





# Business Administration

Effective administration forms an essential part of the smooth running of any business. The ability to deal efficiently with the administration inevitably created by the day-to-day operating of a business is crucial to success.

Working in administration offers a varied and challenging environment, which can involve any number of tasks, including; answering telephone and email enquiries, photocopying, booking rooms, arranging meetings, taking minutes, ordering materials, producing letters, maintaining databases and word processing.

A Business Administration qualification covers the skills needed to excel in these tasks as well as improving how you organise and manage your workload, providing the foundations for future career success.

## Entry Requirements

Although there are no formal requirements for entry to an NVQ or Apprenticeship programme, in order to succeed and get the most out of the programme, you need to be enthusiastic, committed and hardworking.

## Length of Programme

There is no set timescale for our programmes as it depends on the individual make-up of your qualification (unit selection), the support of your employer and your ability, however, the majority of learners complete their programme within 12 months.

## Core Elements - Level 2

### NVQ

An NVQ requires you to successfully complete a number of units. At Business Administration Level 2, there are two mandatory units and three optional units.

### Mandatory Units

- Carry out your responsibilities at work
- Work within your business environment

### Optional Units

- Ensure your own actions reduce risks to health and safety
- Manage customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customer financial transactions
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information



- Organise and support meetings
- Use IT systems (IT user)
- Use IT to exchange information (IT user)
- Word processing software (IT user)
- Spreadsheet software (IT user)
- Database software (IT user)
- Presentation software (IT user)
- Specialist or bespoke software (IT user)
- Use a telephone system
- Operate office equipment
- Prepare text from notes
- Prepare text from shorthand
- Prepare text from recorded audio instruction
- Produce documents
- Work effectively with other people

## Core Elements - Level 3

### NVQ

An NVQ requires you to successfully complete a number of units. At Business Administration Level 3, there are two mandatory units and four optional units (at least three from Group B).

### Mandatory Units

- Carry out your responsibilities at work
- Work within your business environment



## Optional Units

### Group A

- Ensure your own actions reduce risks to health and safety (ENTO)
- Manage diary systems
- Organise business travel and accommodation
- Use IT systems (IT user)
- Use IT to exchange information (IT user)
- Database software (IT user)
- Specialist or bespoke software (IT user)

### Group B

- Supervise an office facility
- Procure products and services
- Manage and evaluate customer relations
- Manage the payroll function (AOSG)
- Complete year-end procedures (AOSG)

- Monitor information systems
- Run project
- Research, analyse and report information
- Plan, organise and support meetings
- Make a presentation
- Organise and co-ordinate events
- Word processing software (IT user)
- Spreadsheet software (IT user)
- Website software (IT user)
- Artwork and imaging software (IT user)
- Design and produce documents
- Plan and implement innovation and change
- Develop productive working relationships with colleagues and stakeholders
- Provide leadership for your team (MSC)
- Prepare text from notes
- Prepare text from shorthand
- Prepare text from recorded audio instruction

## Apprenticeship Framework

### 1. NVQ

In appropriate vocational subject.

### 2. Key Skills

Key Skills cover a wide range of essential skills relating to the tasks you carry out on a daily basis. There are six Key Skills common to all Apprenticeships; Communication, Application of Number, Information Technology, Working with Others, Improving Own Learning and Performance, and Problem Solving. However, you will only need to complete those most relevant to you.

### 3. Technical Certificates

Technical Certificates (TCs) are qualifications aimed at developing your skills and knowledge in the technical aspects of your job. Complementing the other elements, TCs focus on job theory and help you acquire valuable skills useful to your role's daily function.

For further information  
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[www.asaapprenticeship.com](http://www.asaapprenticeship.com)