

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:

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

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.