

## Business & Administration Certificate / Diploma Levels 2 & 3

Over 7.5 million people in the UK are involved in a significant range of administrative tasks as part of their day-to-day job responsibilities. Administration skills are crucial to the effectiveness and efficiency of any organisation. A Business & Administration Certificate/Diploma demonstrates a thorough understanding of current theory and practice, which is respected and recognised by practitioners and employers alike.



### Who is the Certificate / Diploma for?

These qualifications are designed for learners employed in administrative roles such as administrative assistants or team administrators, who need to develop or consolidate their skills at both Level 2 and Level 3. Learners are required to take mandatory units which cover aspects of working and communicating in a business environment. Learners then have a choice of optional units covering different functional areas such as work responsibilities, document production, events and meetings, communications or customer service. There is a wide range of optional units allowing learners to choose the ones that meet the needs of their own work role.



### How long does it take?

Learners can enrol at any time of the year. There are no time restrictions and learners are encouraged to progress at their own pace. The time spent will depend on individual circumstances, including time available for on-the-job training and personal time used to create supporting evidence. It is anticipated that it will take between 6 and 9 months to complete the Certificate/Diploma depending on what level is taken.

### How is the qualification delivered?

The qualification is delivered by regular visits to carry out on site observations and gather evidence from the workplace to support what is being learnt. Learners produce written evidence of their knowledge in their own time and all aspects of the Certificate/Diploma can be confirmed by colleagues of the learner providing witness statements. This process will be discussed in further detail when the assessor first visits the workplace.

### What options are available in this Certificate/Diploma?

Optional units are arranged in themes and there are a choice of units within each theme. The assessor will discuss the most appropriate unit choices with the learner and employer at the sign-up to ensure that the final qualification benefits all.



## Level 2 CERTIFICATE

To gain the Level 2 Certificate, learners must achieve a MINIMUM of 21 credits, including 4 mandatory units (totalling 9 credits) and sufficient optional units to make up the remaining 12 credits (this will be a maximum of 6 optional units).

### Mandatory units

201 - Manage own performance in a business environment.

202 - Improve own performance in a business environment.

203 - Work in a business environment.

206 - Communicate in a business environment.

## Level 3 DIPLOMA

To gain the Level 3 Diploma, learners must achieve a MINIMUM of 40 credits, including 4 mandatory units (totalling 13 credits) and sufficient optional units to make up the remaining 27 credits (this will be a maximum of 8 optional units).

### Mandatory units

301 - Manage own performance in a business environment.

302 - Evaluate and improve own performance in a business environment.

303 - Work in a business environment.

309 - Communicate in a business environment.

Units available - Theme Name	Units available	Units available
Work Responsibilities	2	5
Business Support Services	0	1
Project Management	1	1
Document Production	2	1
Events and Meetings	3	3
Communications	3	2
Customer Service	3	4
Manage Information and Data	5	3
Business Resources	2	2
Innovation and Change	1	1
Specialised Business Support Service - HR	2	0
IT	7	7
Leadership and Management	0	5

The Business and Administration Certificate/Diploma is an apprenticeship. The apprenticeship framework has additional requirements to complete:

- Level 2 Key Skills or Functional Skills in English & Maths. (Concessions may be available for these if the learner has achieved GCSE grades A to C in Maths and English within the past 5 years).
- Technical Certificate in Principles of Business & Administration.

## How much will it cost?

Call us on 0845 601 4401 or visit [www.aplustraining.co.uk](http://www.aplustraining.co.uk) for the very latest prices. The apprenticeship may be eligible for funding which could mean no cost to them and/or their employer!



## Next steps...

- Call us now on 0845 601 4401.
- Send an email to [info@aplustraining.co.uk](mailto:info@aplustraining.co.uk) for further information and details of any possible discounts.
- Visit [www.aplustraining.co.uk](http://www.aplustraining.co.uk) for more details. on the Business & Administration Certificate/Diploma or to submit an enquiry online and register for updates.

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