

SCOTLAND



Business
Advanced Modern Apprenticeship

FROM NQ-LEVEL TO SKILLED
BUSINESS ADMINISTRATOR

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PROGRAMME OVERVIEW

Our Business Advanced Modern Apprenticeship combines high-quality classroom training with on-the-job experience to develop your apprentice into a valued member of your team.

The programme gives them the qualifications, skills and practical experience to take on a range of administration-based roles.

Roles this programme prepares apprentices for:

- Personal Assistant
- Administrator
- Front of House/Receptionist
- Assistant Office Manager

Programme duration:

9-12 month programme

All of the apprentice's training is completed in the workplace – only one day is spent in the classroom.

Key benefits for apprentices and employers:

- A broad range of foundation administrative skills, including effective business communication, reporting and data entry to help apprentices become immediately productive.
- A strong understanding of the processes supporting successful business.
- A clearly defined continuing professional development (CPD) roadmap.
- An increase in productivity for the apprentice and teams they work with.
- The opportunity to grow your administration team organically with the specific skills and experience your business needs.



What qualifications are included?

- SQA Level 3 Diploma in Business and Administration (equivalent to working at Advanced Higher/HNC level)

To ensure your apprentice develops relevant skills for your workplace, our Business Advanced Modern Apprenticeship teaches them to master the processes and practices used by successful businesses. We develop our programmes based on current demands and skills needs. Training can also be tailored for your business, so that – when combined with an appropriate job role – your apprentices develop the specific skills you need.

What does the programme cover?

Programme units cover a number of key concepts including:

- Essential communications skills, including understanding business writing and email etiquette
- Data entry, reporting and analysing business data
- Basic finance and budget management skills
- Planning, running and documenting meetings
- Managing customer-facing operations, including providing service and support

How is the programme structured?

The programme is made up of two components, ensuring apprentices have a rounded, in-depth understanding of fundamental principles, techniques and technologies used in business:

Knowledge units introduce apprentices to administration theory. Each instructor-supported unit is completed at a time convenient to your business, maximising the time apprentices spend developing practical skills at work.

Competency units are delivered in the workplace as your apprentice carries out work in a relevant job role, providing a direct link between theory and practice. A qualified QA assessor visits apprentices on site to verify that they are progressing with their studies, and that they are gaining confidence and experience using their knowledge in the world of work. They also support apprentices throughout the programme providing them with a single point of contact for any questions or help they need – including help developing their portfolio, adjusting to the world of work, and expert pastoral care including advice around the government's Prevent agenda and safeguarding.

What return on investment can I expect from the programme?

The depth and breadth of high-quality training units included in our programme ensures your apprentices provide a great return on investment. With a QA apprentice you have the opportunity to grow your own talent – taking bright, enthusiastic young people from your local area and training them in the specific skills your business needs – whilst they become loyal, valuable employees.

Designed to meet the needs of employers and school leavers, our Business Advanced Modern Apprenticeship fully prepares apprentices for a career in business administration.



“QA designs and delivers a model of excellence in apprenticeship training that has brought significant benefits to the United Kingdom economy”

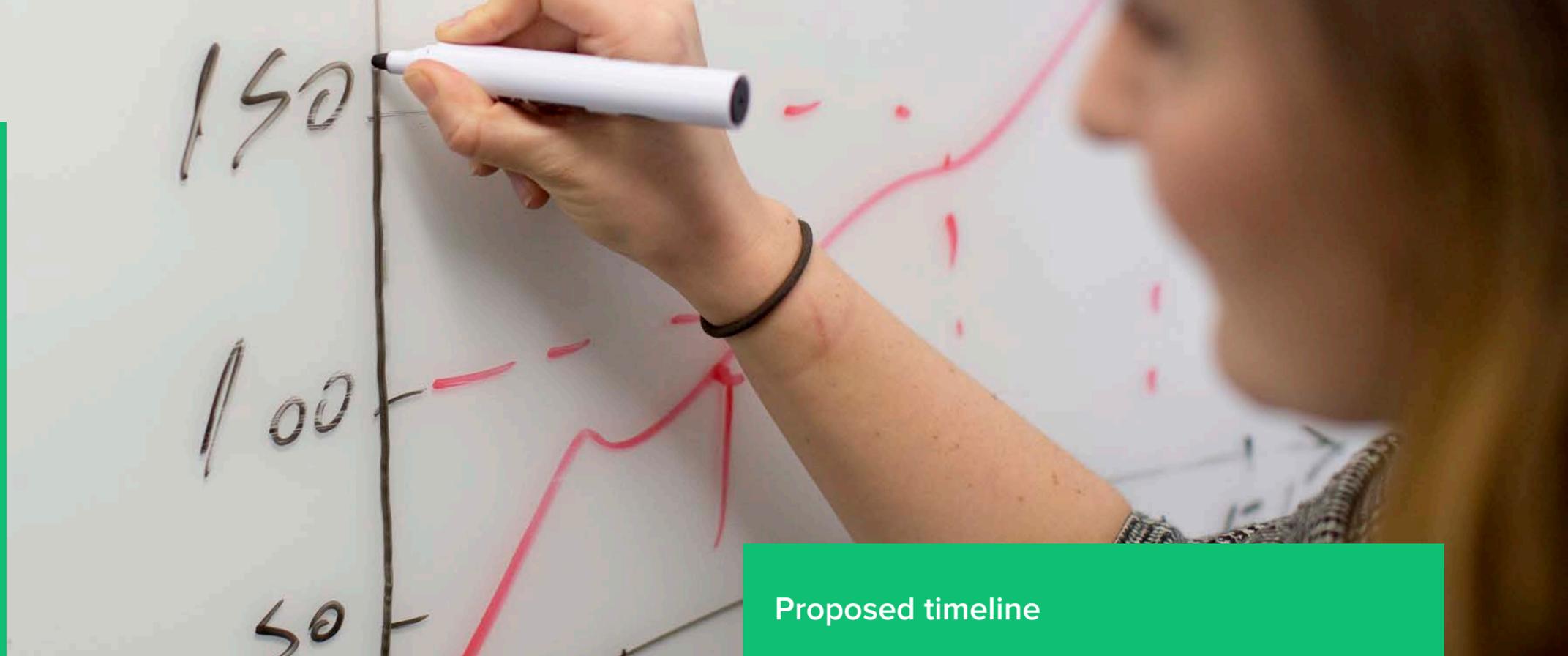
Latest QA Ofsted Findings

Introducing the Individual Learning Plan

Your business has a vested interest in tracking your apprentice's progress. QA Apprenticeships will support you in maintaining an Individual Learning Plan (ILP) tailored to the specific needs and career goals of your apprentice.

The ILP is a handy way for you to collate and track information on your apprentice's progress. It includes details of all their training – both completed and yet to complete – and will help you plan your apprentice's workload to provide the necessary opportunities to complete practical tasks in line with training goals.

In addition to the ILP, your apprentice will also have an e-portfolio, where they can collect evidence of the skills and experience they have acquired as they complete each unit. They'll work with an assessor from QA Apprenticeships to build their portfolio as the programme progresses.



Proposed timeline

The timeline is simply a guide to show how the programme could be arranged – units can be scheduled whenever best suits the needs of the business and the apprentice.

Week no	1	2	3	4	5	6	7	8
	Workplace induction	Classroom training (1 day)	Workplace units and activity					
Week no	9	10	11	12	13	14	15	16
	Workplace units and activity							
Week no	17	18	19	20	21	22	23	24
	Workplace units and activity							
Week no	25	26	27	28	29	30	31	32
	Workplace units and activity							
Week no	33	34	35	36	37	38	39	40
	Workplace units and activity							
Week no	41	42	43	44	45	46	47	48
	Workplace units and activity							
Week no	49	50	51	52	53	54	55	56
	Workplace units and activity							
Week no	57	58	59	60	61	62	63	64
	Workplace units and activity				APPRENTICESHIP COMPLETE			

■ in workplace

■ in classroom

92% of
QA apprentice graduates
go on to full-time
jobs

PROGRAMME
UNITS

MANDATORY UNITS

Apprentices are required to complete three mandatory workplace units:

Plan how to manage and improve own performance in a business environment

This unit teaches apprentices how to take forward agreements to manage and improve their own performance in a business environment:

- Plan and be accountable for own work.
- Improve own performance.
- Behave in a way that supports effective working.

Review and maintain work in a business environment

This unit develops the apprentice's ability to work effectively in a business environment:

- Support sustainability by keeping waste to a minimum, reviewing work methods and supporting colleagues to maximise performance.
- Support diversity.
- Maintain security and confidentiality.
- Assess and manage risk.

Communicate in a business environment

This unit develops the apprentice's ability to communicate effectively, both verbally and in writing:

- Plan communication effectively.
- Communicate in writing clearly and appropriately.
- Communicate verbally, presenting ideas and information clearly and using the appropriate body language and tone.
- Following up communications appropriately by seeking feedback or reflecting on outcomes.



SUGGESTED UNITS

This is a suggested list of units that can be completed in the workplace, although there are many other units available. Contact your QA Apprenticeships account manager to discuss the available options and which best suit the needs of the business and your apprentice.

Use office equipment

This unit teaches the apprentice how to use a range of office equipment (such as photocopiers, faxes, binders, laminators, printers or PCs) and apply the necessary standards of health and safety and operating practice:

- Use appropriate equipment and resources for the task at hand.
- Deal with equipment and resource problems according to manufacturer's and organisational procedures.
- Report problems you cannot deal with to the appropriate personnel.
- Waste as few resources as possible and keep equipment clean and hygienic.

Support other people to work in a business environment

This unit develops an understanding of how to work with other people to achieve team and organisational goals and objectives:

- Work in a way that supports your organisation's overall mission and your team's objectives.
- Put your organisation's values into practice in all aspects of your work.
- Work in a way that recognises the strengths of others within a team.
- Contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role.
- Seek guidance from others when you are unsure about objectives, policies, systems, procedures and values.

Design and produce documents in a business environment

A unit teaching the apprentice to design and produce high-quality, attractive documents to agreed specifications within a set deadline:

- Agree the purpose, content, style, quality standards and deadlines for the document.
- Identify and prepare the resources needed and then research and organise the content.

- Design and produce the document in the agreed style, integrating non-text objects in the agreed layout if required.
- Check for accuracy, editing and correcting as necessary.

Analyse and report data

A unit teaching apprentices how to select, organise, analyse and report data:

- Select relevant, valid and reliable data for analysis and organise it in an appropriate manner.
- Apply analysis and evaluation techniques appropriate to the purpose of the research.
- Produce accurate, unbiased results and conclusions.
- Present data on time and in the agreed format.

Solve business problems

This unit teaches apprentices how to identify, analyse, plan and solve business problems.

- Recognise when a business problem exists, confirm it is understood and identify reasons for the problem occurring.
- Analyse the problem, discuss it with others and develop an approach to solving the problem.
- Agree a plan with the appropriate authority and put the plan into action.
- Review progress towards solving a business problem, adjust the plan as necessary and evaluate the approach.

CHOOSE ONE ADDITIONAL PROGRAMME ENHANCEMENT

Apprentices can also choose one additional unit to study as an enhancement to their Level 3 Diploma. This could be an additional unit from the Level 3 apprenticeship framework, or they can study a core skill at a higher level. The core skill could be in ICT, communication skills, English, or Maths dependent on what's most suitable for the apprentice.

There are many options available, making the programme easily tailored to your apprentice's job role – contact your QA Apprenticeships account manager to discuss the options and which best suit the needs of the business and your apprentice.

The following are examples of complementary units, although there are many more to choose from:

Plan and organise meetings

A unit enabling apprentices to successfully plan and organise meetings, ensuring the necessary activities are carried out before, during and after the meeting:

- Plan meetings that meet agreed aims and objectives.
- Identify suitable venues for different types of meetings.
- Identify the main points that should be covered by an agenda and the types of information attendees will need.
- How to record and follow up actions.
- Different ways to collect and evaluate participant feedback from the meeting.

Supervise an office facility

A unit teaching the apprentice how to maintain office equipment, resources and facilities to meet the needs of office users:

- The purpose and value of identifying and regularly reviewing the needs of office users and methods used.
- The types of office systems and procedures appropriate to own responsibilities.
- The types of problems that arise when supervising an office facility and how to deal with them.
- The purpose and benefits of monitoring office facilities and the types of activities to monitor.

Deliver a presentation

A unit preparing apprentices to deliver and evaluate a formal presentation:

- Different ways of delivering presentations and their features.
- How to tailor the presentation to the audience.
- How to effectively prepare for the presentation, including checking equipment, contingency planning and rehearsing.
- The purpose and benefits of collecting feedback and evaluating performance.

Manage budgets

This unit teaches the apprentice how to control, monitor and record transactions for an agreed budget:

- How to monitor, control and record income and expenditure.
- Ways to minimise costs and make sure of best value for money.
- The action to take if there is an overspend.
- The purpose and benefits of reporting information on performance against budget when required.

Organise and coordinate events

Introduces agreeing a brief and budget for organising an event and deciding the operational activities and technical requirements to deliver it:

- Understand the role of an event organiser and the different types of events and their main features.
- Plan and manage events to meet the objectives of the brief.
- Identify suitable venues, the types of resources needed for different events and the information delegates will need.
- Understand the types of problems that may occur during events and how to solve them, including developing a contingency plan for an event.

90% of
QA apprentices are with
their employers for a year
or longer

PROGRAMME
ADD-ONS

Something missing? No problem.

QA Apprenticeships is part of QA Ltd. Each year QA offers more than 1,500 courses, delivering half-a-million training days at 20 learning centres throughout the UK. You can take advantage of industry-leading training and add on additional QA courses to further your employee's specialist project management knowledge relevant to your business. And courses from QA are available at a significant discount off of RRP for apprentices.

Some examples of suitable complementary courses include:

- Practical business analysis
- Stepping up to management
- Persuasive negotiation skills
- Principles of Change Management (PCM) Foundation and Practitioner
- Project Management Professional (PMP) PMI®
- ILM Level 5 Award in Leadership and Management
- Prince2® Foundation and Practitioner

An apprenticeship with QA Apprenticeships is more than just an apprenticeship. It's the beginning of a life-long learning relationship between you, your apprentice, and the UK's leading vocational training provider.

What's next?

On completion of our Business Advanced Modern Apprenticeship, your apprentice will develop from NQ-level to becoming a productive and professional administrator in your business. They will be ready to take on a higher-level of responsibility and progress into more specialised roles in future.

Take the next step in building the administration team your business needs by contacting your QA Apprenticeships account manager today on 0345 074 7825. Or email us at employanapprentice@qa.com

Find out more about our
range of IT, Tech and Digital apprenticeships

☎ 0345 074 7825 🌐 apprenticeships.qa.com

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or contact your
QA Apprenticeships Account Manager

