

BUSINESS ADMINISTRATION

LEVEL 4 APPRENTICESHIP



WHAT IS IT?

Administration is the key to the success of any business. An administrator handles the day-to-day tasks that make your business run smoothly. The Business Administration Apprenticeships ensures that your administrator is efficient, accurate and responsible, all the skills needed in this vital support role.

PROGRESSION ROUTES

You will work to improve, expand and enhance your abilities to allow you to excel in an administrative role and build a successful career and potential promotion. After completion you will be able to manage areas such as managing events, information systems, budgets and professional development as well as:

- Design business processes and optimise the use of technology
- Develop and maintain working relationships with stakeholders and other professionals
- Gain an understanding of marketing, IT systems and finance

TIMESCALE

Total Qualification Time (TQT) of 389 hours including 296 hours of Guided Learning Hours (GLH). TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming Guided Learning Hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance. The delivery model for this qualification may be adjusted in accordance with learner needs and local circumstances.

COURSE DETAILS

Entry requirements:

There are no prerequisites for this qualification, but you should have experience of working in an administration environment and have some team leading or management responsibility. A Level 2 Maths and English qualification or equivalent would be helpful. This qualification is suitable for learners aged 19+.

Course Length:

15 months

Qualification:

OCR Level 4 NVQ Diploma in Business and Administration

Functional Skills:

Functional Skills level 2 English, Maths and ICT (if not already attained)

ACHIEVING THIS QUALIFICATION

To be awarded the OCR level 4 NVQ

Diploma in Business Administration learners must achieve a minimum of 57 credits:

- Group A - 18 minimum credit
- Group B - 26 maximum credit
- Group C - 13 maximum credit

| OCR Unit No | Unit title | Unit Reference No (URN) | Credit Value | Level | GLH |
|---------------------------------|---|-------------------------|--------------|-------|-----|
| Group A: Mandatory units | | | | | |
| 1 | Communicate in a business environment | Y/506/1910 | 4 | 3 | 24 |
| 2 | Resolve administrative problems | D/506/1956 | 6 | 4 | 56 |
| 3 | Manage the work of an administrative function | T/506/1946 | 5 | 4 | 27 |
| 4 | Manage personal and professional development | T/506/2952 | 3 | 3 | 12 |
| Group B: Optional units | | | | | |
| 5 | Contribute to the design and development of an information system | A/506/1950 | 5 | 4 | 23 |
| 6 | Manage information systems | F/506/1951 | 6 | 4 | 30 |
| 7 | Support environmental sustainability in a business environment | R/506/1954 | 4 | 4 | 38 |
| 8 | Prepare specifications for contracts | H/506/1957 | 4 | 4 | 23 |
| 9 | Manage events | M/506/1959 | 6 | 4 | 49 |
| 10 | Contribute to the improvement of business performance | D/506/1911 | 6 | 3 | 33 |
| 11 | Negotiate in a business environment | H/506/1912 | 4 | 3 | 18 |
| 12 | Develop a presentation | K/506/1913 | 3 | 3 | 11 |
| 13 | Deliver a presentation | M/506/1914 | 3 | 3 | 17 |
| 14 | Create bespoke business documents | T/506/1915 | 4 | 3 | 23 |
| 15 | Monitor information systems | F/506/1917 | 8 | 3 | 43 |

| OCR Unit No | Unit title | Unit Reference No (URN) | Credit Value | Level | GLH |
|--|--|--------------------------------|---------------------|--------------|------------|
| Group B: Optional units (Continued) | | | | | |
| 16 | Evaluate the provision of business travel or accommodation | J/506/1918 | 5 | 3 | 30 |
| 17 | Manage an office facility | K/506/1944 | 4 | 3 | 21 |
| 18 | Analyse and present business data | M/506/1945 | 6 | 3 | 24 |
| Group C: Optional units | | | | | |
| 19 | Develop and maintain professional networks | J/506/1949 | 3 | 4 | 15 |
| 20 | Develop and implement an operational plan | Y/506/1955 | 5 | 4 | 24 |
| 21 | Encourage learning and development | M/506/1962 | 3 | 4 | 16 |
| 22 | Initiate and implement operational change | T/506/1980 | 4 | 4 | 19 |
| 23 | Develop working relationships with stakeholders | F/506/1982 | 4 | 4 | 20 |
| 24 | Manage physical resources | K/506/1989 | 4 | 4 | 26 |
| 25 | Prepare for and support quality audits | K/506/1992 | 3 | 4 | 17 |
| 26 | Conduct quality audits | T/506/1994 | 3 | 4 | 21 |
| 27 | Manage a budget | A/506/1995 | 4 | 4 | 26 |
| 28 | Manage a project | R/506/1999 | 7 | 4 | 38 |
| 29 | Manage business risk | L/506/2004 | 6 | 4 | 27 |
| 30 | Manage knowledge in an organisation | A/506/2032 | 5 | 4 | 34 |
| 31 | Recruitment, selection and induction practice | R/506/2909 | 6 | 4 | 33 |
| 32 | Establish business risk management processes | J/506/2048 | 5 | 5 | 29 |
| 33 | Promote equality of opportunity, diversity and inclusion | R/506/2053 | 5 | 5 | 26 |
| 34 | Design business processes | D/506/2055 | 5 | 5 | 23 |

| OCR Unit No | Unit title | Unit Reference No (URN) | Credit Value | Level | GLH |
|--|--|--------------------------------|---------------------|--------------|------------|
| Group C: Optional units (Continued) | | | | | |
| 35 | Optimise the use of technology | F/506/2064 | 6 | 5 | 29 |
| 36 | Manage team performance | A/506/1821 | 4 | 3 | 21 |
| 37 | Manage individuals' performance | J/506/1921 | 4 | 3 | 20 |
| 38 | Chair and lead meetings | Y/506/1924 | 3 | 3 | 10 |
| 39 | Encourage innovation | J/506/2292 | 4 | 3 | 14 |
| 40 | Manage conflict within a team | K/506/1927 | 5 | 3 | 25 |
| 41 | Procure products and/or services | M/506/1928 | 5 | 3 | 35 |
| 42 | Implement and maintain business continuity plans and processes | K/506/1930 | 4 | 3 | 25 |
| 43 | Collaborate with other departments | M/506/1931 | 3 | 3 | 14 |
| 44 | Champion customer service | D/506/2153 | 4 | 4 | 17 |

APPRENTICESHIP FRAMEWORKS

An Apprenticeship framework is made up of several qualifications and elements:

KNOWLEDGE BASED QUALIFICATION (KBQ)

Some Apprenticeships will include an individual KBQ (also known as a Technical Certificate). This includes all of the theory and knowledge required for the relevant job role.

COMPETENCE BASED QUALIFICATION (CBQ)

To ensure you are competent within your field or job role, assessments are carried out in the workplace. This qualification ensures you have the skills to do the job.

FUNCTIONAL SKILLS

Functional Skills in Apprenticeships covers English and Maths and in some cases ICT. These will be at level 1 or 2 depending upon the specific framework.

APPRENTICESHIP FRAMEWORKS CONTINUED

COMBINED QUALIFICATION (CQ)

Some Apprenticeship frameworks have a CQ, which includes both knowledge based and competence based elements, and covers the requirements of both the knowledge and competencies required to do the job.

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