**City & Guilds Level 3 Diploma for the Business Administrator**

**Qualification Reference: 603/3150/1**

**Course Offer**

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

* The course is available through electronic learning.
* The average course is approximately 12 - 15 months: however, your own length of learning will be individually agreed.
* The maximum number of workplace visits will be one visit per calendar month.

**Achievement**

To achieve the full qualification, you must achieve all mandatory units plus one option from the list below:

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| **MANDATORY UNITS** | |
| 301 | Principles of business administration |
| 302 | Personal and professional development |
| 303 | Managing Performance |
| 304 | Your organisation |
| 305 | Communication in a business environment |
| 306 | Project Management |
| 307 | ICT for business |

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| **OPTIONAL UNITS** | |
| 308 | Providing services in an administrative environment |
| 309 | Legal administration |
| 310 | Medical administration |
| 311 | Social media for business |
| 312 | Marketing and sales |
| 313 | Human resources environment |
| 314 | Providing administration in the educational environment |

**Summary of assessment methods, you must:**

* Successfully complete the online multiple-choice test for mandatory unit 301
* Have a completed portfolio of evidence for each mandatory unit (302 – 307)

**and**

* Successfully completed the online multiple-choice test for optional unit 308 or a portfolio of evidence for one unit from 309 - 314.