



APPRENTICESHIP

Business Administration

Level 4

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Apprenticeship Framework

The goal of this apprenticeship is to equip learners with the essential skills and knowledge required to advance in administrative roles across various industries.

The programme prepares learners for roles such as:

- Office manager
- Business development manager
- Executive assistant
- Project manager

Who is this apprenticeship for?

The Level 4 Apprenticeship is specifically designed to meet the increasing demand for qualified Business Managers, managing processes across their business or organisation. This qualification will give the right support and tools to the learner to ensure consistency throughout.

On completion of this apprenticeship, you will achieve the following:

- Level 4 NVQ Diploma in Business Administration
- Level 4 BTEC Diploma in Business Administration
- Level 2 Essential Skills Communication
- Level 2 Essential Skills Application of Number
- Level 2 Essential Skills Digital Literacy



Benefits of the apprenticeship programme:

Accelerate Your Career Growth: With the Level 4 Diploma in Business Administration apprenticeship, you will refine your administration skills and gain practical experience to propel your advancing career across a wide spectrum of industries.

Industry-Recognised Certification: Upon successful completion of this programme, you'll earn an industry-recognised certification, providing you with a competitive edge in the job market. Employer's value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

Practical and Real-World Learning: Our programme emphasises practical, real-world learning. You will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide you through every step of the process.

Tailored Curriculum: Throughout the programme, you'll immerse yourself in essential topics such as strategic administration, organisational dynamics, leadership effectiveness, project coordination, financial administration and human resource management.

Experienced and Knowledgeable Advisors: Throughout your apprenticeship, you'll have access to a network of experienced advisors who will provide guidance, coaching, support, and feedback.

Course Delivery

- Typical duration of 24 months.
- Induction session for apprentices and for their line managers.
- Supported by self-study online resources.
- 6 Essential skills assessment days. (3 Preparation days and 3 Live Task days) **
- 3 hour long essential skills confirmatory tests. **

***Essential Skills activities are not applicable to apprentices with exemptions.*



Level 4 NVQ Diploma in Business Administration

Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Qualification Structure Summary

The Level 4 NVQ Diploma in Business Administrator consists of units totalling 57 credits.

4 mandatory units, with a total of 18 credits that must be achieved and optional units totalling 39 credits.

Please note: at least 30 credits must be at Level 4 or above.

Unit rules of combination:

- Mandatory Units (Learners must achieve all 4 units) – 18 credits.
- Optional units Group B – minimum 26 credits.
- Additional Optional Units from Group B or C – 13 credits.

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business).

A brief overview of these units is below.

Mandatory Units	
Unit Title	Level
Resolve Administrative Problems.	4
Manage the Work of an Administrative Function.	4
Communicate in a business Environment.	3
Manage Personal and Professional Development.	3

Optional Units Group B (Minimum of 26 Credits)		
Unit Title	Level	Credits
Contribute to the Design and Development of an Information System.	4	5
Manage Information Systems.		
Prepare Specification for Contract.	4	6
Manage Events.	4	4
Support Environmental Sustainability in a Business Environment.	4	6
Contribute to the Improvement of Business Performance.	4	4
Monitor Information Systems.	3	6
Negotiate in a Business Environment.	3	8
Evaluate the Provision of Business Travel or Accommodation.	3	4
Develop a Presentation.	3	5
Manage an Office Facility.	3	3
Deliver a Presentation.	3	4
Analyse and Present Business Data.	3	3
Create Bespoke Business Documents.	3	6
	3	4

Optional Units Group C (Minimum of 13 Credits)

Unit Title	Level	Credits
Manage a Budget.	4	4
Manage Knowledge in an Organisation.	4	5
Develop Working Relationship with Stakeholders.	4	4
Manage Physical Resources.	4	4
Prepare for and Support Quality Audits.	4	3
Manage Business Risk.	4	6
Encourage Learning and Development.	4	3
Manage a Project.	4	7
Initiate and Implement Operational Change.	4	4
Conduct Quality Audits.	4	3
Develop and Implement an Operational Plan.	4	5
Design Business Processes.	4	5
Optimise the Use of Technology.	5	6
Establish Business Risk Manager Processes.	5	5
Promote Equality of Opportunity, Diversity and Inclusion.	5	5
Manage Team Performance.	3	4
Manage Individual's Performance.	3	4
Manage Conflict with a Team.	3	5
Implement and Maintain Business Continuity Plans and Processes.	3	4
Procure Products and/or Services.	3	5
Collaborate with other Departments.	3	3
Chair and Lead Meetings.	3	3
Champion Customer Service.	4	4
Encourage Innovation.	3	4
Recruitment, Selection and Induction Practice.	4	6

Have any questions about our Level 4 NVQ Diploma in Business Administration?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact info@alstraining.org.uk



Level 4 BTEC Diploma in Business Administration

Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Qualification Structure Summary

The Level 4 BTEC Diploma in Business Administrator consists of units totalling 42 credits.

3 mandatory units, with a total of 17 credits that must be achieved and optional units totalling 25 credits.

Please note: at least 32 credits must be at Level 4 or above.

Unit rules of combination:

- Mandatory Units (Learners must achieve all 3 units) – 17 credits.
- Optional units – minimum 25 credits.

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business).

A brief overview of these units is below.

Mandatory Units	
Unit Title	Level
Business Administration Systems	4
Communicating in a Business	4
Managing Self Development	3

Optional Units Group B (Minimum of 25 Credits)

Unit Title	Level	Credits
Principles of Quality Management	4	4
Principles of Operational Planning	4	15
Managing Information and Knowledge	4	15
"Understand How to Manage Work Activities to Improve Business Performance"	4	11
Principles of Project Management	4	10
Principles of Internet and E-Business	4	15
Human Resource Management	4	5
Principles of Marketing	5	8
Information Systems	4	5
Finance for Administrative Managers	5	5
Business Risk Management	5	6
"Managing People and Performance in a Business Environment"	4	6
Stakeholder Engagement and Management	4	4
Principles of Administration for Executive Assistants	4	10
Principles of Customer Service Management	4	8
Principles of Management and Leadership in Organisations	4	6
Collaborating with Other Departments	3	4
Principles of Business Strategic Planning and Development	4	5

Have any questions about our Level 4 BTEC Diploma in Business Administration?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact info@alstraining.org.uk

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Essential Skills Qualifications

When you agree to undertake an Apprenticeship, you may be required to complete Essential Skills as part of your apprenticeship framework.

Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact info@alstraining.org.uk