

Business Administration

(framework)

Level 4



Course information

- 15 months total duration
- Total course credits: 99
- Awarding body: Pearson

Recommended for

- Operations Manager
- Executive Assistant
- Project Manager

Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at level 4 or above in the same area that you wish to study

Entry requirements

There are no formal entry requirements for this course, however Apprenticeship Connect requires learners to be employed in a job role that is suitable to support the learning outcomes of the course. Learners are also expected to hold a level 3 or equivalent qualification

Further study routes

- Management Level 4
- Management Level 5

Course Overview

The Business Administration Level 4 course is ideal for learners directly involved in demanding administrative roles, seeking to acquire skills in areas such as management, risk management and business communication. This course aims to develop the wider sector-related knowledge related to administration, including the principles underpinning the resolution of administrative problems, the knowledge related to the management of an administrative function and the knowledge related to business communication models, systems and processes. This course also teaches a range of technical skills and behaviours, including being able to identify administrative problems, being able to resolve administrative problems, being able to organise the work of an administrative function, being able to manage administrative workflows and being able to use both written and verbal communication in business.

What's included?

QCF

To be awarded the Pearson Level 4 Diploma in Business Administration learners must complete four mandatory units and a combination of optional units for their QCF award.

Knowledge Certificate [BTEC]

In addition to the QCF award, learners must also achieve a BTEC certificate to demonstrate knowledge in the area they are studying. Through a series of assignments, the knowledge certificate requires learners to demonstrate job-specific technical knowledge, in conjunction with an understanding of wider business-related principles, underpinning learners' competencies in the workplace.

Employee Rights and Responsibilities (ERR)

As part of the course syllabus, learners must complete the Employee Rights and Responsibilities workbook. This workbook explains the rights and responsibilities in the workplace under UK employment legislation.

Personal Learning and Thinking Skills (PLTS)

Throughout the programme of study learners must also demonstrate six different Personal Learning and Thinking Skills (PLTS). These skills are essential for contributing and participating confidently in life, learning and work.

“ I studied the Business Administration Level 4 course with Apprenticeship Connect alongside my role as a Reception Supervisor. The training course matched my job skills and responsibilities perfectly and I am very optimistic that when I change jobs in the future, I will be more employable as a result of my certificate. Apprenticeship Connect's courses are a good stepping stone for those who want to develop their skills and experience further whilst working.

Daisy Rooke, Business Administration Level 4



Course Delivery

Our dedicated tutors are specialists in their fields and each learner has a tutor assigned to them upon enrolment based on their learning requirements, course, location and level. Our courses are delivered through a combination of face-to-face tutoring at the learner's place of work and virtual learning via online sessions. As part of every apprenticeship course, learners are required to spend 20% of their contracted working hours undertaking off-the-job training. Off-the-job training is training that is outside of usual workplace duties, but it may still be conducted at your place of work.

Course delivery styles may include:

- **The teaching of theory:** lectures, role playing, simulation exercises, online learning or manufacturer training
- **Practical training:** shadowing, mentoring, industry visits and attendance at competition
- **Coursework:** learning support and time spent writing assessments/assignments

Throughout the course, your progress will be assessed to determine your knowledge and competency. Typical methods of gaining evidence to assess performance may include:

- **On-the-job observations:** your tutor will observe you carrying out day-to-day tasks, assessing your competency in the workplace
- **Coursework:** throughout the course, your tutor will set you a variety of tasks to be completed following your one-to-one sessions; these tasks will help you acquire the skills and knowledge required to complete the syllabus
- **Witness testimonials:** we will gather a variety of witness testimonials from your line manager to evidence your performance at work, demonstrating your ability
- **Examinations:** some of our courses also require learners to sit an examination to formally assess knowledge and competency

Funding information

Our training courses are either funded by the Government or by employers depending on their size. Learners are not required to contribute towards the cost of training in any way. To obtain our course price list, please contact info@apprenticeshipconnect.co.uk. Further information about apprenticeship funding can be found on our website: apprenticeshipconnect.co.uk.



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QCF units

To be awarded the Pearson Level 4 Diploma in Business Administration learners must achieve a minimum of 57 credits including:

- a total of 18 credits from Group A
- a minimum of 26 credits from Group B
- the remaining credits 13 must come from Group B or Group C

Group A: Mandatory units		
Unit No.	Unit Title	Credit Value
01	Resolve administrative problems	6
02	Manage the work of an administrative function	5
03	Communicate in a business environment	4
04	Manage personal and professional development	3
Group B: Optional units		
Unit No.	Unit Title	Credit Value
05	Contribute to the design and development of an information system	5
06	Manage information systems	6
07	Prepare specification for contract	4
08	Manage events	6
09	Support environmental sustainability in a business environment	4
10	Contribute to the improvement of business performance	6
11	Monitor information systems	8
12	Negotiate in a business environment	4
13	Evaluate the provision of business travel or accommodation	5
14	Develop a presentation	3
15	Manage an office facility	4
16	Deliver a presentation	3
17	Analyse and present business data	6
18	Create bespoke business documents	4
Group C: Optional units		
Unit No.	Unit Title	Credit Value
19	Manage a budget	4
20	Manage knowledge in an organisation	5
21	Develop working relationships with stakeholders	4
22	Develop and maintain professional networks	3
23	Manage physical resources	4
24	Prepare for and support quality audits	3
25	Manage business risk	6
26	Encourage learning and development	3
27	Manage a project	7
28	Initiate and implement operational change	4

29	Conduct quality audits	3
30	Develop and implement an operational plan	5
31	Design business processes	5
32	Optimise the use of technology	6
33	Establish business risk management processes	5
34	Promote equality of opportunity, diversity and inclusion	5
35	Manage team performance	4
36	Manage individuals' performance	4
37	Manage conflict within a team	5
38	Implement and maintain business continuity plans and processes	4
39	Procure products and/or services	5
40	Collaborate with other departments	3
41	Chair and lead meetings	3
42	Champion customer service	4
43	Encourage innovation	4
44	Recruitment, selection and induction practice	6

Knowledge units

In addition to the QCF component, learners must also achieve a BTEC certificate to demonstrate knowledge in the area they are studying. To complete the BTEC component, learners must achieve a minimum of 42 credits including:

- a total of 17 credits from Group A
- a minimum of 25 credits from Group B

Group A: Mandatory units		
Unit No.	Unit Title	Credit Value
01	Business administration systems	6
02	Communicating in a business	5
03	Managing self development	6
Group B: Optional units		
Unit No.	Unit Title	Credit Value
04	Managing information and knowledge	15
05	Principles of management and leadership in organisations	6
06	Collaborating with other departments	4

Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

Courses hotline: 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

Advice hotline: 020 3829 6920



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