

# Business Administration

## Level 3 Diploma

This qualification is designed for employed staff in any industry sector, you will have responsibility for carrying out and managing business administrative operations and functions on a day to day basis. You may be an administration officer / executive, administration team leader or office supervisor, personal assistant or a secretary.

You will develop and demonstrate a range of technical skills and behaviours that supports competence in your role. These include developing and managing administrative systems, processes and staff. This diploma is a great opportunity to have existing skills recognised and achieve a nationally recognised qualification.

### Mandatory units

- Communicate in a Business Environment
- Manage Personal and Professional Development
- Principles of Business Communication and Information
- Principles of Administration
- Principles of Business

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### Optional units

- Contribute to the Improvement of Business Performance
- Negotiate in a Business Environment
- Create Bespoke Business Documents
- Monitor Information Systems
- Administer Legal Files
- Manage an Office Facility
- Analyse and Present Business Data
- Produce Minutes of Meetings
- Maintain and Issue Stationery and Supplies
- Principles of Social Media within a Business
- Understand the Customer Service Environment
- Principles of Market Research
- Word Processing Software
- Website Software
- Presentation Software
- Resolve Customers' Complaints
- Recruitment, Selection and Induction Practice
- Manage a Budget
- Prepare for and Support Quality Audits
- Develop and Maintain Professional Networks
- Chair and Lead Meetings
- Manage Individuals' Development in the Workplace
- Resolve Administrative Problems
- Employee Rights and Responsibilities
- Administer Finance
- Administer the Recruitment and Selection Process

Call us for more information:  
01634 799950



## How do our courses work?

- Work based learning gives you the opportunity to learn while you work and gain a qualification in your chosen profession
- Your qualification will last 12 months in most cases and can be started at any time of the year.
- Qualifications are available to most people over 16 years old employed for more than 16 hours a week
- An experienced, qualified assessor will visit your work place once a month for the duration of the course.
- Your assessor will assess your knowledge, competency and work skills via observations, professional discussions and setting work based projects.
- Gaining a Maths and English Functional Skills certificate makes up part of this Apprenticeship, however you may be exempt if you already have equivalent qualifications.

## Why choose a work-based qualification?

- As part of an initiative to develop skills in the UK workforce the Government and EU Social Fund will pay for your qualification! (*Please check with ABM, as funding allocations do change*).
- This award is nationally recognised and will help enhance career progression.
- With our support and guidance you will enhance your skills and competency in your role.
- We work with you to decide the best time for you to be assessed and how you can complete the knowledge required for this qualification.
- Our courses are delivered at your workplace.

## Why you should choose ABM Training

- We offer a learner centred service which means that we work around you and your workload.
- We have a family run culture, where our staff really care and go the extra mile to help enhance your skills and career development.
- We cover the Kent and London areas and have a team of experienced, qualified tutors.
- ABM have recently achieved the Matrix Quality Standard award, which is a fantastic achievement: "The Matrix Standard is the unique quality framework for organisations to assess and measure their information, advice and/or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals".

For more information please call one of the team on:

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[www.abmtraining.co.uk](http://www.abmtraining.co.uk)

