



Closing the gap between **performance and potential**



# **BUSINESS ADMINISTRATION LEVEL 3**

[www.t2group.co.uk](http://www.t2group.co.uk)



## WHO IS THE PROGRAMME FOR?

The Apprenticeship in Business Administration is aimed at those who already have experience of office-based skills and wish to specialise in business and administration functions; perhaps in or preparing for a line management role. Candidates can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of a department or office.

## HOW LONG IS THE PROGRAMME?

The programme is delivered over a period of 13 months.

## HOW DOES IT WORK?

The programme is delivered entirely in the workplace on a one to one basis by your own dedicated assessor who meets with you face to face every month to provide individualised support. This includes teaching, training, assessment and regular reviews of your progress with you and your manager. The aim of the programme is for you to apply the new skills that you learn to improve the performance of you and your team in your workplace.

## WHAT QUALIFICATIONS WILL I ACHIEVE AT THE END?

On successful completion of the programme, you will have achieved a Level 3 Diploma in Business Administration. This includes the following:

course units	<b>Mandatory</b>	<b>A selection of some of the optional units available from a wider range include:</b>
	<ul style="list-style-type: none"> <li>• Communicate in a business environment</li> <li>• Manage personal and professional development</li> <li>• Principles of business communication and information</li> <li>• Principles of administration</li> <li>• Principles of business</li> </ul>	<p><b>Optional</b></p> <ul style="list-style-type: none"> <li>• Contribute to the improvement of business performance</li> <li>• Negotiate in a business environment</li> <li>• Manage an office facility</li> <li>• Create bespoke business documents</li> <li>• Analyse and present business data</li> <li>• Promote equality, diversity and inclusion in the workplace</li> <li>• Manage team performance</li> <li>• Implement change</li> <li>• Manage physical resources</li> <li>• Manage a budget</li> <li>• Resolve customers' complaints</li> <li>• Principles of leadership and management</li> <li>• Understand the customer service environment</li> </ul>



## ESSENTIAL SKILLS

You will also need to pass:

- Essential Application of Number Skills Level 2
- Essential Communication Skills Level 2
- Essential Digital Literacy Skills Level

