

# 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:

- Apprenticeship in Business Administration
- Level 3 Diploma in Business Administration (QCF)
- Essential Application of Number Skills, Essential Communication Skills and Essential Digital Literacy Skills

To Achieve the Apprenticeship in Business Administration Level 3 the Candidate must achieve a minimum of 58 credits. You will be assessed through a mix of knowledge and performance units relevant to your job role.

Below are some of a wide range of units that could be selected

course units	Mandatory 27 credits	Optional Group A (Select from..)	Optional Group B min of 13 credits (Select from..)	Optional Group C min of 10 credits (Select from..)
	Communicate in a business environment	Contribute to the improvement of business performance	Promote equality, diversity and inclusion in the workplace	Principles of leadership and management
	Manage personal and professional development	Negotiate in a business environment	Manage team performance	Understand the customer service environment
	Principles of business communication and information	Manage an office facility	Implement change	
	Principles of administration	Create bespoke business documents	Manage physical resources	
	Principles of business	Analyse and present business data	Manage a budget	
			Resolve customers' complaints	

## Essential Skills

There are three skills areas that you will develop through a variety of controlled tasks and confirmatory tests. The controlled task must be completed within 8 weeks of its start date:

- Essential Application of Number Skills Level 2
- Essential Communication Skills Level 2
- Essential Digital Literacy Skills Level 2

## Course Delivery

An Assessor will visit the candidate at their workplace at least once a month for a minimum of 1 hour. In between visits learners will be expected to complete work to ensure progress is made.

## Recommended Time on Framework

The recommended time to complete the Apprenticeship framework is 13 months.