



For **new** or **existing** staff

# Business Administration Apprenticeship Level 3

Delivered by Gloucestershire College



This apprenticeship framework is designed to develop key skills in support functions; it is extremely flexible and can be tailored around any role with an administration function. The Business and Administration Level 3 qualification is ideal for senior or experienced administrators who are working within the office environment and who will be managing a range of processes, procedures and people to ensure the office runs smoothly. It can be a route to developing the skills and knowledge to move into a management role.

### Delivery model and duration:

All training will be delivered in the workplace whilst any exams will be conducted at Gloucestershire College

**Duration:** 18 Months

### Ideal for:

- Senior Receptionists
- Senior Administrators
- Personal Assistants
- Office Supervisors
- Team Leaders
- Administrative Department Managers

### The apprenticeship will cover the following core areas:

- Communication
- Understanding employer organisations
- Business document production
- Information management
- Personal performance
- Administrative support services

### Benefits to business

- Improved productivity
- Confident and competent staff
- Preparation for succession management
- Increased employee retention

**Qualification:**  
**BTEC Level 3 Diploma in Business Administration**

» **Completers may want to progress to**  
 A variety of professional qualifications, including Management and Leadership

### Entry Criteria:

- Four GCSE grades A-C or 9-4 including English and maths,

### Benefits for learners

- Develop your portfolio of essential administration skills
- Take charge of your personal and professional development
- Get an in-depth understanding of a more advanced business administration position
- Get a recognised qualification for your personal development



### Why work with Gloucestershire College

We will work in partnership with you to help you achieve your business objectives by providing exceptional apprenticeship programmes, a comprehensive range of staff training and skills development courses and access to an unrivalled resource of motivated and work ready employees.

☎ 01452 563400

✉ [business.hub@gloscol.ac.uk](mailto:business.hub@gloscol.ac.uk)

🌐 [www.gloscol.ac.uk/apprenticeships](http://www.gloscol.ac.uk/apprenticeships)



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## Components

- Level 3 Diploma in Business Administration
- Employee rights and responsibilities
- Functional Skills: Level 2 English, Level 2 mathematics and Level 2 ICT
- Personal learning and thinking skills

Unit	Overview
Interpersonal Skills	Communication skills are an important part of any business and administration role, therefore communications run through all the units in this overall qualification. In this unit you will develop the knowledge and skills of communication needed in a business environment. You will explore different methods of how to communicate with others, including verbal and non-verbal communication and effective written business communication. You will also look at how to use spoken language appropriately, as well as body language.
Understand Employer Organisations	This unit focuses on the learning processes that underpin the development of personal and professional skills. The Chartered Institute of Personnel and Development (CIPD) define continuing professional development (CPD) as 'the need for individuals to keep up to date with rapidly changing knowledge' and in this unit you will learn how to identify and evaluate your own personal and professional development needs.
Principles of Business Communication and Information	In this unit you will learn how to negotiate with people to achieve planned objectives in a business environment. You will gain understanding of how to develop and deliver presentations and to use feedback to improve your skills. You will explore a range of information sources and systems and learn how they can be developed to support business operations such as the processing, storing and sharing of information, analysing and reporting data, processing transactions and supporting decision-making. You will go on to learn how to design and produce a range of bespoke, fit-for-purpose business documents. Finally, you will consider the legal, security and confidentiality requirements in a business environment.
Project Management	Use relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver project. Undertakes and leads projects as and when required.
Principles of Business Innovation	In this unit you will learn about the structure and legal obligations of companies, how business markets operate and how they shape the behaviour of business activity. This unit gives you an opportunity to consider the importance of innovation in meeting business objectives. You will consider the benefits, risks and implications of innovation to a business. You will explore the different models of business innovation and how they can be used to plan and support new ways of working, or to develop new products and services. You will explore the principles of marketing and the main types of market research used to make marketing decisions. You will gain an understanding of the relationship between sales and marketing in business and consider how they work together to achieve a common goal.

There are over 40 optional units available on this programme, most people need to take around 4 or 5 to make up their credit value for the qualification. A selection of the optional units are:

- Analyse and Present Business Data
- Produce Business Documents
- Store and Retrieve Information
- Handle Mail
- Employee Rights and Responsibilities
- Organise and Deliver Customer Service
- Principles of Leadership and Management

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