

# BUSINESS ADMINISTRATION LEVEL 3



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# WELCOME

In this guide you will find everything you need to know regarding the Business Admin Level 3 qualification, including the different elements that go together to form the framework, the mandatory and optional units available, the different ways in which you will learn, and the methods of assessment.

## Who is this qualification suitable for?

The framework has been designed for a variety of administration roles and it provides employees with an accredited pathway of qualifications, which are portable as their careers develop.

In addition, the framework provides employers with a toolkit from which they can deliver relevant teaching and learning, appropriate to their evolving business needs and/or contractual requirements.

## How do I enrol?

1

Visit our website  
[www.ateam.co.uk](http://www.ateam.co.uk)

2

Complete an application form

3

We check your application

4

We set you up with English and/or Maths assessments if required (see exemptions.)

5

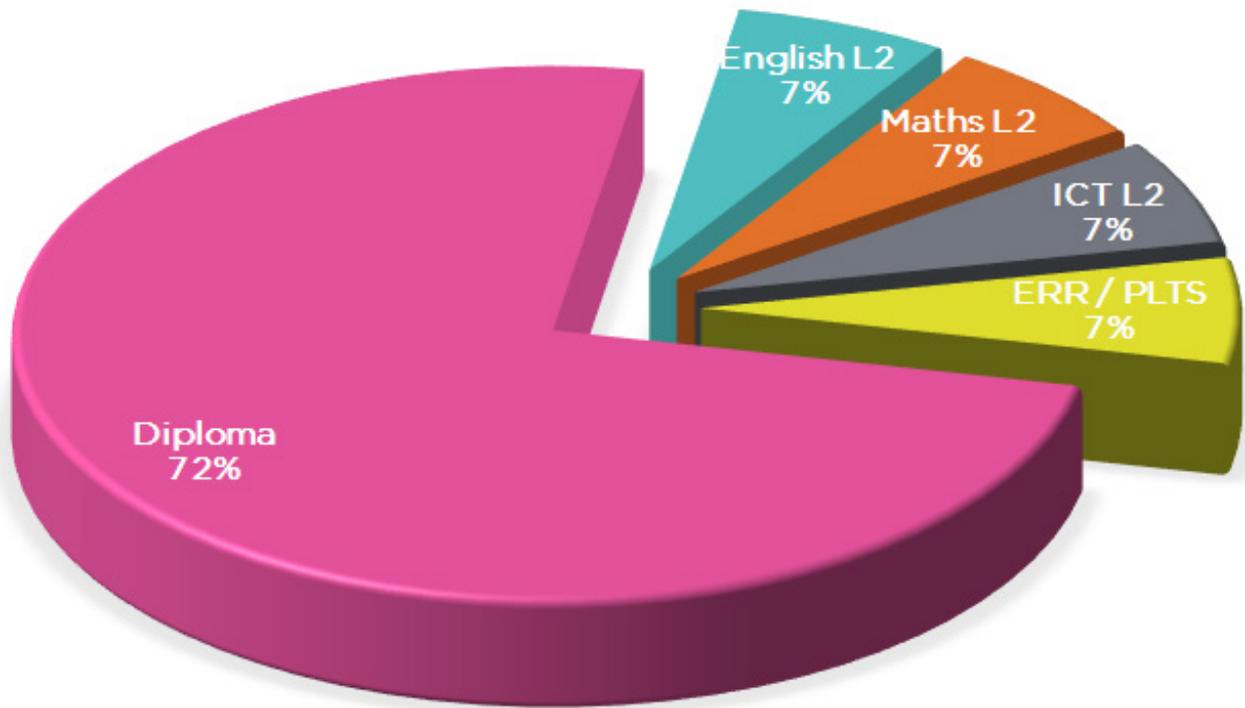
We complete enrolment paperwork with you

6

You start your qualification!

# FRAMEWORK

This is the breakdown of the Business Admin L3 qualification, which shows the different elements that go together to form the Apprenticeship.



**12 months**

Minimum duration of programme

## Exemptions

If you have any of the following then you may be exempt from English and Maths assessments and the corresponding Functional Skills parts of your qualification.

GCSE English Language  
Grade C or higher

Functional Skills  
English L2 or higher

GCSE Mathematics  
Grade C or higher

Functional Skills  
Maths L2 or higher

GCSE ICT  
Grade C or higher

Functional Skills  
ICT L2 or higher

# WHAT'S INCLUDED

## Level 3 Diploma in Business Administration

### 5 mandatory units (total of 27 credits)

- 7 credits for competence units
- 20 credits for knowledge units



### Optional units (total of 31 credits)

- Minimum of 13 credits from **Group A**
- Maximum of 10 credits from **Group B**
- Maximum of 8 credits from **Group C**

Learner Name:

Skill scan completed by:

### Mandatory (27 credits)

Level	Unit Title	Credits	Can do? Y/N	Chosen
3	301: Communicate in a business environment	4		
3	318: Principles of business communication and information *	4		
3	319: Principles of administration *	6		
3	320: Principles of business *	10		
3	345: Manage personal and professional development	3		

## Optional Group A (minimum of 13 credits)

Level	Unit Title	Credits	Can do? Y/N	Chosen
2	202: Produce business documents	3		
2	204: Store and retrieve information	4		
2	205: Produce minutes of meetings	3		
2	206: Handle mail	3		
2	208: Prepare text from notes using touch typing	4		
2	209: Prepare text from shorthand	6		
2	210: Prepare text from recorded audio instruction	4		
2	213: Maintain and issue stationery and supplies	3		
2	215: Contribute to the organisation of an event	3		
2	216: Organise business travel or accommodation	4		
2	217: Provide administrative support for meetings	4		
2	218: Administer human resource records	3		
2	219: Administer the recruitment and selection process	3		
2	220: Administer parking dispensations	3		
2	221: Administer finance	4		
2	223: Buddy a colleague to develop their skills	3		
2	227: Employee rights and responsibilities	2		
3	302: Contribute to the improvement of business performance	6		
3	303: Negotiate in a business environment	4		
3	304: Develop a presentation	3		
3	305: Deliver a presentation	3		
3	306: Create bespoke business documents	4		
3	307: Contribute to the development and implementation of an information system	6		
3	308: Monitor information systems	8		
3	309: Evaluate the provision of business travel or accommodation	5		
3	310: Provide administrative support in schools	5		
3	311: Administer parking and traffic challenges, representations and civil parking appeals	5		
3	312: Administer statutory parking and traffic appeals	6		
3	313: Administer parking and traffic debt recovery	5		
3	314: Administer legal files	5		
3	315: Build legal case files	5		
3	316: Manage legal case files	5		
3	321: Manage an office facility	4		
3	322: Analyse and present business data	6		
4	405: Support environmental sustainability in a business environment	4		
4	406: Resolve administrative problems	6		
4	407: Prepare specifications for contracts	4		

### Optional Group B (maximum of 10 credits)

Level	Unit Title	Credits	Can do? Y/N	Chosen
3	323: Organise and deliver customer service	5		
3	325: Resolve customers' complaints	4		
3	327: Bespoke Software	4		
3	328: Spreadsheet Software	6		
3	332: Promote equality, diversity and inclusion in the workplace	3		
3	333: Manage team performance	4		
3	334: Manage individuals' performance	4		
3	335: Manage individuals' development in the workplace	3		
3	336: Chair and lead meetings	3		
3	338: Encourage innovation	4		
3	340: Procure products and/or services	5		
3	341: Implement change	5		
3	342: Implement and maintain business continuity plans and processes	4		
3	344: Participate in a project	3		
3	347: Using email	3		
3	348: Database Software	6		
3	349: Presentation Software	6		
3	351: Word Processing Software	6		
3	352: Website Software	5		
4	410: Develop and maintain professional networks	3		
4	411: Develop and implement an operational plan	5		
4	415: Manage physical resources	4		
4	416: Prepare for and support quality audits	3		
4	418: Manage a budget	4		
4	419: Manage a project	7		
4	420: Manage business risk	6		
4	422: Recruitment, selection and induction practice	6		

### Optional Group C (maximum of 8 credits)

Level	Unit Title	Credits	Can do? Y/N	Chosen
3	324: Understand the customer service environment	5		
3	326: Principles of digital marketing and research	7		
3	329: Principles of marketing stakeholder relationships	3		
3	330: Principles of market research	5		
3	337: Principles of leadership and management	8		
3	346: Principles of Social Media within a Business	6		

### Barred units

This unit	Is barred against this unit
309: Evaluate the provision of business travel or accommodation	216: Organise business travel or accommodation
344: Participate in a project	419: Manage a project

## Functional Skills

- **Maths (Level 2)**
- **English (Level 2)**
- **ICT (Level 2)**

You will complete Functional Skills in Maths, English and ICT. Assessments are designed to measure the competent application of skills within real-life scenarios. Assessments are task based with no portfolio to complete. These can be completed on-screen, offline or paper-based. Completion of Functional Skills may not be required where evidence of a current transferable skills qualification exists e.g. GCSE.

## Personal Learning and Thinking Skills

There are six Personal, Learning and Thinking Skills (PLTS) that provide a framework for describing the qualities and skills needed for success in learning and life.

The assessment of these will be embedded within your Apprenticeship.

## Employee Rights and Responsibilities

Employee Rights and Responsibilities (ERR) is part of all Apprenticeships. It must be assessed and clearly evidenced. You must understand your rights and responsibilities with regards to equal opportunities and health and safety. It is important that you receive a thorough induction into your organisation. This induction can contribute evidence and examples towards meeting the requirements for ERR.

## How will learning take place?

### Off the job learning

Off-the-job refers to the time taken to develop technical skills and knowledge of theoretical concepts across a range of contexts. It can be seen as time away from 'the immediate pressures of the job', and may include all of the following (non-exclusive) activities:

- Individual and Group teaching
- Coaching
- Distance learning
- e-learning
- Feedback and Assessment
- Guided study
- Learning with peers
- Networked or collaborative learning
- Mentoring

You may attend sessions at Access Training during your qualification and you will have an assessor visit you in the workplace. You will need to spend some time at home providing written accounts and research for your portfolio.

### On the job learning

On-the-job refers to the time taken to develop the practical skills applied in the context of a job role. It can be seen as the time you spend being guided whilst undertaking normal activities as part of your job role, and which provide opportunities to learn, develop and practice skills.

# The Assessment Process

Access Training use a blended learning model which means that training, assessment and support will be delivered in a variety of ways to suit you and your employer. Webinars, e-learning, and Skype will be combined with face-to-face visits and self-study to provide flexible learning that you can access when and where you want - whether that's during an appointment in working hours, taking part in a Skype call at your desk or watching a video on your phone.

Achievement of the qualification is based around the provision of sufficient evidence to show that the job can be done to the national standards. You need to collect a variety of evidence and this collection of evidence is called a 'portfolio'. This will be done electronically via an e-portfolio and your assessor may use any of the following for sources of evidence:

## Performance at Work (Observation)

Your assessor will observe your performance in the work place against the national standards.

## Work Product

There may be tasks that you routinely carry out which are applicable to your qualification - i.e. send and receive emails. The products of these tasks may be used as evidence, as long as the evidence is sufficiently current and relevant to the standards.

## Recognition of Prior Learning

This could be a relevant qualification or achievement, for example, First Aid, Safeguarding etc. This is sometimes referred to as 'Recognition of Prior Learning' and abbreviated to RPL.

## Witness Statement

Witnesses can provide evidence of the way the job is done, usually in the form of a witness statement. Your supervisor/line manager will provide you with the testimony relating to your performance at work.

## Questioning

Questioning may be oral or written. Your assessor will ask you questions to make sure you have the necessary knowledge and understanding to carry out your job activities to the national standard. Where suitable, your assessor may electronically record question and answer sessions.

## Professional Discussion

Your assessor may use a dictaphone or smartphone to record a professional discussion. These will be based on activities you have taken part in and are a good way for yourself and your assessor to discuss and explore the event.

## Reflective Account

Reflective accounts are used to reflect on your working practice. You will be asked to provide a statement on how you have carried out a task e.g. how you dealt with an accident, this will then be assessed and used as evidence of your competence.

# Completion of the diploma

When all outcomes have been achieved, your paperwork and portfolio is passed onto the Internal Quality Assurer, who will sample it and apply for your certificate, if it is of the required standard.

## 20% Off-the-job training

Over the course of the apprenticeship, each learner will be required to spend 20% of their time doing off-the-job training and this will be documented through the assessor.

Off-the-job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of the apprenticeship. This can include training that is delivered at the apprentice's normal place of work but must not be delivered as part of their normal working duties.

The off-the-job training must be directly relevant to the apprenticeship framework or standard and could include the following:

- The teaching of theory (for example; lectures, role play, simulation exercises, online learning or job specific training)
- Practical training, such as; shadowing, mentoring, industry visits and attendance at competitions
- Learning support and time spent writing assessments/assignments
- Team meetings

It does not include:

- English and Maths (up to level 2) which is funded separately
- Progress reviews or on-programme assessment needed for an apprenticeship framework or standard
- Training which takes place outside the apprentice's paid working hours
- Access Training Induction

Employer contribution for 19+ learner £200 plus VAT

