

Proposed learner name: \_\_\_\_\_

This qualification is a competence based qualification. It is aimed at people who already have experience of office-based skills and wish to specialise in business administration functions: perhaps in or preparing for a line management role. Learners can choose from a bank of optional units which shows their ability to negotiate, supervise, manage and contribute to the running of an office.

The credit required for this qualification is 58.

To achieve this qualification, candidates must complete a total of 27 credits from 4 mandatory units.

There must be a minimum of 13 credits from Optional group B, a maximum of 10 credits from Optional group C, a maximum of 8 credits from Optional group D.

A minimum of 40 credits must be at level 3 or above.

Business Admin NVQ Level 3 Advanced Apprenticeship				
Please answer all questions	A	B	C	D
	Is this part of your current job?	Has this ever been part of your job? (With this or any other company?)	Is this task carried out regularly?	Will this be part of your development in the future?
	Yes/ no	Yes / no	Yes/ no	Yes / no
Mandatory units, you must achieve all of these units and a selection of optional units to complete the qualification.				
<b>Communicate in a business environment – 4 Credits</b> Learning outcomes required: 1.Understand business communication models, systems and processes 2.Be able to communicate in writing in business 3. Be able to communicate verbally in business				
<b>Manage personal and professional development – 3 Credits</b> Learning outcomes required: 1.Be able to identify personal and professional development requirements 2.Be able to fulfil a personal and professional development plan 3. Be able to maintain the relevance of a personal and professional development plan				
<b>Principals of business communication and information – 4 Credits</b> Learning outcomes required: 1.Understand negotiation in a business environment 2.Understand how to develop and deliver presentations				

3. Understand how to create Bespoke documents 4. Understand information systems in a business environment				
<b>Principals of administration – 6 Credits</b> Learning outcomes required: 1.Understand how to manage an office facility 2.Understand Health and Safety in a business environment 3. Understand how to take minutes of meetings 4. Understand how to chair ,lead and manage meetings 5. Understand how to supervise an administration team 6. Understand how to organise events				
<b>Principals of Business – 10 Credits</b> Learning outcomes required: 1.Understand business markets 2.Understand innovation business and growth 3.Understand financial management 4. Understand business budgeting 5.Understand sales and marketing				
<b>Optional units, group B. Choose minimum of 13 credits from the list below</b>				
<b>Contribute to the improvement of business performance – 6 Credits</b> Learning outcomes required: 1.Understand the principals of resolving business problems 2.Understand improvement techniques and processes 3.Be able to solve problems in business 4. Be able to contribute to the improvement of activities				
<b>Negotiate in a business environment – 4 Credits</b> Learning outcomes required: 1.Understand the principals underpinning negotiation 2.Be able to prepare for business negotiations 3.Be able to carry out business negotiations				
<b>Develop a presentation – 3 Credits</b> Learning outcomes required: 1.Understand how to develop a presentation 2.Be able to develop a				

presentation				
<b>Deliver a presentation – 3 Credits</b> Learning outcomes required: 1.Understand the principals underpinning the delivery of presentations 2.Be able to prepare to deliver a presentation 3. Be able to deliver a presentation				
<b>Create bespoke business documents – 4 Credits</b> Learning outcomes required: 1.Understand how to create bespoke business documents 2.Be able to design Bespoke business documents 3. Be able to create bespoke business documents				
<b>Contribute to the development and implementation of an information system – 6 Credits</b> Learning outcomes required: 1.Understand the design and implementation of an information system 2.Be able to contribute to the development of an information system 3. Be able to contribute to the implementation of an information system				
<b>Monitor information systems – 8 Credits</b> Learning outcomes required: 1.Understand how information systems are used 2.Be able to monitor information systems				
<b>Evaluate the provision of business travel or accommodation – 5 Credits</b> Learning outcomes required: 1.Understand the provision of business travel or accommodation requirements 2.Be able to evaluate the quality of organisational business travel or accommodation requirements 3. Be able to recommend improvements to organisational business travel or accommodation arrangements				
<b>Provide administrative support in schools – 5 Credits</b>				

<p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand administration within a school environment</li> <li>2.Be able to provide administration services</li> <li>3. Be able to operate school administrative systems and procedures</li> </ol>				
<p><b>Administer parking and traffic challenges, representations and civil parking appeals – 5 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the administration of parking and traffic challenges</li> <li>2.Be able to process the receipt of challenges, representations and CPN appeals</li> <li>3.Be able to respond to challenges, representations and CPN appeals</li> </ol>				
<p><b>Administer statutory parking and traffic appeals – 6 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the administration of statutory parking and traffic appeals</li> <li>2.Be able to prepare case evidence for statutory parking and traffic appeals</li> <li>3. Be able to investigate cases for statutory appeals</li> <li>4. Be able to contest statutory parking and traffic appeals</li> </ol>				
<p><b>Administer parking and traffic debt recovery – 5 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the parking and traffic debt recovery process</li> <li>2.Be able to administer the parking and debt recovery process</li> </ol>				
<p><b>Administer legal files – 5 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the administration of legal files</li> <li>2.Be able to maintain a legal file</li> <li>3. Be able to close and archive a legal file</li> </ol>				
<p><b>Build legal case files – 5 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand how to build legal case files</li> <li>2.Be able to build case files</li> </ol>				
<p><b>Manage Legal case files – 5 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the management of</li> </ol>				

<p>legal case files</p> <p>2.Be able to manage case files</p>				
<p><b>Manage an office facility – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the management of an office facility</p> <p>2.Be able to manage and maintain an office facility</p>				
<p><b>Produce business documents – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how to prepare business documents</p> <p>2.Be able to prepare business documents</p> <p>3. Be able to distribute business documents</p>				
<p><b>Store and retrieve information – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand information storage and retrieval</p> <p>2.Be able to gather and store information</p> <p>3. Be able to retrieve information</p>				
<p><b>Produce minutes of meetings – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how to take minutes of meetings</p> <p>2.Be able to take notes of meetings</p> <p>3. Be able to produce minutes of meetings</p>				
<p><b>Handle Mail – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how to deal with mail</p> <p>2.Be able to deal with incoming mail</p> <p>3. Be able to deal with outgoing mail</p>				
<p><b>Prepare text from shorthand – 6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how to use shorthand to create text</p> <p>2.Be able to use shorthand to prepare text</p>				
<p><b>Prepare text from recorded audio instruction – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the preparation of</p>				

text from recorded notes 2.Be able to prepare text from recorded notes				
<b>Maintain and issue stationery and supplies – 3 Credits</b> Learning outcomes required: 1.Understand the maintenance of stationery and supplies 2.Be able to maintain stocks of stationery and supplies 3. Be able to issue stock of stationery and supplies				
<b>Contribute to the organisation of an event – 3 Credits</b> Learning outcomes required: 1.Understand event organisation 2.Be able to carry out prevent actions 3. Be able to set up an event 4.Be able to carry out post-event actions				
<b>Organise business travel or accommodation – 4 Credits</b> Learning outcomes required: 1.Understnad the organisation of business travel or accommodation for others 2.Be able to research business travel or accommodation options for others 3. Be able to make arrangements for business travel or accommodation for others				
<b>Provide administrative support for meetings – 4 Credits</b> Learning outcomes required: 1.Understand the administration of meetings 2.Be able to make administrative preparations for meetings 3. Be able to support the administration of meetings				
<b>Administer human resource records – 3 Credits</b> Learning outcomes required: 1.Understand the administration of human resource (HR) records 2.Be able to administer HR information				
<b>Administer the recruitment and selection process – 3 Credits</b> Learning outcomes required: 1.Understand the recruitment and selection process				

<p>2.Be able to administer the recruitment process</p> <p>3. Be able to administer the selection process</p>				
<p><b>Administer parking dispensations – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the administration of parking dispensations</p> <p>2.Be able to process applications for parking dispensations</p> <p>3. Be able to issue parking dispensations</p>				
<p><b>Administer finance – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand finance for administrators</p> <p>2.Be able tom administer finance</p>				
<p><b>Buddy a colleague to develop their skills – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how to buddy a colleague</p> <p>2.Be able to plan to buddy a colleague</p> <p>3. Be able to support a buddy colleague carrying out work activities</p>				
<p><b>Employee Rights and Responsibilities – 2 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the roles of organisations and industries</p> <p>2.Understand employers expectations and employees rights and obligations</p>				
<p><b>Support environmental sustainability in a business environment – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the principals supporting environmental sustainability in a business environment</p> <p>2.Be able to implement best practice in environmental sustainability in a business environment</p>				
<p><b>Resolve administrative problems - 6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understnad the principals underpinning the resolution of administrative problems</p>				

2.Be able to identify administrative problems 3. Be able to resolve administrative problems				
<b>Prepare specifications for contracts – 4 Credits</b> Learning outcomes required: 1.Understand the principals supporting the preparation of specifications for contracts 2.Be able to prepare specification for contracts				
<b>Prepare text from notes using touch typing – 4 Credits</b> Learning outcomes required: 1.Understand how to create text from notes 2.Be able to produce text using touch typing				
<b>Group C Optional units – Maximum of 10 credits</b>				
<b>Promote equality, diversity and inclusion in the workplace – 3 Credits</b> Learning outcomes required: 1.Understand the organisation aspects of equality, diversity and inclusion in the workplace 2. Understand the personal aspects of equality, diversity and inclusion in the workplace 3. Be able to support equality, diversity and inclusion in the workplace				
<b>Manage team performance – 4 Credits</b> Learning outcomes required: 1.Understand the management of team performance 2.Be able to allocate and assure the quality of work 3. Be able to manage communication within a team				
<b>Manage individuals performance – 4 Credits</b> Learning outcomes required: 1.Understand the importance of underperformance in the workplace 2.Be able to manage individuals performance in the workplace				
<b>Manage individuals development in the workplace – 3 Credits</b> Learning outcomes required: 1.Be able to carry out				



<p>performance appraisals</p> <p>2.Be able to support the learning and development of individual team members</p>				
<p><b>Chair and lead meetings – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Be able to prepare to lead meetings</p> <p>2. Be able to lead and chair meetings</p> <p>3. Be able to deal with post meeting matters</p>				
<p><b>Encourage innovation – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Be able to identify opportunities for innovation</p> <p>2.Be able to generate and test ideas for innovation and improvement</p> <p>3. Be able to implement innovation and improvements</p>				
<p><b>Procure products and/or services – 5 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Be able to identify procurement requirements</p> <p>2. Be able to select suppliers</p> <p>3. Be able to buy products and/or services</p>				
<p><b>Implement change – 5 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the principals of change management</p> <p>2.Be able to plan the implementation of change</p> <p>3. Be able to manage the implementation of a change plan</p> <p>4. Be able to evaluate the effectiveness of implementation of change plans</p>				
<p><b>Implement and maintain business continuity plans and processes – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Be able to plan for the implementation of business continuity plans and processes</p> <p>2.Be able to implement business continuity plans and processes</p> <p>3. Be able to maintain the fitness for purpose on on-going business continuity plans and processes</p>				
<p><b>Participate in a project – 3 Credits</b></p>				

<p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand how to manage a project</li> <li>2.Be able to support the delivery of a project</li> </ol>				
<p><b>Develop and maintain professional networks – 3 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the principals of effective networking</li> <li>2.Be able to identify professional networks for development</li> <li>3. Be able to maintain professional networks</li> </ol>				
<p><b>Develop and maintain an operational plan – 5 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the principals of operational planning</li> <li>2.Be able to develop an operational plan</li> </ol> <p>Be able to implement an operational plan</p> <ol style="list-style-type: none"> <li>4. Be able to evaluate the effectiveness of an operational plan</li> </ol>				
<p><b>Manage physical resources- 4 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Be able to identify the need for physical resources</li> <li>2.Be able to obtain physical resources</li> <li>3. Be able to manage the use of physical resources</li> </ol>				
<p><b>Prepare for an support quality audits – 3 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand the principals underpinning the management of quality</li> <li>2.Be able to prepare for quality audits</li> <li>3. Be able to support quality audits</li> </ol>				
<p><b>Manage a budget – 4 Credits</b></p> <p>Learning outcomes required:</p> <ol style="list-style-type: none"> <li>1.Understand how to identify financial requirements</li> <li>2.Understand how to set budgets</li> <li>3. Be able to manage a budget</li> <li>4. Be able to evaluate the use of a budget</li> </ol>				
<p><b>Manage a project – 7 Credits</b></p> <p>Learning outcomes required:</p>				

<p>1.Understand the management of a project</p> <p>2.Be able to plan a project</p> <p>3. Be able to manage a project</p> <p>4. Be able to evaluate the effectiveness of a project</p>				
<p><b>Manage business risk -6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the management of business risk</p> <p>2.Be able to address business risk</p> <p>3. Be able to mitigate business risk</p>				
<p><b>Recruitment, selection and induction process – 6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the principals and theories underpinning recruitment, selection and induction practice</p> <p>2.Be able to recruit people into an organisation</p> <p>3.Be able to select appropriate people for the role</p> <p>4. Be able to induct people into an organisation</p>				
<p><b>Organise and deliver customer service – 5 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how to organise customer service delivery</p> <p>2.Be able to plan the delivery of customer service</p> <p>3. Be able to deliver customer service</p>				
<p><b>Resolve customer complaints – 4 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the resolution and monitoring of customers complaints</p> <p>2.Be able to deal with customers complaints</p>				
<p><b>Using mail – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Use email software tools to compose and send messages</p> <p>2. Manage use of e-mail software effectively</p>				
<p><b>Word processing software – 6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Enter and combine text and other information accurately within word processing</p>				

documents 2.Create and modify appropriate layouts, structure formatting and styles for word processing 3. Use word processing software tools and techniques to format and present documents according to requirements				
<b>Website software – 5 Credits</b> Learning outcomes required: 1.Create structure and styles to use them to create websites 2.Select and use software website tools and features to develop multiple page websites and multimedia and interactive features 3. Publish and test multiple page websites with multimedia and interactive features				
<b>Spreadsheet software – 6 Credits</b> Learning outcomes required: 1.Use a spreadsheet to enter , edit and organise numerical and other data 2.Select and use appropriate formulas and data analysis tools and techniques to meet requirements 3. Use tools and techniques to present, and format and publish spreadsheet information				
<b>Presentation software – 6 Credits</b> Learning outcomes required: 1.Input and combine text and other information within presentation slides 2.Use presentation tools to structure, edit and format presentations 3. Prepare interactive slideshow for presentation				
<b>Bespoke software – 4 Credits</b> Learning outcomes required: 1.Input and combine information using Bespoke software 2.Create and modify appropriate structures to organise and retrieve information efficiently 3. Exploit the functions of the software effectively to present and process information				
<b>Database software – 6 Credits</b> Learning outcomes required:				

<p>1. Plan create and modify relational database tables to meet requirements</p> <p>2. Enter, edit and organise structured information in a database</p> <p>3. Use database software tools to create, edit and run data queries and produce reports</p>				
<b>Group D Optional units – maximum of 8 credits</b>				
<p><b>Principals of leadership and - management – 8 Credits</b></p> <p>Learning outcomes required:</p> <p>1. Understand the principals of effective decision making</p> <p>2. Understand leadership styles and models</p> <p>3. Understand the role, functions processes of management</p> <p>4. Understand performance measurement</p>				
<p><b>Principals of market research -5 Credits</b></p> <p>Learning outcomes required:</p> <p>1. Understand the basis on which market research is commissioned</p> <p>2. Understand how to design market research projects</p> <p>3. Understand the principals of marketing data collection</p> <p>4. Understand the principals of marketing data interpretation and evaluation</p>				
<p><b>Principals of marketing and evaluation – 7 Credits</b></p> <p>Learning outcomes required:</p> <p>1. Understand the principals of market segmentation</p> <p>2. Understand how to assess market opportunities for new products and/or services</p> <p>3. Understand the principals of marketing strategy development</p> <p>4. Understand how to evaluate the effectiveness of a marketing strategy</p>				
<p><b>Principals of digital marketing and research – 7 Credits</b></p> <p>Learning outcomes required:</p> <p>1. Learning outcomes required:</p> <p>1. Understand the role and requirements of digital marketing</p> <p>2. Understand the principals of search engine information (SEO)</p>				

<p>3. Understand the principals of marketing research using the internet</p> <p>4. Understand the principals of digital marketing device and message design</p> <p>5. Understand how to use digital marketing for marketing purposes</p>				
<p><b>Principals of marketing stakeholder relationships – 3 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand marketing stakeholder relationships</p> <p>2. Understand how to build and manage stakeholder relationships</p> <p>3. Understand how to monitor and control marketing stakeholder relationships</p>				
<p><b>Understand the customer service environment – 5 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the concepts and practices underpinning customer service delivery</p> <p>2.Understand the relationship between customer service and a brand</p> <p>3. Understand the structure of customer service</p> <p>4. Understand the implications of legislation on customer service delivery</p>				
<p><b>Understand the legal context of business – 6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand the legal framework with which businesses operate</p> <p>2.Understand the principals of business governance</p> <p>3. Understand how contract law effects a business</p> <p>4. Understand the requirements of employment Law</p>				
<p><b>Principals of social media within a business – 6 Credits</b></p> <p>Learning outcomes required:</p> <p>1.Understand how social media fits into the objectives and marketing of a business</p> <p>2.Understand how to select social media tools and channels for a business</p> <p>3.Understand how to measure the</p>				

success of using social media tools and channels 4. Understand how social media policy and guidelines can impact a business 5. Be able to monitor how a business is using social media				
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