

Higher (Level 4) Apprenticeship in Business and Professional Administration

Overview

The Higher Apprenticeship in Business and Professional Administration is aimed at those currently working in an administration role who would like to develop their skills and knowledge. It will support candidates in their day-to-day working life and build on the skills they have acquired in their current role to provide them with the knowledge and qualifications to progress in the workplace. This Apprenticeship aims to provide the candidate with the skills, knowledge and competencies to support business systems, processes and services and who can contribute to making businesses more efficient and productive.

This Apprenticeship provides a progression route for candidates qualified to Level 3 who may have completed relevant qualifications and programmes such as the Level Diploma in Business Administration or the Advanced Apprenticeship in Business and Administration.

Contents

The Level 4 Higher Apprenticeship in Business and Professional Administration includes the following components:

Level 4 NVQ Diploma in Business Administration

This competence based qualification meets the needs of candidates who are employed in a role with administrative management responsibilities. It provides the candidate with the opportunity to gain the skills to develop and implement administrative services that can be applied to a wide range of businesses and organisations. The candidate will develop an understanding of management responsibilities and gain competencies in fulfilling these through a range of activities such as resource management, negotiating, agreeing budgets and promoting innovation and change.

Candidates are required to achieve the following four mandatory units as well as a range of optional units.

- **Resolve administrative problems** - This unit aims to develop the knowledge and skills required to resolve administrative problems and introduces learners to the principles underpinning the resolution of administrative problems. Upon completion of this unit, learners will be able to identify and resolve administrative problems.
- **Manage the work of an administrative function** – This unit aims to develop the knowledge and skills required to manage and organise administrative functions and manage administrative workflows.
- **Communicate in a business environment** - This unit is about being able to communicate clearly and accurately, in writing and verbally, with other people in a business environment. The unit also covers written business communications.
- **Manage personal and professional development** - This unit aims to develop the knowledge and skills required to manage personal performance and development. Upon completion of this unit, learners will be able to manage their own performance, time and workload. They will also be able to identify their own development needs and fulfil a personal development plan.

Level 4 Diploma in Business Administration

This qualification is designed to provide learners with the knowledge and understanding relevant to their chosen career paths and aspirations within a business and professional administration context.

Candidates will be required to complete the following six mandatory units:

- **Supporting business activities** - The aim of this unit is to develop an understanding of activities which support a range of business functions from administrative tasks, through the complexities of project management to effective diary and time management. This will lead to analysis and evaluations which will inform improvements to future workplace practice.
- **Managing sustainability and risk** - The aim of this unit is to develop an understanding of the relationship between an organisation's internal and external environment with regard to managing risks and sustainability.
- **Communicating in business** - The aim of this unit is to develop an understanding of communication and how communication can facilitate and prevent effective communication which will enable learners to critically analyse and evaluate communication systems and processes within an organisation.
- **Culture and ethics in a business environment** - The aim of this unit is to develop an understanding of culture and ethics to enable learners to critically analyse the influence and impact culture and ethics have on different aspects of an organisation and how this impacts on the wider environment.
- **Business administration systems** - The aim of this unit is to develop an understanding of administration systems to enable learners to critically analyse and evaluate the influence administration systems have on different aspects of an organisation.
- **Managing people and performance in a business environment** - The aim of this unit is to develop an understanding of the roles and responsibilities individuals have as leaders and managers to enable a learner to critically analyse these roles in developing effective individuals and teams to meet organisational objectives.
- **Personal effectiveness in a business environment** - The aim of this unit is to develop an understanding of the relationship between time management, personal development and management styles and how they combine to motivate people to become more effective individuals and teams to meet organisational objectives.
- **Managing business facilities** - The aim of this unit is to develop an understanding of the management of facilities and accommodation and how this impacts internally and externally on working practices and the environment.

Employees Rights and Responsibilities (if not already achieved)

This component gives candidates the knowledge and understanding needed to exercise their rights and responsibilities as an employee. It covers statutory responsibilities and rights of employees and employers including contracts of employment, health, safety and security, equality and diversity and data protection.

Candidates seeking to undertake this Apprenticeship must be able to demonstrate ability equivalent to or exceeding Level 2 in English and mathematics.

Who is this programme suitable for?

Candidates will normally have significant experience of working in a senior administrative position with the opportunity to meet the assessment demands, and have a background that will enable them to benefit from the programme. Candidates that wish to undertake this programme may be working on one of the following roles: office manager, administration team leader, personal assistant or business development executive.

Learning and assessment

An Apprenticeship is a job with an accompanying skills development programme. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training (candidates will be required to attend six class-based sessions) and the opportunity to practice and embed new skills in a real work context.

Programme duration

This is dependent upon candidate's individual circumstances but generally the programme takes between 12 – 18 months to complete.

Entry requirements

The Higher Apprenticeship in Business and Professional Administration is aimed at those who have significant experience of working in a senior administrative position with management responsibilities and decision making opportunities.

A pre-course interview would be arranged to discuss the programme and to establish that this is suitable for the candidate.

Programme start date

We don't have set enrolment periods so candidates are able to begin the programme at a time that best suits them and their employer.

Progression

Higher apprentices, with support and opportunities in the workplace, can progress onto:

- A range of management and other professional qualifications at level 5 and above.
- Higher education to undertake management, business or other qualifications.
- Specialised qualifications providing additional technical knowledge.
- Possible membership of professional bodies, including the Chartered Management Institute.

Questions

Please contact us:

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