challenges, representations and civil parking appeals (Credit value: 9)
- Administer statutory parking and traffic appeals (Credit value: 9)
- Administer parking and traffic debt recovery (Credit value: 9)
- Design and develop an information system (Credit value: 7)
- Manage and evaluate an information system (Credit value: 6)
- Contribute to innovation in a business environment (Credit value: 6)





# Advanced Apprenticeship in Business and Administration (Level 3)



- Plan change for a team (Credit value: 6)
- Manage budgets (Credit value: 5)

## Group C

- Use occupational and safety guidelines when using keyboards (Credit value: 2)
- Bespoke software (Credit value: 3)
- Data management software (Credit value: 3)
- Database software (Credit value: 4)
- Improving productivity using IT (Credit value: 4)
- IT security for users (Credit value: 2)
- Presentation software (Credit value: 4)
- Set up an IT system (Credit value: 4)
- Spreadsheet software (Credit value: 4)
- Using collaborative technologies (Credit value: 4)
- Website software (Credit value: 4)
- Word processing software (Credit value: 4)
- Bespoke software (Credit value: 4)

- Data management software (Credit value: 4)
- Database software (Credit value: 6)
- Improving productivity using IT (Credit value: 5)
- IT security for users (Credit value: 3)
- Presentation software (Credit value: 6)
- Set up an IT system (Credit value: 5)
- Spreadsheet software (Credit value: 6)
- Using collaborative technologies (Credit value: 6)
- Website software (Credit value: 5)
- Word processing software (Credit value: 6)
- Manage physical resources (Credit value: 3)
- Manage the environmental impact of work activities (Credit value: 5)
- Provide leadership and direction for own area of responsibility (Credit value: 5)
- Support learning and development within own area of responsibility (Credit value: 5)

- Develop working relationships with colleagues and stakeholders (Credit value: 4)

## Level 3 Certificate in Principles of Business and Administration (knowledge based element)

You must achieve a minimum of **17** credits to gain the full qualification. There are **4** mandatory units; you must then select a minimum of **2** credits from the optional units. Further unit selection criteria is in place, your advisor will inform you of this when you select your units.

### Mandatory Units (15 credits):

- Principles of personal responsibilities and how to develop and evaluate own performance at work (Credit value: 4)
- Principles of working with and supervising others in a business environment (Credit value: 3)
- Principles of managing information and producing





# Advanced Apprenticeship in Business and Administration (Level 3)



- documents in a business environment (Credit value: 4)
- Principles of providing and maintaining administrative services (Credit value: 4)

## Optional Units (Minimum of 2 credits):

- Principles of supporting change in a business environment (Credit value: 1)
- Principles of maintaining stationery stock (Credit value: 1)
- Principles of working in the public sector (Credit value: 5)
- Principles of project management (Credit value: 2)
- Principles of contributing to innovation and change (Credit value: 2)
- Principles of working in the public sector (Credit value: 7)
- Principles of budgets in a business environment (Credit value: 2)

## Key/Functional Skills

You will also undertake the following key/functional skills, each of which will be separately certificated. Depending on your

previous qualifications you may be exempt from some of these elements. Your assessor will discuss this with you at enrolment. Your knowledge of the subjects will be developed, you will produce some coursework and you will then sit an exam to gain your certificate.

- Award in Key/Functional Skills Communication/ English – Level 2
- Award in Key/Functional Skills Application of Number/ Mathematics – Level 2
- Award in Key/Functional Skills ICT – Level 2

## Employment rights and responsibilities

You must also evidence through your work, knowledge of employment rights and responsibilities, including:

- The rights and responsibilities of workers (including equal opportunities legislation).
- The organisation, disciplines and representative structures of the sector.

- The impact on the sector of public law and policies.

## Personal learning and thinking skills

You will also evidence through your work your ability to develop and use personal learning and thinking skills including the essential skills of:

- Managing self.
- Managing relationships with others.
- Managing own learning, performance and work.

## Why do this course?

On completion of this course you will receive a nationally recognised qualification, which proves you have attained a level of job competence.

## Delivery

## Work Based Learning

This option is available to individuals who work within the Yorkshire and Humberside and North East regions. We may also





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be able to deliver in this way to those who work in other areas for a minimum cohort of 10 candidates.

You will be assigned an assessor who will visit you at regular intervals on the schools premises to provide you with support and guidance to complete the qualification. You will also be able to contact your assessor in between visits by phone and email. Access to our online portal will also be made available to you for further resources.

The tests you undertake for your key skills in Mathematics, English and ICT can be invigilated and undertaken on the schools premises.

## Course Duration

An average time of completion is around 15 months for this course. On enrolment for this qualification you will undertake an initial assessment which will enable us to establish an individual target end date. You can start this course at any time.

## Funding

If you are aged between 16 and 18 you may be able to get full funding for this course. If you are aged 19 or over you may be able to get part funding for this course. For further information please contact us on the number below.

## To Apply

For further information including costs, advice, or to apply for this course please contact a member of our team on **01904 612 231**.

*STAR (Training and Consultancy) Ltd actively promotes and supports equality of opportunity for all. If you have any special requirements regarding course delivery please do not hesitate to contact us.*



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