



The UK labour market may have grown in the last 12 months, but the cost of hiring staff is still a significant barrier - particularly for smaller businesses.

Administration is at the heart of your business, so you need people who can **give support to your entire workforce** and deal with a variety of situations in an efficient way. Training existing members of staff gives greater efficiencies within the heart of your business.

Vocational qualifications are the ideal way to develop the skills and knowledge required.

Qualification aim

The Level 3 Diploma allows learners to **develop employability skills** which are essential for working in a business and administration environment.

Who is this qualification suitable for?

People working in administrative roles, for example team administrators, departmental administrators or personal assistants. They may have some responsibility for supervising staff and administrative functions such as setting up and monitoring administrative systems, delivering customer service, or running projects.

Learners will be assessed in their workplace and so it is essential that their current role allows them to demonstrate the required administrative tasks.

What is involved?

There are four mandatory units and a choice of optional units covering general administrative areas such as **document production, arranging events and meetings or customer service**, or in specialised areas such as **human resources, parking, education and legal administration**.

Learners will be able to take some units at Level 2 if they need to develop skills in a particular area. They will also be able to take some units at Level 4 in areas such as **managing budgets, planning change or leadership and management**, which may encourage them to progress in their employment.

Example units

- Manage own performance in a business environment
- Evaluate and improve own performance in a business environment
- Work in a business environment
- Communicate in a business environment
- Supervise an office facility
- Take minutes
- Contribute to running a project
- Monitor and solve customer service problems
- Analyse and report data

Qualification and progression

This Diploma can form part of the Business Administration Advanced Apprenticeship; check with your training provider at the point of registration if you are to be enrolled onto the Diploma only or an apprenticeship programme.