



## THE MODERN APPRENTICESHIP IN ADMINISTRATION FRAMEWORK

To achieve the qualification the candidate must complete the following,

**SVQ/NVQ LEVEL 3**            In Administration

### CORE SKILLS

Numeracy	SCQF level 4/Intermediate 1
Information Technology	SCQF level 4/Intermediate 1
Problem Solving	SCQF level 5/Intermediate 2
Working with others	SCQF level 5/Intermediate 2
Communication	SCQF level 4/Intermediate 1

*With the exception of Working with Others and Problem Solving, all of the above core skills must be separately assessed and certificated.*

*The candidate may have achieved core skills while at school and if they are at the required level they will be exempt.*

### ONE ADDITIONAL UNIT

These can be taken from the following,

Other optional units within the level 3 Admin.

Units from other relevant S/NVQs

Core Skill at a higher level

Relevant short courses at a suitable level

Employer-devised training programmes endorsed by CFA

A unit or module from a relevant professional qualification

# SVQ Level 3 Business and Administration 8 Units must be achieved

## Mandatory Core Units (These 3 units must be achieved)

FD9Y04/S301	Plan how to manage and improve own performance in a business environment
FE0104/S302	Review and maintain work in a business environment
FE0204/S308	Communicate in a business environment

## Optional Group A (3-5 units to be selected)

FE0304/S303	Solve business problems
FE0404/S304	Support other people to work in a business environment
FE0504/S305	Contribute to decision-making in a business environment
FE0604/S306	Contribute to negotiations in a business environment
FE0704/S307	Supervise a team in a business environment
FE0804/S322	Supervise an office facility
FE0904/S324	Contribute to running a project
FE0X04/S311	Design and produce documents in a business environment (a)
FE1104/S312	Prepare text from notes using touch typing 60 wpm (b)
FE0Y04/S313	Prepare text from shorthand 80 wpm (c)
FE1004/S314	Prepare text from recorded audio instructions 60 wpm (d)
FE0T04/S319	Organise and co-ordinate events (e)
FE0V04/S320	Plan and organise meetings (f)
FE0A04/S325	Deliver, monitor and evaluate customer service to internal customers
FE0C04/S326	Deliver, monitor and evaluate customer service to external customers
FE0D04/S309	Develop a presentation
FE0E04/S310	Deliver a presentation
FE0F04/S315	Support the design and development of information systems
FE0G04/S316	Monitor information systems
FE0H04/S317	Analyse and report data
FE0J04/S318	Order products and services
FE0K04/S327	Agree a budget
FE0L04/S323	Contribute to innovation in a business environment
FE0M04/S329	Provide administrative support in schools
FE0N04/S330	Administer parking and traffic challenges, representations and civil parking appeals
FE0P04/S331	Administer statutory parking and traffic appeals
FE0R04/S332	Administer parking and traffic debt recovery
F9AR04/S339 <sub>a</sub>	Bespoke software 3 (k)
F9AW04/S339 <sub>b</sub>	Specialist software 3 (k)
F9C304/S340	Data management software 3 (l)
F9C604/S341	Database software 3 (m)
F99F04/S342	Improving productivity using IT 3 (n)
F99V04/S343	IT security for users 3 (o)
F9CV04/S344	Presentation software 3 (p)
F99L04/S345	Set up an IT system 3 (q)
F9D204/S346	Spreadsheet software 3 (r)
F9A804/S347	Using collaborative technologies 3 (s)
F9D504/S348	Website software 3 (t)
F9D804/S349	Word processing software 1 (u)

## Optional Group B (0-2 units to be selected)

F93T04/S211	Produce documents in a business environment (a)
FD9W04/S212	Produce text from notes (b)
FD9X04/S213	Prepare text from notes using touch typing 40 wpm (b)
FD9T04/S214	Prepare text from shorthand 60 wpm (c)
FD9V04/S215	Prepare text from recorded audio instructions 40 wpm (d)
FD9N04/S222	Support the organisation and co-ordination of events (e)
FD9P04/S223	Support the organisation of business travel or accommodation (g)
FD9R04/S224	Support the organisation of meetings (f)
FD9404/S209	Handle mail
F93X04/S210	Provide reception services
FD9604/S250	Meet and welcome visitors
FD9104/S206	Use electronic message systems
FD9204/S207	Use a diary system
FD9304/S208	Take minutes
FD9704/S216	Organise and report data

FD9804/S217 Research information  
 F93Y04/S218 Store and retrieve information  
 FD9904/S219 Provide archive services  
 FD9A04/S226 Support the management and development of an information system  
 FE1L04/S413 Design and develop information systems (i)  
 FE1M04/S414 Manage and evaluate information systems (h)

F93V04/S220 Use office equipment  
 FD9C04/S221 Maintain and issue stationery stock items  
 FE1D04/S416 Manage budgets  
 FD9F04/S225 Respond to change in a business environment  
 FE1G04/S419 Implement and evaluate innovation in a business environment (j)  
 FE1H04/S420 Plan change for a team  
 FD9G04/S227 Administer HR records  
 FD9H04/S228 Administer the recruitment and selection process  
 FD9J04/S251 Administer parking dispensations  
 FD8P04/S112 Use occupational and safety guidelines when using keyboards  
 F9AP04/S236<sub>a</sub> Bespoke software 2 (k)  
 F9AV04/S236<sub>b</sub> Specialist software 2 (k)  
 F9C204/S237 Data management software 2 (l)  
 F9C504/S238 Database software 2 (m)  
 F99E04/S239 Improving productivity using IT 2 (n)  
 F99T04/S240 IT security for users 2 (o)  
 F9CT04/S241 Presentation software 2 (p)  
 F99K04/S242 Set up an IT system 2 (q)  
 F9D104/S243 Spreadsheet software 2 (r)  
 F9A704/S244 Using collaborative technologies 2 (s)  
 F9D404/S245 Website software 2 (t)  
 F9D704/S246 Word processing software 2 (u)  
 FD8V04/S125 Calculate pay  
 FD9K04/S247 Control payroll  
 FD9L04/S248 Account for income and expenditure  
 FD9M04/S249 Draft financial statements

Either unit S311 or S211 may be selected but not both. (a)  
 Only one unit may be selected from S312, S212 or S213. (b)  
 Either unit S313 or S214 may be selected. (c)  
 Either unit S314 or S215 may be selected. (d)  
 Either unit S319 or S222 may be selected. (e)  
 Either unit S320 or S224 may be selected. (f)  
 Either unit S321 or S223 may be selected. (g)  
 Either unit S226 or S414 may be selected. (h)  
 Either unit S315 or S413 may be selected. (i)  
 Either unit S323 or S419 may be selected. (j)  
 Only one unit may be selected from S339<sub>a</sub>, S339<sub>b</sub>, S236<sub>a</sub> or S236<sub>b</sub>. (k)  
 Either unit S340 or S237 may be selected. (l)  
 Either unit S341 or S238 may be selected. (m)  
 Either unit S342 or S239 may be selected. (n)  
 Either unit S343 or S240 may be selected. (o)  
 Either unit S344 or S241 may be selected. (p)  
 Either unit S345 or S242 may be selected. (q)  
 Either unit S346 or S243 may be selected. (r)  
 Either unit S347 or S244 may be selected. (s)  
 Either unit S348 or S245 may be selected. (t)  
 Either unit S349 or S246 may be selected. (u)