

Business & Professional Administration

Higher Apprenticeship Level 4

Every organisation needs skillful business administration. As an employer, you need to be confident that anyone undertaking administration for you is competent and knowledgeable, as well as able to meet the requirements of your particular organisation. Employing an apprentice is a great way to ensure that you train and develop an administrator to fit with your way of working – either upskilling an existing member of staff into the role or bringing in new talent.

The Higher Apprenticeship in Business & Professional Administration Level 4 is aimed at those involved in administrative support services who contribute at a strategic level, managing or supervising a team and developing administrative systems, as well as those in a customer facing role. The apprenticeship offers a range of optional units so you can tailor it to the needs of your organisation or the specific job role.

Quick Information:

Modern Apprenticeships designed with employers

Sector:

Relevant to all employment sectors

Who is it for?

New recruits and existing staff

Start date:

Flexible to suit employers

Level:

Level 4

Duration:

24 months

How does it work?

Delivered in your workplace with 8 monthly half-day sessions at College and tutor visits every 6 weeks

Content:

Key competence and knowledge to suit your organisation

Assessment:

Work-based assessments throughout the course

Qualifications:

Technical Certificate and NVQ in Business Administration Diploma Level 4



Key Units of Study: Business & Professional Administration

This apprenticeship will develop your learner's abilities to analyse and evaluate a range of business and administrative systems and processes. There are two parts to the apprenticeship qualifications, both are called 'Business Administration Diploma Level 4': firstly, a NVQ; secondly, a technical diploma. Your learner will cover essential knowledge skills and behaviours in their technical diploma units. In their NVQ, they will cover mandatory and optional units. The full menu of NVQ optional units is detailed below, from which you and your learner can select the areas of most importance for your organisation.

Mandatory areas of study

Knowledge: Technical diploma

- Principles supporting business activities
- Managing sustainability and risk
- Communicating in business
- Culture and ethics in a business environment
- Business administration systems
- Managing people and performance in a business environment
- Personal effectiveness in a business environment
- Managing business facilities

Competence: NVQ

- Communicate in a business environment
- Resolve administrative problems
- Manage the work of an administrative function
- Manage personal and professional development

NVQ optional areas of study

Group B

- Contribute to the design and development of an information system
- Manage information systems
- Support environmental sustainability in a business environment
- Prepare specifications for contracts
- Manage events
- Contribute to the improvement of business performance

- Negotiate in a business environment
- Develop a presentation
- Create bespoke business documents
- Monitor information systems
- Evaluate the provision of business travel or accommodation
- Manage an office facility
- Analyse and present business data

Group C

- Develop and maintain professional networks
- Develop and implement an operational plan
- Encourage learning and development
- Initiate and implement operational change
- Develop working relationships with stakeholders
- Manage physical resources
- Prepare for and support quality audits
- Conduct quality audits
- Manage a budget
- Manage a project
- Manage business risk
- Manage knowledge in an organisation
- Recruitment, selection and induction practice
- Establish business risk management processes

- Promote equality of opportunity, diversity and inclusion
- Design business processes
- Optimise the use of technology
- Manage team performance
- Manage individuals' performance
- Chair and lead meetings
- Encourage innovation
- Manage conflict within a team
- Procure products and/or services
- Implement and maintain business continuity plans and processes
- Collaborate with other departments
- Champion customer service

Training, Tutoring and Assessment

The whole programme takes 24 months to complete. The pace at which the learner progresses will be driven by you and the learner. We will work closely with you to plan and deliver appropriate support and training. Your learner will mainly learn on the job, but training and one-to-one tutoring are also a key part.

There is an opportunity for the learner to attend half-day workshops once a month for eight sessions to cover the technical diploma. These sessions will give an overview of the apprenticeship and look at what is required, incorporating a group input session about the particular unit of study, followed by time to work individually on assignments, discuss queries and problems, receive feedback on work completed, submit work and plan targets.

Whilst at College, your learner will receive training to cover the technical diploma units of the qualification. They will also start to build up their portfolio of evidence for their NVQ qualification, which is generally captured online through an 'e-portfolio'. In the workplace, we will offer support to you and your learner throughout the whole of their apprenticeship, set objectives for development, carry out reviews and assist the learner to build up their portfolio of evidence, focusing on their chosen optional units.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the learner, provide feedback and guide development.

The learner's portfolio of evidence for both the NVQ and technical diploma will be assessed to determine whether the individual has the required underpinning knowledge and competency to undertake the job role.

Apprenticeship Entry Requirements

Apprentices will be required to have four GCSE A-C or grade 4-9, including Maths and English.

Progression Opportunities

- ILM Management and Leadership Level 3
- ILM Management and Leadership Level 4
- ILM Management and Leadership Level 5
- Or progression to a part-time Business degree with The Sheffield College accredited by the Open University

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email **employer@sheffcol.ac.uk** or call **0114 260 2600** to speak to one of our friendly employer advisors.

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

Get In Touch

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