apprenticeship
FRAMEWORK

Business Administration (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 22 AUGUST 2017

Modifications to SASE came into effect on 22 August 2017. Accordingly, SASE publication DFE-00167-2017 applies **both** to new Apprenticeship starts from 22 August 2017 **and** all Apprenticeships commenced before and not completed by 22 August 2017.

For more details of the changes please read the following preface page to the framework document.

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03845

Issue date: 25 April 2016

Issued by
Skills CFA

apprenticeship
FRAMEWORKS ONLINE
www.afo.sscalliance.org

Document status:
Issued

Apprenticeships

CHANGES TO THE ENGLISH AND MATHS REGULAR MINIMUM REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 22 AUGUST 2017 AND APPRENTICESHIPS REMAINING INCOMPLETE ON 22 AUGUST 2017.

Modifications to SASE came into effect on 22 August 2017. Accordingly, SASE publication DFE-00167-2017 applies both to new Apprenticeship starts from 22 August 2017 and all Apprenticeships commenced before and not completed by 22 August 2017.

The modifications allow for an exemption to the English and Maths regular minimum requirements for people with Special Educational Needs, Learning Difficulties or Disabilities. This means that adjusting the minimum requirements to Entry Level 3 in English and Maths can be considered by the provider, on an individual and case-by-case basis, where **all of the conditions** of the updated SASE section 18 (Intermediate level) or section 37 (Advanced level) for have been satisfied and can be evidenced.

Full details relating to the exceptions eligibility criteria are contained in:

Sections 15-23 of SASE for Intermediate Level Apprenticeships
Sections 34-42 of SASE for Advanced Level Apprenticeships

When applying this exemption, providers must **STILL** consider how to enable the Apprentice to access further literacy and numeracy development – including Level 1 and Level 2 courses – as part of their overall training provision.

The modifications to SASE have also extended the list of qualifications that meet the minimum English requirements to allow for a British Sign Language (BSL) qualification, at the appropriate level, to be accepted as an alternative to a qualification in English, where **BSL is the primary language of the Apprentice**.

Full details relating to BSL acceptance are contained in:

Section 5(f) of SASE for Intermediate Level Apprenticeships
Section 28(f) of SASE for Advanced Level Apprenticeships

Furthermore, the SASE modifications have further extended the list of qualifications that meet the minimum English and Maths requirements to allow for the acceptance of a range of UK-wide qualifications, as an alternative to qualifications gained in England.

Full details relating to the list of acceptable qualifications are contained in:

Sections 5(g-j) and 6(f-i) of SASE for Intermediate Level Apprenticeships
Sections 28(g-j) and 29(f-i) of SASE for Advanced Level Apprenticeships

The modifications include reference to the new numerical grades in the reformed GCSE system and the **minimum** grade requirements. A grade 4 (new grading) will be considered equivalent to a grade C (old grading). A grade 2 (new grading) will be considered equivalent to a Grade E (old grading).

Full details relating to the numerically graded GCSEs are contained in:

Sections 5 and 6 of SASE for Intermediate Level Apprenticeships
Sections 28 and 29 of SASE for Advanced Level Apprenticeships

Please note that some frameworks may have English and Maths grade/level requirements that are **above** the SASE **regular** minimum requirements. The exceptions relating to the use of British Sign Language or Entry Level 3 qualifications, detailed above, **do not apply** to **industry-specific** minimum entry requirements. Please check specific framework documents to ascertain where this is the case and/or check directly with the Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630068/Specification_of_Apprenticeship_Standards_for_England_.pdf

Business Administration (England)

Contents

Framework summary 4
Framework information 6
Contact information 7
Revising a framework 8
Purpose of the framework 10
Entry conditions 13
- Level 2: Intermediate Level Apprenticeship in Business Administration 14
  - Pathway 1: Business Administration 15
  - Pathway 2: Legal Administration 28
  - Pathway 3: Medical Administration 39
- Level 3: Advanced Apprenticeship in Business Administration 50
  - Pathway 1: Business Administration 51
  - Pathway 2: Legal Administration 64
  - Pathway 3: Medical Administration 75

Equality and diversity 86
On and off the job guided learning 88
Personal learning and thinking skills 95
Additional employer requirements 98

Framework summary

Business Administration

Intermediate Level Apprenticeship in Business Administration

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 2 include:

Pathway 1: Business Administration

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 2 Diploma in Business Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 2: Legal Administration

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 2 Diploma in Legal Administration (QCF)

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 3: Medical Administration

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 2 Diploma In Medical Administration (QCF)

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Business Administration

Advanced Apprenticeship in Business Administration

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 3 include:

Pathway 1: Business Administration

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 3 Diploma in Business Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 2: Legal Administration

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 3 Diploma in Legal Administration (QCF)

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 3: Medical Administration

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 3 Diploma In Medical Administration (QCF)

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Framework information

Information on the Issuing Authority for this framework:

Skills CFA

The Apprenticeship sector for occupations in business and administration, customer service, enterprise and business support, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector).

Issue number: 24	**This framework includes:**
Framework ID: FR03845	Level 2 Level 3
Date this framework is to be reviewed by: 31/07/2017	This framework is for use in: **England**

Short description

Around 4.5 million people help to keep businesses running in the public, private and not-for-profit sectors. This framework 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. Intermediate apprentices will work in roles such as administrators, office juniors, receptionists, medical receptionists, junior legal secretaries or junior medical secretaries. Advanced apprentices will work in roles such as administration executives/officers, administration team leaders, personal assistants or secretaries, including legal or medical secretaries.

Contact information

Proposer of this framework

This apprenticeship has been proposed and developed by Skills CFA, with employers, training providers, colleges and awarding organisations feeding into the development of the apprenticeship and the qualifications. Employer input was collected through online consultations and steering group meetings which gathered the views of a wide range of individuals and organisations. Employer organisations involved in the development of this framework include, for example, BT and MBDA Missile Systems.

Developer of this framework

Name:	Dan Forbes
Organisation:	Skills CFA
Organisation type:	Standard Setting Body
Job title:	Senior Project Manager
Phone:	020 7091 9620
Email:	apprenticeships@skillscfa.org
Postal address:	Skills CFA Unit 110 Print Rooms 164 - 180 Union Street London SE1 0LH
Website:	http://www.skillscfa.org/

Issuing Authority's contact details

Issued by:	Skills CFA
Issuer contact name:	Damian Brown
Issuer phone:	020 7091 9620
Issuer email:	apprenticeships@skillscfa.org

Revising a framework

Contact details

Who is making this revision:	Marina Popova
Your organisation:	Skills CFA
Your email address:	apprenticeships@skillscfa.org

Why this framework is being revised

This framework was revised by Skills CFA in April 2016 in order to add newly accredited qualifications.

Summary of changes made to this framework

This framework was revised by Skills CFA in April 2016 in order to:

- add qualifications into the framework

Qualifications removed

N/A

Qualifications added

Intermediate Level Apprenticeship in Business Administration

- Ascentis Level 2 Diploma in Business Administration (RQF) (601/8759/1)

Advanced Level Apprenticeship in Business Administration

- Ascentis Level 3 Diploma in Business Administration (RQF) (601/8761/X)

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off-the-job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an **Apprenticeship Agreement** between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

Profile of the Sector

Around 3.2 million people help to keep businesses running in the public, private and not-for-profit sectors. This includes registered directors, company and chartered secretaries, general administrators and specialist administrators who, in addition to general administration skills, also need sector-specific knowledge to fulfil job roles such as legal or medical secretaries.

Businesses face a number of challenges to replace those who leave or retire and to up skill the existing workforce. Amongst these challenges are:

- **technological change** – in particular the continuing growth of sophisticated IT solutions which are now considered to be essential to effective administration
- **globalisation** – in particular the growth of world-wide communications, trade and competition (which places a higher premium on language and cross-cultural skills) and the influx of immigrant workers from the EU and elsewhere
- **an increasing net demand for skilled business and administration staff** – although the overall size of the business and administration workforce is shrinking, probably due to the impact of technology, there is a high replacement demand. Evidence suggests that between 2004 and 2014 there will be a net demand for up to 1.2 million administrators across the UK

- **skills shortages** - many current business and administration vacancies are hard to fill, often because of skills shortages
- **moving from routine work** - workers whose primary function is administrative are taking on other business functions, including research, management and policy. This creates particular skills challenges, but will also result in a more capable, knowledgeable administrative workforce

Administrators need a broad range of skills to work efficiently and to help increase business productivity. Skills shortages identified by organisations include a lack of office and administration skills, customer-handling skills, technical and practical skills, oral communication skills and IT skills, all of which are covered within the Business Administration Apprenticeship framework.

Business Administration Apprenticeships have been in the top twenty apprenticeship frameworks for a number of years, with around 30,000 apprentices starting the apprenticeship every year. The provisional figure for 2013/14 has indicated that there were over 31,000 starts on the Business Administration apprenticeship.This apprenticeship builds on the success of its predecessor by using employer led, up to date, flexible qualifications which meet the changing skills needs of employers. It builds in softer-skills such as communication, team working, interpersonal skills and the ability to reflect on personal learning. It also ensure that the qualification is more Business focused by including many more business specific units.

Intermediate apprentices may work in roles such as administrators, office juniors, receptionists/medical receptionists, junior legal secretaries or junior medical secretaries.

Advanced apprentices may work in roles such as administration executives/officers, administration team leaders, personal assistants and secretaries, including legal or medical secretaries.

Tasks undertaken by apprentices will vary depending on the level and sector in which they are employed. Tasks may include producing business documents, contributing to the organisation of events, developing and delivering presentations, providing reception services, using and maintaining office equipment, providing administrative support for meetings, using a variety of software packages, analysing and presenting business documents and managing projects.

The framework will contribute to meeting the skills priorities for England set out in the "Skills for Sustainable Growth" report, by:

- providing flexible access to high quality Level 2 and 3 skills programmes, which act as a real alternative to GCSEs and A levels for those who prefer this style of learning and achievement;
- incorporating skills to improve the general literacy, numeracy and ICT skills in England;
- using combined qualifications covering the technical and competence elements of the job, valued by employers, to help their businesses grow and remain profitable;
- developing apprentices' Personal Learning and Thinking Skills, to build their confidence

and creativity, improving their social and working lives;
- developing apprentice's employability skills, making them more attractive to all employers whichever career they choose; and
- providing a career pathway into jobs and training at technician level and higher, to provide the skills which the economy needs to grow.

Aims and objectives of this framework (England)

The aim of this apprenticeship framework is to provide employers in the public, private and not-for-profit sectors with a business and administration workforce who have the skills, knowledge and competencies to support business systems, processes and services and who can contribute to making businesses more efficient and productive.

The main objectives are to:

1. build a competent business administration workforce, providing organisations of all sizes across all sectors the staff needed to increase productivity and efficiency
2. tap into the skills and talents of a diverse population by providing a flexible entry route into a career in business administration
3. equip individuals with the skills, knowledge and experience needed to undertake business administration roles in a range of business settings
4. provide apprentices with an opportunity to develop the skills, knowledge and experience they will need to progress to roles with additional responsibilities and onto further and higher education, if they wish to do so.

Entry conditions for this framework

There are no mandatory entry requirements for this apprenticeship framework. However employers are looking to attract applicants who have a keen interest in business and/or a particular interest in legal or medical administration careers. They expect applicants to demonstrate a "can do" attitude and have at least basic numeracy and literacy skills on which the apprenticeship will build.

Entrants will come from a diverse range of backgrounds and will come with a range of experience, age, personal achievements and, in some cases, prior qualifications and awards which may count towards the achievement of an apprenticeship programme. Examples include learners who have:

- held a position of responsibility at school or college; OR
- undertaken work experience, voluntary work or work placement experience; OR
- completed the Duke of Edinburgh Award or similar award; OR
- undertaken learning in the Foundation Learning Curriculum; OR
- achieved QCF Awards, Certificates or Diplomas; OR
- achieved GCSEs or A levels; OR
- completed other intermediate apprenticeships from a wide range of sectors.

Apprentices who are undertaking the Business Administration Advanced Apprenticeship are likely to have some prior experience in a business or administration role, although this is not a formal requirement.

Initial Assessment

Initial assessment must be used to ensure that applicants have a fair opportunity to demonstrate their ability. Learning programmes can then be tailored to meet a range of abilities and to recognise prior knowledge and experience.

Level 2

Title for this framework at level 2

Intermediate Level Apprenticeship in Business Administration

Pathways for this framework at level 2

Pathway 1:	Business Administration
Pathway 2:	Legal Administration
Pathway 3:	Medical Administration

Level 2, Pathway 1: Business Administration

Description of this pathway

Intermediate Level Apprenticeship in Business Administration

Total minimum credit value for this pathway: **60** credits

- Combined qualification - 45 credits
- Transferable skills 15 credits (English, mathematics and ICT).

Entry requirements for this pathway in addition to the framework entry requirements

There are no entry requirements for this pathway in addition to the general framework entry requirements.

Job title(s)	Job role(s)
Administrator / Business support officer	Making and receiving telephone calls, helping with the organisation of meetings and events, dealing with travel requests, handling mail, record keeping and using electronic message systems and office equipment.
Office junior	Taking notes, arranging travel and meetings, welcoming visitors, handling mail and using electronic message systems and office equipment.
Receptionist	Welcoming visitors, handling mail, making and receving telephone calls, using electronic message systems and office equipment.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Diploma in Business Administration

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	601/3546/3	Active IQ	45	229-351	N/A
B1b	601/3741/1	BIIAB	45	229-351	N/A
B1c	601/3607/8	City and Guilds of London Institute	45	229-351	N/A
B1d	601/3851/8	Future (Awards and Qualifications) Ltd	45	209-387	N/A
B1e	601/3704/6	iCan Qualifications Limited	45	229-351	N/A
B1f	601/3451/3	IMI Awards Ltd	45	229-351	N/A
B1g	601/3616/9	Industry Qualifications	45	229-351	N/A
B1h	601/3515/3	Lifetime Awarding	45	229-351	N/A
B1i	601/3740/X	OCR	45	229-351	N/A
B1j	601/3405/7	Pearson Education Ltd	45	229-351	N/A
B1k	601/3579/7	ProQual Awarding Body	45	229-351	N/A
B1l	601/3518/9	Skillsfirst Awards Ltd	45	229-351	N/A
B1m	601/4107/4	Highfield Awarding Body for Compliance	45	229-351	N/A
B1n	601/3964/X	NCFE	45	229-351	N/A
B1o	601/4407/5	Open College Network London Region	45	229-351	N/A
B1p	601/4356/3	ITEC	45	223-351	N/A
B1q	601/4933/4	Training Qualifications UK Ltd	45	229-351	N/A
B1r	601/5976/5	VTCT	45	229-351	N/A

B1s	601/5020/8	NOCN	45	229-351	N/A
B1t	601/5868/2	Focus Awards Limited	45	229-351	N/A
B1u	601/6435/9	SFJ Awards	45	229-351	N/A
B1v	601/6717/8	Gateway Qualifications	45	229-351	N/A
B1w	601/6771/3	YMCA Awards	45	229-351	N/A
B1x	601/8395/0	Open College Network West Midlands	45	351	N/A
B1y	601/8759/1	Ascentis	45	282	N/A

Relationship between competence and knowledge qualifications

The Level 2 Diploma in Business Administration includes both knowledge and competence units. Learners must complete a minimum of 45 credits. 21 credits from mandatory units, a minimum of 14 credits from Group B optional units, a maximum of 10 credits from Group C optional units and a maximum of 6 credits from Group D optional units.

The requirement for at least 10 credits on the QCF for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the following mandatory units the apprentice will achieve 10 credits for competence and 11 credits for knowledge:

Mandatory Group

Competence units

- H/506/1893 - Communication in a business environment (3 credits)
- L/506/1788 - Manage personal performance and development (4 credits)
- R/506/1789 - Develop working relationships with colleagues (3 credits)

Knowledge units

- J/506/1899 - Principles of providing administrative services (4 credits)
- T/506/1901 - Principles of business document production and information management (3 credits)
- A/506/1964 - Understand employer organisations (4 credits)

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a

completed Apprentice Consent Form must be uploaded to ACE (www.acecerts.co.uk).

Please note: those who have already achieved competence and/or knowledge qualifications prior to this Apprenticeship must select options which will equip them with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	E	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	C	N/A
A' Level or AS Level qualification in English Language**	E	N/A
A' Level or AS Level qualification in English Literature**	E	N/A
A' Level or AS Level qualification in English Language and Literature**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	1	5
GCSE qualification in Mathematics*	E	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	C	N/A
A' Level or AS Level qualification in Mathematics**	E	N/A
A' Level or AS Level qualification in Pure Mathematics**	E	N/A
A' Level or AS Level qualification in Further Mathematics**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

ICT

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	1	5
GCSE qualification in ICT (with enhanced functional content)	E	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in ICT*	E	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	C	N/A
A' Level or AS Level qualification in ICT**	E	N/A

** achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

*** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Inclusion of Information and Communications Technology (ICT)

ICT has been included as it is considered an essential requirement for those undertaking a Business Administration Intermediate Apprenticeship.

Progression routes into and from this pathway

Progression into the Business Administration Intermediate Apprenticeship

Progression into this intermediate apprenticeship may be from a wide number of routes due to

the varying backgrounds and past academic and work related experiences of apprentices. Such routes will include having:

- undertaken learning in the Foundation Learning Curriculum
- achieved QCF Awards, Certificates or Diplomas
- achieved a (14 - 19) Foundation or Higher Diploma in Business, Administration and Finance
- achieved GCSEs or A Levels.

Learners may also progress into the intermediate apprenticeship without prior qualifications.

Progression from the Business Administration Intermediate Apprenticeship

Intermediate apprentices, with support and opportunities in the workplace, can progress onto:

- the Level 3 Advanced Apprenticeship in Business Administration - general administrative, legal or medical pathways
- other level 3 advanced apprenticeships such as customer service or management
- the Advanced (14 – 19) Diplomas in a range of related sectors, including business, administration and finance, information technology, public services and retail business
- further education to undertake management, business related or other qualifications.

With additional training, Intermediate apprentices may be able to progress in their careers to roles including administration executive, administration team leader, office supervisor, personal assistant, secretary or a wide range of other business administration roles.

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A QCF ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit (QCF) - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities (QCF) - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Skills CFA FAQ

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

If the ERR component has been achieved, please mark the relevant tick box on ACE, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 2, Pathway 2: Legal Administration

Description of this pathway

Intermediate Apprenticeship in Legal Administration

Total minimum credit value for this pathway: **79** credits

- Combined qualification - 64 credits
- Transferable skills - 15 credits (English, mathematics and ICT)

Entry requirements for this pathway in addition to the framework entry requirements

In addition to the general framework entry requirements, learners wishing to undertake the Legal Administration pathway should have an interest in working in the legal sector.

Job title(s)	Job role(s)
Junior legal secretary	Filing and maintaining legal records, proof reading, transcribing notes and dictation, answering letters, making and receiving telephone calls and using electronic message systems and office equipment.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Diploma in Legal Administration (QCF)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	601/3787/3	City and Guilds of London Institute	64	466-541	N/A

Relationship between competence and knowledge qualifications

The Level 2 Diploma in Legal Administration includes both knowledge and competence units. Learners must complete a minimum of 64 credits. 42 credits from mandatory units, 14 credits from Optional Group OA and a minimum of 8 credit from Optional Group OB.

The requirement for at least 10 credits on the QCF for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the following mandatory units the apprentice will achieve 28 credits for competence and 14 credits for knowledge:

Mandatory Group

Competence units

- H/506/1893 - Communication in a business environment (3 credits)
- L/506/1788 - Manage personal performance and development (4 credits)
- R/506/1789 - Develop working relationships with colleagues (3 credits)
- T/504/9957 - Legal audio processing (7 credits)
- Y/504/9952 - Legal text processing (11 credits)

Knowledge units

- A/504/9958 -Proofreading in the legal environment (2 credits)
- T/505/1725 - Working in the legal environment (12 credits)

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed Apprentice Consent Form must be uploaded to ACE (www.acecerts.co.uk)

Please note: those who have already achieved competence and/or knowledge qualifications prior to this Apprenticeship must select options which will equip them with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	E	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	C	N/A
A' Level or AS Level qualification in English Language**	E	N/A
A' Level or AS Level qualification in English Literature**	E	N/A
A' Level or AS Level qualification in English Language and Literature**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	1	5
GCSE qualification in Mathematics*	E	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	C	N/A
A' Level or AS Level qualification in Mathematics**	E	N/A
A' Level or AS Level qualification in Pure Mathematics**	E	N/A
A' Level or AS Level qualification in Further Mathematics**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

ICT

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	1	5
GCSE qualification in ICT (with enhanced functional content)	E	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in ICT*	E	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	C	N/A
A' Level or AS Level qualification in ICT**	E	N/A

** achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

*** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Inclusion of Information and Communications Technology (ICT)

ICT has been included as it is considered an essential requirement for those undertaking a Legal Administration Intermediate Apprenticeship.

Progression routes into and from this pathway

Progression into the Legal Administration Intermediate Apprenticeship

Progression into this intermediate apprenticeship may be from a wide number of routes due to the varying backgrounds and past academic and work related experiences of apprentices. Such routes will include having:

- undertaken learning in the Foundation Learning Curriculum
- achieved QCF Awards, Certificates or Diplomas
- achieved a (14 - 19) Foundation or Higher Diploma in Business, Administration and Finance
- achieved GCSEs or A Levels.

Learners may also progress into the intermediate apprenticeship without prior qualifications.

Progression from the Legal Administration Intermediate Apprenticeship

Intermediate apprentices, with support and opportunities in the workplace, can progress onto:

- the Level 3 Advanced Apprenticeship in Business Administration - general administrative or legal pathways
- other level 3 advanced apprenticeships such as customer service or management
- the Advanced (14 – 19) Diplomas in a range of related sectors, including business, administration and finance, information technology, public services and retail business
- further education to undertake management, business related or other qualifications.

With additional training, Intermediate apprentices may be able to progress in their careers to roles including legal secretary, office supervisor, personal assistant or a wide range of other business administration roles.

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A QCF ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit (QCF) - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities (QCF) - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Skills CFA FAQ

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

If the ERR component has been achieved, please mark the relevant tick box on ACE, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 2, Pathway 3: Medical Administration

Description of this pathway

Intermediate Level Apprenticeship in Medical Administration

Total minimum credit value for this pathway: **86** credits

- Combined qualification - 71 credits
- Transferable skills - 15 credits (English, mathematics and ICT)

Entry requirements for this pathway in addition to the framework entry requirements

In addition to the general framework entry requirements, learners wishing to undertake the Medical Administration pathway should have an interest in working in the medical sector.

Job title(s)	Job role(s)
Junior medical secretary	Making and receiving telephone calls, handling mail, writing letters and recording medical notes, labelling medical samples, filing and making appointments and using electronic message systems and office equipment.
Medical receptionist	Making and receiving telephone calls, handling mail, maintaining medical records, making medical appointments, welcoming visitors, maintaining the reception area.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Diploma In Medical Administration (QCF)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	601/3910/9	City and Guilds of London Institute	71	473-577	N/A

Relationship between competence and knowledge qualifications

The Level 2 Diploma in Medical Administration includes both knowledge and competence units. Learners must complete a minimum of 71 credits. 45 credits from mandatory units, a minimum of 14 credits must come from Optional Group OA and a minimum of 12 credits must come from Optional Group OB. A minimum of 59 credits must be achieved through the completion of Level 2 units and above.

The requirement for at least 10 credits on the QCF for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the following mandatory units the apprentice will achieve 11 credits for competence and 35 credits for knowledge:

Mandatory Group

Competence units

- L/506/1788 - Manage personal performance and development (4 credits)
- R/506/1789 - Develop working relationships with colleagues (3 credits)
- T/505/1255 - Communication skills in a medical environment (3 credits)

Knowledge units

- D/505/1248 - Working in the National Health Service (9 credits)
- H/505/1249 - Administration skills in a medical environment (8 credits)
- L/505/1245 - Medical terminology (6 credits)
- T/505/1255 - Communication skills in a medical environment (3 credits)
- M/505/1268 - Medical principles for the administrator (9 credits)

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed Apprentice Consent Form must be uploaded to ACE (www.acecerts.co.uk)

Please note: those who have already achieved competence and/or knowledge qualifications prior to this Apprenticeship must select options which will equip them with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	E	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	C	N/A
A' Level or AS Level qualification in English Language**	E	N/A
A' Level or AS Level qualification in English Literature**	E	N/A
A' Level or AS Level qualification in English Language and Literature**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	1	5
GCSE qualification in Mathematics*	E	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	C	N/A
A' Level or AS Level qualification in Mathematics**	E	N/A
A' Level or AS Level qualification in Pure Mathematics**	E	N/A
A' Level or AS Level qualification in Further Mathematics**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

ICT

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	1	5
GCSE qualification in ICT (with enhanced functional content)	E	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in ICT*	E	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	C	N/A
A' Level or AS Level qualification in ICT**	E	N/A

** achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

*** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Inclusion of Information and Communications Technology (ICT)

ICT has been included as it is considered an essential requirement for those undertaking a Medical Administration Intermediate Apprenticeship.

Progression routes into and from this pathway

Progression into the Medical Administration Intermediate Apprenticeship:

Progression into this intermediate apprenticeship may be from a wide number of routes due to

the varying backgrounds and past academic and work related experiences of apprentices. Such routes will include having:

- undertaken learning in the Foundation Learning Curriculum
- achieved QCF Awards, Certificates or Diplomas
- achieved a (14 - 19) Foundation or Higher Diploma in Business, Administration and Finance
- achieved GCSEs or A Levels.

Learners may also progress into the intermediate apprenticeship without prior qualifications.

Progression from the Medical Administration Intermediate Apprenticeship

Intermediate apprentices, with support and opportunities in the workplace, can progress onto:

- the Level 3 Advanced Apprenticeship in Business Administration - general administrative or medical pathways
- other level 3 advanced apprenticeships such as customer service or management
- the Advanced (14 – 19) Diplomas in a range of related sectors, including business, administration and finance, information technology, public services and retail business
- further education to undertake a range of business and other medical related futher education programmes for medical administrative secretaries, medical office managers and medical records transcriptors.

With additional training, Intermediate apprentices may be able to progress in their careers to roles including medical secretary, administration team leader, office supervisor, personal assistant or a wide range of other business administration roles.

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A QCF ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit (QCF) - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities (QCF) - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Skills CFA FAQ

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

The ERR workbook, qualifications and units cover the following learning outcomes listed below. An apprentice must achieve the standards of attainment set out below to achieve this element of the framework:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;

7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

If the ERR component has been achieved, please mark the relevant tick box on ACE, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 3

Title for this framework at level 3

Advanced Apprenticeship in Business Administration

Pathways for this framework at level 3

Pathway 1:	Business Administration
Pathway 2:	Legal Administration
Pathway 3:	Medical Administration

Level 3, Pathway 1: Business Administration

Description of this pathway

Advanced Level Apprenticeship in Business Administration

Total minimum credit value for this pathway: **73** credits

- Combined qualification - 58 credits
- transferable skills - 15 credits (English, mathematics and ICT).

Entry requirements for this pathway in addition to the framework entry requirements

There are no entry requirements for this pathway in addition to the general framework entry requirements.

However, it is likely that advanced apprentices will have some prior experience in a business or administration role to allow them to complete the advanced apprenticeship, although this is not a formal requirement.

Job title(s)	Job role(s)
Administration officer / executive	Dealing with internal and external correspondence, organising meetings and events, producing documents, managing resources, managing office equipment, managing information.
Administration team leader / office supervisor	Dealing with internal and external correspondence, organising meetings and events, producing documents, managing resources, managing office equipment, managing information, managing administration systems, managing office facilities.
Personal assistant	Making and receiving telephone calls, managing diaries, organising travel, organising meetings and events, handling correspondence, creating documents, developing presentations.
Secretary	Dealing with internal and external correspondence, organising meetings, taking minutes at meetings, managing diaries, producing documents, transcribing notes, managing information.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 3 Diploma in Business Administration

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	601/3547/5	Active IQ	58	282-432	N/A
B1b	601/3742/3	BIIAB	58	282-432	N/A
B1c	601/3608/X	City and Guilds of London Institute	58	282-432	N/A
B1d	601/3849/X	Future (Awards and Qualifications) Ltd	58	282-432	N/A
B1e	601/3705/8	iCan Qualifications Limited	58	282-432	N/A
B1f	601/3452/5	IMI Awards Ltd	58	282-432	N/A
B1g	601/3682/0	Industry Qualifications	58	282-432	N/A
B1h	601/3516/5	Lifetime Awarding	58	282-432	N/A
B1i	601/3676/5	OCR	58	282-432	N/A
B1j	601/3406/9	Pearson Education Ltd	58	282-431	N/A
B1k	601/3580/3	ProQual Awarding Body	58	282-432	N/A
B1l	601/3519/0	Skillsfirst Awards Ltd	58	282-432	N/A
B1m	601/3965/1	NCFE	58	282-432	N/A
B1n	601/4029/X	Highfield Awarding Body for Compliance	58	282-432	N/A
B1o	601/4393/9	ITEC	58	282-432	N/A
B1p	601/4938/3	Training Qualifications UK Ltd	58	282-432	N/A
B1q	601/5021/X	NOCN	58	282-432	N/A
B1r	601/5898/0	Focus Awards	58	282-432	N/A

B1s	601/6726/9	Gateway Qualifications	58	282-432	N/A
B1t	601/6827/4	YMCA Awards	58	282-432	N/A
B1u	601/8422/X	Open College Network West Midlands	58	282	N/A
B1v	601/8761/X	Ascentis	58	282	N/A

Relationship between competence and knowledge qualifications

The Level 3 Diploma in Business Administration includes both knowledge and competence units. Learners must complete a minimum of 58 credits. 27 credits from mandatory units, a minimum of 13 credits from Group B optional units, a maximum of 10 credits from Group C optional unit, and a maximum of 8 credits from Group D optional units. A minimum of 40 credits must be achieved through the completion of units at Level 3 or above.

The requirement for at least 10 credits on the QCF for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the mandatory units the apprentice will achieve 7 credits for competence and 20 credits for knowledge. A further minimum of 3 credits from competence will be achieved by completing the required number of units from Group B.

Mandatory Group
Competence units

- Y/506/1910 - Communicate in a business environment (4 Credits)
- T/506/2952 - Manage personal and professional development (3 credits)

Knowledge units

- R/506/1940 - Principles of business communication and information (4 credits)
- Y/506/1941 - Principles of administration (6 credits)
- D/506/1942 - Principles of business (10 credits)

Group B - optional competence group

- D/506/1911 - Contribute to the improvement of business performance (6 credits)
- H/506/1912 - Negotiate in a business environment (4 credits)
- K/506/1913 - Develop a presentation (3 credits)
- M/506/1914 - Deliver a presentation (3 credits)
- T/506/1915 - Create bespoke business documents (4 credits)
- A/506/1916 - Contribute to the development and implementation of an information system (6 credits)

- F/506/1917 - Monitor information systems (8 credits)
- J/506/1918 - Evaluate the provision of business travel or accommodation (5 credits)
- L/506/1919 - Provide administrative support in schools (5 credits)
- F/506/1920 - Administer parking and traffic challenges, representations and civil parking appeals (5 credits)
- R/506/1923 - Administer statutory parking and traffic appeals (6 credits)
- T/506/1932 - Administer parking and traffic debt recovery (5 credits)
- J/506/1935 - Administer legal files (5 credits)
- L/506/1936 - Build legal case files (5 credits)
- Y/506/1938 - Manage legal case files (5 credits)
- K/506/1944 - Manage an office facility (4 credits)
- M/506/1945 - Analyse and present business data (6 credits)
- Y/506/1809 - Produce business documents (3 credits)
- R/506/1811 - Store and retrieve information (4 credits)
- Y/506/1812 - Produce minutes of meetings (3 credits)
- D/506/1813 - Handle mail (3 credits)
- M/506/1816 - Prepare text from shorthand (6 credits)
- T/506/1817 - Prepare text from recorded audio instruction (4 credits)
- Y/506/2295 - Maintain and issue stationery and supplies (3 credits)
- L/506/1869 - Contribute to the organisation of an event (3 credits)
- D/506/1875 - Organise business travel or accommodation (4 credits)
- H/506/1876 - Provide administrative support for meetings (4 credits)
- T/506/1879 - Administer human resource records (3 credits)
- A/506/1883 - Administer the recruitment and selection process (3 credits)
- R/506/1887 - Administer parking dispensations (3 credits)
- R/506/1890 - Administer finance (4 credits)
- M/506/1895 - Buddy a colleague to develop their skills (3 credits)
- L/506/1905 - Employee rights and responsibilities (2 credits)
- R/506/1954 - Support environmental sustainability in a business environment (4 credit)
- D/506/1956 - Resolve administrative problems (6 credits)
- H/506/1957 - Prepare specifications for contracts (4 credits)
- K/506/1815 - Prepare text from notes using touch typing (4 credits)

Group C is another competence only group totaling 127 credits and Group D is a knowledge only group totaling 55 credits.

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed Apprentice Consent Form must be uploaded to ACE (www.acecerts.co.uk).

Please note: those who have already achieved competence and/or knowledge qualifications prior to this Apprenticeship must select options which will equip them with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	2	5
GCSE qualification in English (with enhanced functional content)	C	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	C	N/A
A' Level or AS Level qualification in English Language**	E	N/A
A' Level or AS Level qualification in English Literature**	E	N/A
A' Level or AS Level qualification in English Language and Literature**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	2	5
GCSE qualification (with enhanced functional content) in Mathematics	C	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	2	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	C	N/A
A' Level or AS Level qualification in Mathematics**	E	N/A
A' Level or AS Level qualification in Pure Mathematics**	E	N/A
A' Level or AS Level qualification in Further Mathematics**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

ICT

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	2	5
GCSE qualification in ICT (with enhanced functional content)	C	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE qualification in ICT*	C	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	C	N/A
A' Level or AS Level qualification in ICT**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Inclusion of Information and Communications Technology (ICT)

ICT has been included as it is considered an essential requirement for those undertaking a Business Administration Advanced Apprenticeship.

Progression routes into and from this pathway

Progression into the Business Administration Advanced Apprenticeship

Progression into this advanced apprenticeship may be from a wide number of routes due to the

varying backgrounds and past academic and work related experiences of apprentices. Such routes will including having:

- achieved a Level 2 Intermediate Apprenticeship in Business Administration
- achieved QCF Awards, Certificates or Diplomas
- achieved a (14 - 19) Foundation or Higher Diploma
- achieved GCSEs or A Levels.

Learners may also progress into the advanced apprenticeship without prior qualifications.

Most learners progressing into the Business Administration Advanced Apprenticeship have some prior experience in a business or administration job role, although this is not a formal requirement. Learners who do not have any prior experience in a business or administration job role may be better suited to the Business Administration Intermediate Apprenticeship, although all individuals should be judged on their own merits, experiences and capabilities.

Progression from the Advanced Apprenticeship in Business Administration

Advanced apprentices, with support and opportunities in the workplace, can progress onto:

- the Level 4 Higher Apprenticeship in Business & Professional Administration
- further or higher education to undertake business related or other qualifications, including Foundation Degrees in areas such as business, business management, and business administration
- a range of business and management undergraduate programmes
- a range of business professional qualifications at level 4 and above.

With additional training, advanced apprentices may be able to progress in their careers to roles including office manager, administration team leader, personal assistant or a wide range of managerial roles within business.

UCAS points for this pathway: N/A

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A QCF ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit (QCF) - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities (QCF) - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Skills CFA FAQ

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation

and industry.

Evidence of achievement of ERR

If the ERR component has been achieved, please mark the relevant tick box on ACE, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 3, Pathway 2: Legal Administration

Description of this pathway

Advanced Level Apprenticeship in Legal Administration:

Total minimum credit value for this pathway: **85** credits

- Combined qualification - 70 credits
- Transferable skills - 15 credits for (English, mathematics and ICT).

Entry requirements for this pathway in addition to the framework entry requirements

In addition to the entry recommendations for the Business Administration Apprenticeship, learners wishing to undertake the Legal Administration pathway should have an interest in working in the legal sector.

It is likely that advanced apprentices will have some prior experience in a business or legal administration role to allow them to complete the advanced apprenticeship, although this is not a formal requirement.

Job title(s)	Job role(s)
Legal secretary	Legal document production, making and receiving telephone calls, handling mail, taking dictation, transcribing records, organising meetings and travel, maintaining records and legal files, proofreading letters and legal documents.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 3 Diploma in Legal Administration (QCF)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	601/3599/2	City and Guilds of London Institute	70	514-612	N/A

Relationship between competence and knowledge qualifications

The Level 3 Diploma in Legal Administration includes both knowledge and competence units. Learners must complete a minimum of 70 credits. 40 credits from mandatory units, 18 credits from Optional Group OA and a minimum of 12 credit from Optional Group OB. A minimum of 54 credits must be achieved through the completion of Level 3 units.

The requirement for at least 10 credits on the QCF for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the following mandatory units the apprentice will achieve 22 credits for competence and 18 credits for knowledge:

Mandatory Group

Competence units

- Y/506/1910 - Communication in a business environment (4 credits)
- F/506/1819 - Manage personal and professional development (3 credits)
- T/504/9960 - Legal text and audio processing (15 credits)

Knowledge units

- M/504/9956 - Proofreading in the legal environment (2 credits)
- H/505/1753 - Business skills in the legal environment (16 credits)

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed, current Apprentice Declaration and Authorisation form must be uploaded to ACE (www.acecerts.co.uk).

Please note: those who have already achieved competence and/or knowledge qualifications prior to this Apprenticeship must select options which will equip them with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	2	5
GCSE qualification in English (with enhanced functional content)	C	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	C	N/A
A' Level or AS Level qualification in English Language**	E	N/A
A' Level or AS Level qualification in English Literature**	E	N/A
A' Level or AS Level qualification in English Language and Literature**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	2	5
GCSE qualification (with enhanced functional content) in Mathematics	C	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	2	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	C	N/A
A' Level or AS Level qualification in Mathematics**	E	N/A
A' Level or AS Level qualification in Pure Mathematics**	E	N/A
A' Level or AS Level qualification in Further Mathematics**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

ICT

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	2	5
GCSE qualification in ICT (with enhanced functional content)	C	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE qualification in ICT*	C	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	C	N/A
A' Level or AS Level qualification in ICT**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Inclusion of Information and Communications Technology (ICT)

ICT has been included as it is considered an essential requirement for those undertaking a Legal Administration Advanced Apprenticeship.

Progression routes into and from this pathway

Progression into the Legal Administration Advanced Apprenticeship

Progression into this advanced apprenticeship may be from a wide number of routes due to the

varying backgrounds and past academic and work related experiences of apprentices. Such routes will including having:

- achieved the Level 2 Intermediate Apprenticeship in Legal Administration
- achieved QCF Awards, Certificates or Diplomas
- achieved a (14 - 19) Foundation or Higher Diploma, in Business Administration and Finance
- achieved GCSEs or A Levels.

Learners may also progress into the advanced apprenticeship without prior qualifications.

Most learners progressing into the Legal Administration Advanced Apprenticeship have some prior experience in a business or legal administration job role, although this is not a formal requirement. Learners who do not have any prior experience in a business or legal administration job role may be better suited to the Legal Administration Intermediate Apprenticeship, although all individuals should be judged on their own merits, experiences and capabilities.

Progression from the Legal Administration Advanced Apprenticeship

With support and opportunities in the workplace, advanced apprentices can progress onto:

- the Level 4 Higher Apprenticeship in Business & Professional Administration
- further and higher education to undertake business related or other qualifications, including foundation degrees in areas such as business and business management, paralegal services/studies and legal advice
- a range of business and law and other undergraduate programmes
- a range of business and legal professional qualifications at level 4 and above.

With additional training, advanced apprentices may be able to progress in their careers to roles including legal practice manager, senior legal secretary, office manager or a wide range of managerial roles within business administration.

UCAS points for this pathway: N/A

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A QCF ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit (QCF) - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities (QCF) - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Skills CFA FAQ

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

The ERR workbook, qualifications and units cover the following learning outcomes listed below. An apprentice must achieve the standards of attainment set out below to achieve this element of the framework:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation,

training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

If the ERR component has been achieved, please mark the relevant tick box on ACE, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 3, Pathway 3: Medical Administration

Description of this pathway

Advanced Apprenticeship in Medical Administration

Total minimum credit value for this pathway: **91** credits

- Combined qualification - 76 credits
- Transferable skills - 15 credits (English, mathematics and ICT).

Entry requirements for this pathway in addition to the framework entry requirements

In addition to the entry recommendations for the Business Administration Apprenticeship, learners wishing to undertake the Medical Administration pathway should have an interest in working in the medical sector.

It is likely that advanced apprentices will have some prior experience in a business or medical administration role to allow them to complete the advanced apprenticeship, although this is not a formal requirement.

Job title(s)	Job role(s)
Medical secretary	Making and receiving telephone calls, producing documents, dealing with correspondence, maintaining medical records, organising medical appointments, checking medical test samples are appropriately labelled and sent out.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 3 Diploma In Medical Administration (QCF)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	601/3911/0	City and Guilds of London Institute	76	455-541	N/A

Relationship between competence and knowledge qualifications

The Level 3 Diploma in Medical Administration includes both knowledge and competence units. Learners must complete a minimum of 76 credits. 45 credits from mandatory units, a minimum of 18 credits must come from Optional Group OA and a minimum of 13 credits must come from Optional Group OB. A minimum of 60 credits must be achieved through the completion of Level 3 units and above.

The requirement for at least 10 credits on the QCF for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the following mandatory units the apprentice will achieve 25 credits for competence and 20 credits for knowledge:

Mandatory Group

Competence units

- H/505/1266- Medical word processing (9 credits)
- K/505/1267 - Production of medical documents from recorded speech (9 credits)
- Y/505/1264 - Managing communication in a medical environment (4 credits)
- T/506/2952 - Manage personal and professional development (3 credits)

Knowledge units

- M/505/1268 - Medical principles for the administrator (9 credits)
- R/505/1263 - Medical administration (8 credits)
- Y/505/1264 - Managing communication in a medical environment (3 credits)

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed Apprentice Consent Form must be uploaded to ACE (www.acecerts.co.uk).

Please note: those who have already achieved competence and/or knowledge qualifications

prior to this Apprenticeship must select options which will equip them with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	2	5
GCSE qualification in English (with enhanced functional content)	C	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	C	N/A
A' Level or AS Level qualification in English Language**	E	N/A
A' Level or AS Level qualification in English Literature**	E	N/A
A' Level or AS Level qualification in English Language and Literature**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	2	5
GCSE qualification (with enhanced functional content) in Mathematics	C	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	2	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	C	N/A
A' Level or AS Level qualification in Mathematics**	E	N/A
A' Level or AS Level qualification in Pure Mathematics**	E	N/A
A' Level or AS Level qualification in Further Mathematics**	E	N/A

* *achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

** *achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

ICT

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	2	5
GCSE qualification in ICT (with enhanced functional content)	C	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE qualification in ICT*	C	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	C	N/A
A' Level or AS Level qualification in ICT**	E	N/A

** achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.*

*** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.*

Inclusion of Information and Communications Technology (ICT)

ICT has been included as it is considered an essential requirement for those undertaking a Medical Administration Advanced Apprenticeship.

Progression routes into and from this pathway

Progression into the Medical Administration Advanced Apprenticeship

Progression into this advanced apprenticeship may be from a wide number of routes due to the

varying backgrounds and past academic and work related experiences of apprentices. Such routes will including having:

- achieved the Level 2 Intermediate Apprenticeship in Medical Administration
- achieved QCF Awards, Certificates or Diplomas
- achieved a (14 - 19) Foundation or Higher Diploma
- achieved GCSEs or A Levels.

Learners may also progress into the advanced apprenticeship without prior qualifications.

Most learners progressing into the Medical Administration Advanced Apprenticeship have some prior experience in a business or medical administration role, although this is not a formal requirement. Learners who do not have any prior experience in a business or medical administration job role may be better suited to the Medical Administration Intermediate Apprenticeship, although all individuals should be judged on their own merits, experiences and capabilities.

Progression from the Medical Administration Advanced Apprenticeship

Level 3 apprentices, with support and opportunities in the workplace, can progress onto:

- the Level 4 Higher Apprenticeship in Business & Professional Administration
- further or higher education to undertake business related or other qualifications, including foundation degrees in business and business management and health administration
- a range of business and management and other undergraduate programmes, such as medical secretary, medical office management and medical records transcription
- a range of business or medical professional qualifications, such as the Level 5 Certificate or Diploma in Primary Care and Health Management.

With additional training, advanced apprentices may be able to progress in their careers to roles including medical practice manager, senior medical secretary, office manager or a wide range of managerial roles within business administration.

UCAS points for this pathway: N/A

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A QCF ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit (QCF) - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities (QCF) - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Skills CFA FAQ

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - the workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring the ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

The ERR workbook, qualifications and units cover the following learning outcomes listed below. An apprentice must achieve the standards of attainment set out below to achieve this element of the framework:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation,

training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

If the ERR component has been achieved, please mark the relevant tick box on ACE, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

81% of learners starting a Business Administration Apprenticeship between August 2008 and January 2009 were female and 88% were white according to a recent Institute for Employment Studies report.

In terms of ethnicity:

- 6.3% of apprenticeship starters were Asian
- 2.4% of apprenticeship starters were Black
- 1.7% of apprenticeship starters were Chinese/mixed ethnic origin.

In terms of apprentices with learning difficulties and/or disabilities:

- 3.1% of apprenticeship starters were recorded as having learning difficulties
- 8.6% of apprenticeship starters were recorded as having a disability.

The diversity of the apprenticeship workforce reflects the business and administration workforce as a whole. Possible reasons for these imbalances are related to perceptions, including the perception that administrative careers are mainly for women.

As the UK workforce and customer base becomes more diverse, business and administration needs to reflect that diversity and manage it effectively. This requires not only sensitivity to issues such as ethnicity, culture, gender and disability, but a greater awareness of the potential for different and more creative approaches that diversity in general brings to the business.

In order to counteract some of these issues, awareness of business and administration as a profession is being raised through:

- the (14-19) Diploma in Business, Administration and Finance, although all diplomas have underpinning business and equality and diversity themes
- teaching resources for schools
- various initiatives to counteract stereotypical views of gender based job roles.

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into business and administration. Entry conditions to this framework do not discriminate against any individuals, with the framework being open and accessible to all potential apprentices. Mentoring is also promoted within the apprenticeship to provide additional support and increase the chances of apprentices staying. Training providers and employers must comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the industry, using the protected characteristics of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- gender
- sexual orientation.

Download the guidance on the Equality Act here.

Skills CFA will monitor take-up and achievement of all apprenticeships and take steps to address any barriers to take-up and achievement.

On and off the job guided learning (England)

Total GLH for each pathway

National Apprenticeship Service (NAS) Statement on Apprenticeship Quality

The minimum hours of employment for an apprentice should be at least 30 hours per week. By exception, where the individual's circumstances or the particular nature of employment in a given sector makes this impossible, then an absolute minimum of 16 hours must be met. In such cases the duration of the Apprenticeship should be extended.

The duration of the Apprenticeship is expected to reflect that set out by employers in the relevant Apprenticeship Framework document, but at the very least must meet the minimum duration requirement announced by NAS. Learners aged 16-18 must spend a minimum of 12 months on the Apprenticeship programme. Learners aged 19 or over must spend at minimum of 12 months on the Apprenticeship unless relevant prior learning is recorded. Where this is the case, the Apprenticeship must not be for less than 6 months. Apprenticeship delivery must be planned to make full and effective use of the duration, including the opportunity for apprentices to embed and extend their learning through repeated workplace practice.

Regardless of how long the apprenticeship takes, the minimum Guided Learning Hours must be met.

Intermediate Level Apprenticeship in Business Administration

- *Pathway title: Business Administration* - the minimum Guided Learning Hours (GLH) for the 12 month programme is **412 hours.**
- *Pathway title: Legal Administration* - the minimum Guided Learning Hours (GLH) for the 12 month programme is **669 hours.**
- *Pathway title: Medical Administration* - the minimum Guided Learning Hours (GLH) for the 12 month programme is **676 hours.**

Advanced Level Apprenticeship in Business Administration

- *Pathway title: Business Administration* - the minimum Guided Learning Hours (GLH) for the 18 month programme is **509 hours.**
- *Pathway title: Legal Administration* - the minimum Guided Learning Hours (GLH) for the 18 month programme is **741 hours.**
- *Pathway title: Medical Administration* - the minimum Guided Learning Hours (GLH) for the 18 month programme is **682 hours.**

Please note, to comply with the Apprenticeship, Skills, Children and Learning Act, a minimum of 280 Guided Learning Hours within the first year of the apprenticeship and at least 280 Guided Learning Hours (pro rata) in each subsequent year must be completed. Where an apprentice completes an Apprenticeship part way through a 12 month period (after the minimum regulatory duration requirements have been met), an apprentice must receive a proportion of the annual minimum of 280 GLH, which is at least equal to the proportion of the final 12 month period spent on the Apprenticeship.

Minimum off-the-job guided learning hours

Intermediate Level Apprenticeship in Business Administration

Pathway title: **Business Administration**

1. Minimum recommended duration of programme is 12 months

2. Total of 155 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 45 hours for functional skills (15 hours per skill)
- 86 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 24 hours of off-the-job coaching and mentoring to support the apprentice

Pathway title: **Legal Administration**

1. Minimum recommended duration of programme is 13 months

2. Total of 305 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 45 hours for functional skills (15 hours per skill)
- 236 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 24 hours of off-the-job coaching and mentoring to support the apprentice

Pathway title: **Medical Administration**

1. Minimum recommended duration of programme is 13 months

2. Total of 338 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 45 hours for functional skills (15 hours per skill)

- 269 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 24 hours of off-the-job coaching and mentoring to support the apprentice

Advanced Level Apprenticeship in Business Administration

Pathway title: **Business Administration**

1. Minimum recommended duration of programme is 18 months

2. Total of 209 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 45 hours for functional skills (15 hours per skill)
- 128 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 36 hours of off-the-job coaching and mentoring to support the apprentice

Pathway title: **Legal Administration**

1. Minimum recommended duration of programme is 15 months

2. Total of 236 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 45 hours for functional skills (15 hours per skill)
- 155 (minimum) associated with the competence and knowledge element of the combined qualification
- 36 hours of off-the-job coaching and mentoring to support the apprentice

Pathway title: **Medical Administration**

1. Minimum recommended duration of programme is 15 months

2. Total of 243 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 45 hours for functional skills (15 hours per skill)
- 162 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 36 hours of off-the-job coaching and mentoring to support the apprentice

How this requirement will be met

Off-the-job Guided Learning Hours refers to the time taken to develop the technical skills and to develop knowledge of theoretical concepts across a range of contexts. It can be seen as time away from "the immediate pressures of the job", and may include all of the following (non-exclusive) activities:

- individual and Group teaching
- coaching
- distance learning
- e-learning
- feedback and Assessment
- guided study
- learning with peers/networked or collaborative learning
- mentoring

Off-the-job Guided Learning Hours must:

- be planned, reviewed and evaluated jointly between the apprentice and: a tutor, or teacher, their workplace supervisor or manager; or their coach or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, supervisor, manager, mentor or coach;
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, observation, feedback and assessment, collaborative/networked learning with peers, guided study, and induction;
- be characterised by formal or planned taught sessions delivered predominantly by qualified training staff;
- be delivered during contracted working hours;
- be delivered whilst working under an apprenticeship agreement, or during a qualifying period prior to working under an apprenticeship agreement ending on the date of application for an apprenticeship certificate.

It should be noted that the Guided Learning Hours attached to the functional skills and the knowledge qualifications are split between off-the-job and on-the-job learning hours. The expectation is that apprentices will undertake some learning off-the-job to achieve the underpinning knowledge attached to each qualification, supported by on-the-job learning to embed this knowledge and practice its application whilst learning on-the-job.

Evidence of off-the-job Guided Learning Hours:

There is no requirement for the achievement of GLH to be evidenced at the point of claiming a completion certificate. However, we recommend that an internal record of GLH achievement is kept for auditing purposes.

Minimum on-the-job guided learning hours

Intermediate Level Apprenticeship in Business Administration

Pathway title: **Business Administration**

1. Minimum recommended duration of programme is 12 months

2. Total of 257 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 90 hours for functional skills (30 hours per skill)
- 123 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 44 hours of on-the-job coaching and mentoring to support the apprentice

Pathway title: **Legal Administration**

1. Minimum recommended duration of programme is 13 months

2. Total of 364 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 90 hours for functional skills (30 hours per skill)
- 230 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 44 hours of on-the-job coaching and mentoring to support the apprentice

Pathway title: **Medical Administration**

1. Minimum recommended duration of programme is 13 months

2. Total of 364 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 90 hours for functional skills (30 hours per skill)
- 230 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 44 hours of on-the-job coaching and mentoring to support the apprentice

Advanced Level Apprenticeship in Business Administration

Pathway title: **Business Administration**

1. Minimum recommended duration of programme is 18 months

2. Total of 300 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 90 hours for functional skills (30 hours per skill)
- 154 hours (minimum) for the combined qualification
- 56 hours of on-the-job coaching and mentoring to support the apprentice

Pathway title: **Legal Administration**

1. Minimum recommended duration of programme is 15 months

2. Total of 505 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 90 hours for functional skills (30 hours per skill)
- 359 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 56 hours of on-the-job coaching and mentoring to support the apprentice

Pathway title: **Medical Administration**

1. Minimum recommended duration of programme is 15 months

2. Total of 439 minimum GLH for the duration of the programme

3. Breakdown of this pathway as follows:

- 90 hours for functional skills (30 hours per skill)
- 293 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 56 hours of on-the-job coaching and mentoring to support the apprentice

How this requirement will be met

On-the-job guided learning hours refers to the time taken to develop the practical skills applied in the context of a job role. It can be seen as the time the apprentice spends being guided whilst undertaking normal activities as part of their job role, and which provide opportunities to learn, develop and practice skills.

On-the-job Guided Learning Hours must:

- be planned, reviewed and evaluated jointly between the apprentice and: a tutor, or teacher, their workplace supervisor or manager; or their coach or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, supervisor, manager, mentor or coach;

- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, observation, feedback and assessment, collaborative/networked learning with peers, guided study, and induction;
- enable the apprentice to demonstrate practical job-related skills and to practice and apply these in the context of the job. This type of learning will be delivered in the workplace;
- be delivered whilst working under an apprenticeship agreement, or during a qualifying period prior to working under an apprenticeship agreement ending on the date of application for an apprenticeship certificate.

It should be noted that the Guided Learning Hours attached to the functional skills and the knowledge qualifications are split between off-the-job and on-the-job learning hours. The expectation is that apprentices will undertake some learning off-the-job to achieve the underpinning knowledge attached to each qualification, supported by on-the-job learning to embed this knowledge and practice its application whilst learning on-the-job.

Evidence of on-the-job Guided Learning Hours will include:

There is no requirement for the achievement of GLH to be evidenced at the point of claiming a completion certificate. However, we recommend that an internal record of GLH achievement is kept for auditing purposes.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

All 6 Personal Learning and Thinking Skills (PLTS) must be achieved and evidenced by the apprentice as part of the framework requirements. The PLTS have been mapped to the mandatory units of the combined qualifications to demonstrate where these skills are likely to naturally occur. This mapping can be downloaded from the Skills CFA website (www .skillscfa.org).

As achievement of PLTS can be marked in a tick box when claiming Apprenticeship completion certification, there is no longer a requirement to evidence PLTS completion when applying for apprenticeship certificates. However, we recommend that an internal record of PLTS achievement is retained.

Creative thinking

People think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value.

Creative Thinking skills encompass:

- generating ideas and exploring possibilities
- asking questions to extend thinking
- connecting own and others' ideas and experiences in inventive ways
- questioning own and others' assumptions
- trying out alternatives or new solutions and following ideas through
- adapting ideas as circumstances change.

Independent enquiry

People process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes.

Independent Enquiry skills encompass:

- identifying questions to answer and problems to resolve

- planning and carrying out research, appreciating the consequences of decisions
- exploring issues, events or problems from different perspectives
- analysing and evaluating information, judging its relevance and value
- considering the influence of circumstances, beliefs and feelings on decisions and events
- supporting conclusions, using reasoned arguments and evidence.

Reflective learning

People evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning.

Reflective Learning skills encompass:

- assessing yourself and others, identifying opportunities and achievements
- setting goals with success criteria for your personal development and work
- reviewing progress, acting on the outcomes
- inviting feedback and dealing positively with praise, setbacks and criticism
- evaluating experiences and learning to inform your future progress
- communicating your learning in relevant ways for different audiences.

Team working

People work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes.

Team Working skills encompass:

- collaborating with others to work towards common goals
- reaching agreements, managing discussions to achieve results
- adapting behaviour to suit different roles and situations, including leadership roles
- showing fairness and consideration to others
- taking responsibility, showing confidence in yourself and your contribution
- providing constructive support and feedback to others.

Self management

People organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities.

Self Management skills encompass:

- seeking out challenges or new responsibilities and showing flexibility when priorities change
- working towards goals, showing initiative, commitment and perseverance
- organising time and resources, prioritising actions
- anticipating, taking and managing risks
- dealing with competing pressures, including personal and work-related demands
- responding positively to change, seeking advice and support when needed
- managing your emotions and building and maintaining relationships.

Effective participation

People actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

Effective Participation skills encompass:

- discussing issues of concern, seeking resolution where needed
- presenting a persuasive case for action
- proposing practical ways forward, breaking these down into manageable steps
- identifying improvements that would benefit others as well yourself
- trying to influence others, negotiating and balancing diverse views to reach workable solutions
- acting as an advocate for views and beliefs that may differ from your own.

Additional employer requirements

There are no additional employer requirements.

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org