



## BUSINESS AND PROFESSIONAL ADMINISTRATION

**Level:**

4

**Duration:**

21 - 24 months. One day per week

**Entry requirements:**

You would need to be employed as on Office Manager, Team Leader, Personal Assistant or similar role

**Overview:**

Around 4.5 million people are engaged in the running of businesses in the public, private and not-for-profit sectors in the UK. The Business and Professional Administration Higher Apprenticeship is designed to meet the skills needs of employers by attracting new talent into a career in business and administration and help to up skill the workforce to replace those who leave or retire.





## Aim:

It comprises of a Level 4 work based NVQ and 7 assignments over a two year period.

### 1. Business Administration systems

This unit gives you an understanding of administrative systems in organisations and the contribution of systems thinking to efficient administrative performance. There is a focus on understanding how the role and function of policies and procedures enable organisations to meet customer requirements.

### 2. Communicating in a Business

This unit gives you an understanding of the role of communication in an organisation. It also helps you to understand the importance of being able to communicate information effectively so that all decision making contributes to the achievement of an organisations goals.

You will also learn that some organisations use a hierarchical communication model, some use a flatter, lateral model and others adopt a networked approach. Hierarchical models keep different levels of staff informed but communications and the consequent decision making can be slow. Lateral communication models speed up information flow, facilitating quicker decision making as information does not need to move up and down hierarchies. In organisations the speed of communication often provides a competitive advantage.

### 3. Human Resource Management

An introduction to the concepts and practices of human resource management and focuses on the management of recruitment, retention and employment cessation.

Occasionally employment has to be terminated. However, the focus of human resource management has moved beyond personnel management towards a more proactive approach that, in addition to the traditional roles associated with staff management, also considers how to get the best people and the best out of people so that they work in roles and in ways that are closely aligned to organisational objectives. This often leads to the common place assertion by many senior managers that 'Our employees are our most valuable resource'. In this unit, you will consider how human resource management deals with these aspects of working.

Human resource management takes place against a background of organisational needs, policies and procedures, shaped by legal and regulatory requirements. In this unit, you will learn about UK, national and European legislation.

### 4. Managing Self-Development

The aim of the unit is to give learners an understanding of how to manage self-development so that it contributes to the learner's achievement of career and personal goals in respect of their work role and professional development.

In this unit, you will gain the knowledge on how to manage self-development so that it contributes to the achievement of career and personal goals and learn how it links to the work role and professional development. You will also consider how to identify own development needs by understanding how to carry out a skills audit and how to evaluate the current and evolving requirements of your work role in order to inform self-development.

### 5. Principles of Customer Service Management





You will gain knowledge and understanding of customer service principles and the systems required in a management role. The unit also identifies the links between management responsibilities and the key principles of leadership & management.

Management responsibilities in a role directly related to customer service, generally involve a set of skills, knowledge and understanding of systems that might be expected of any manager. However, the nature of customer service means that there are further skills and knowledge needed when specific customer service responsibilities are undertaken. You will analyse current trends in customer retention and journey mapping.

## 6. Managing People and Performance

This unit is to develop your knowledge and understanding of the skills needed for managing people and performance in the workplace. Learners will do this through understanding the importance of learning and development and the role of leadership for effective team working.

Effective people management is essential for business success and staff training and learning and development are key to achieving it. Managers need to understand the patterns of behaviour that individuals and groups display in order to take appropriate actions. In this unit, you will examine how characteristics, such as individual differences of needs and wants have an impact on organisational behaviour.

## 7. Principles of Management and Leadership in Organisations

This unit provides you with an understanding of the concepts of leadership and managerial effectiveness within organisations. The unit also provides an introduction to the principles and practices of managing the performance of individuals in organisations.

In this unit you will learn about management and leadership in organisations and how to interpret and use the key terms such as levels, leadership, management, responsibility and accountability, vision and values. You will also gain an understanding of how organisations develop managerial effectiveness through delegation and various methods of leadership development. You will go on to find out how workplace performance is managed through formal performance management schemes and also through coaching and mentoring and the use of effective communication.

## Where Can I Study?

Training 2000 Blackburn

\*The one day per week will not always be at Training 2000. It might include shadowing, mentoring, industry visits and attendance at competitions

## Job examples?

office managers, administration team leaders, personal assistants or business development executives

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