

apprenticeship FRAMEWORK

Business Administration (Wales)

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Business Administration (Wales)

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Framework summary

Business Administration

Foundation Apprenticeship in Business Administration

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
- Essential 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 - Legal Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Essential 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 - Medical Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Business Administration

Apprenticeship in Business Administration

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 - Business Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Essential 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 - Legal Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Essential 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 - Medical Administration

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Business Administration

Business & Professional Administration

Pathways for this framework at level 4 include:

Pathway 1: Business & Professional Administration

Competence qualifications available to this pathway:

C1 - Level 4 Diploma in Business Administration

C2 - Level 4 Diploma in Business Administration

Knowledge qualifications available to this pathway:

K1 - Level 4 Diploma in Business and Administration

K2 - Level 4 Diploma in Business Administration

K3 - Level 4 Extended Diploma in Business Administration

K4 - Level 4 Diploma in Business and Professional Administration

K5 - Level 4 Diploma in Business and Administrative Management

K6 - Level 4 Higher National Certificate in Business

K7 - Level 4 Diploma in Principles of Business Administration

K8 - HNC Business Management

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

Instructus

The Apprenticeship sector for occupations in air conditioning, building services engineering, business and administration, cleaning, customer service, digital/information technology, electro technical, electrical and electronic servicing, enterprise and business support, facilities management, heating and ventilating, housing, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector), plumbing, property and refrigeration.

Issue number: 22	This framework includes: Level 2 Level 3 Level 4
Framework ID: FR04155	
Date this framework is to be reviewed by: 31/01/2023	
	This framework is for use in: Wales

Short description

This framework is designed to meet the skills needs of employers of all sizes across the public, private and not-for-profit sectors in Wales. It will attract new talent into a career in business and administration and will help to up-skill the workforce to replace those who leave or retire. Foundation apprentices will work in roles such as administrators, office juniors, receptionists, medical receptionists, junior legal secretaries or junior medical secretaries. Apprentices will work in roles such as administration executives/officers, administration team leaders, personal assistants or secretaries, including legal or medical secretaries. Higher apprentices will work in roles such as office managers, administration team leaders, personal assistants or business development executives.

Contact information

Proposer of this framework

This framework is published by Instructus Skills. 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.

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Revising a framework

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Why this framework is being revised

This framework is being reviewed by Instructus Skills (formerly Skills CFA) as some qualifications have been withdrawn.

Summary of changes made to this framework

Some qualifications have been withdrawn as they are no longer valid.

Qualifications removed

ITEC - 601/4356/3

ITEC - 601/4393/9

IQ - 601/2720/X

IQ - 601/2718/1

Qualifications added

N/A

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

There are 140,200 administrators in Wales that help to keep businesses running in the public, private and not-for-profit sectors (Statistics for Wales, June 2010 accurate as of February 2018)

Businesses face a number of challenges to replace those who leave or retire and to upskill 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
- **an increasing net demand for skilled business and administration staff** – although the overall size of the Business Administration workforce is shrinking, probably due to the impact of technology, there is a high replacement demand. Evidence suggests that between 2007 and 2017 there will be a net demand for up to 54,000 administrators in Wales
- **skills shortages** - many current business and administration vacancies are hard to fill, often because of skills shortages.

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 ten Welsh apprenticeship frameworks for a number of years, with around 2,800 apprentices starting the apprenticeship every year in Wales. 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 their learning.

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

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

Higher apprentices may work in roles such as office manager, administration team leader, personal assistant or business development executive.

Tasks undertaken by apprentices will vary depending on the level and sector in which they are employed. Tasks may include producing documents, preparing notes, organising and co-ordinating events and meetings, developing and delivering presentations, providing reception services, using office equipment, setting up and maintaining filing systems, using a variety of software packages, updating information and managing projects. At higher levels, tasks may include overseeing operational activities, implementing change within organisations, managing teams, monitoring risk and agreeing budgets.

The framework will also contribute to meeting the skills priorities in Wales by:

- providing flexible access to a high quality Level 2, 3 and 4 skills programme, for those who prefer this style of learning and achievement;
- incorporating skills to improve the levels of general literacy, numeracy and ICT in Wales;
- using technical and competence qualifications, valued by employers, to help their businesses grow;
- developing apprentices' employability skills, making them more attractive to all employers whichever career they choose;
- providing a career pathway into jobs and training to provide the skills which the economy needs to grow;
- building on the existing quality learning provision for the business and administration sector in Wales.

Aims and objectives of this framework (Wales)

(No requirement specified)

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 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 or a work placement; OR
- completed the Duke of Edinburgh Award or similar award; OR
- achieved GCSEs or A Levels; OR
- achieved Regulatory Qualification Awards, Certificates or Diplomas; OR
- completed a level 2 foundation apprenticeship from another sector (for level 3 apprenticeship applicants); OR
- completed a level 3 apprenticeship from another sector (for higher apprenticeship applicants); OR
- achieved a Business Administration and Finance Principal Learning Qualification as part of the Welsh Baccalaureate.

Apprentices who are undertaking the Business Administration Level 3 Apprenticeship are likely to have some prior experience in a business or administration role, although this is not a formal requirement. Apprentices who are undertaking the Business & Professional Administration Higher Apprenticeship are expected to have significant experience of working in a business role to ensure they have the suitable foundations on which to further build their knowledge and skills.

RULES TO AVOID REPEATING QUALIFICATIONS

Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience.

1. Essential Skills Wales (ESW)

- Key skills qualifications are accepted as alternatives to ESW qualifications provided the key skills qualification(s) attained are at the same level(s) as those specified for ESW qualifications.
- ESW qualifications achieved at the level specified in the framework, prior to commencing an apprenticeship can be accepted, provided that the required certificate is presented at the point of certification.
- ESW achieved in the context of the Welsh Baccalaureate Qualification (WBQ) can be accepted, provided the specific certification of the title(s) and level(s) of those ESW qualification is provided. The WBQ certificate itself does not provide this specific evidence.

Where an individual has achieved ESW at level 1 in either Application of Numbers, Communication or ICT or has the relevant key skill prior to starting a level 2 apprenticeship, the employer may allow the individual to study for ESW skills qualifications at level 2 as part of the apprenticeship.

2. Knowledge and competence qualifications.

- If applicants already have one of the Level 2 knowledge or competence qualifications before they started their apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within 5 years of applying for the apprenticeship certificate. For example, they may have already achieved the knowledge element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

4. Prior experience.

- Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Level 2

Title for this framework at level 2

Foundation 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

Total minimum credit value for this pathway: **63** credits

This Includes a minimum of:

- Combined qualification - 45 credits
- Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills - 18 credits

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 receiving 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	Total qualification time
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	000/0000/0	WITHDRAWN	00	000	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

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 Regulatory Qualification 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, current Apprenticeship Certificate Claim form must be uploaded to ACW.

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 (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 1
Application of numbers	Level 1
ICT/Digital literacy	Level 1

For a full list of available proxies for starts on or after 14th October 2016 please see section 24 of the current [SASW](#).

Progression routes into and from this pathway

Progression into the Business Administration Foundation Apprenticeship:

Progression into this 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:

- achieved Regulatory Qualification Awards, Certificates or Diplomas
- achieved a Principal Learning Qualification as part of the Welsh Baccalaureate in Business Administration and Finance, Retail Business, ICT or Public Services
- achieved GCSEs or A Levels.

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

Progression from the Business Administration Foundation Apprenticeship

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

- the Level 3 Apprenticeship in Business Administration - general administrative, legal or medical pathways
- other level 3 apprenticeships such as customer service or management
- the Welsh Baccalaureate, including one of the Principal Learning Qualifications in a range of related sectors, such as business, administration and finance, information technology, public services and retail business
- further education to undertake management, business related or other qualifications.

With additional training, foundation 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 and administration roles.

Employee rights and responsibilities

This is no longer a mandatory requirement

Delivery and assessment of ERR

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

1. A ERR Qualification/Unit:

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

2. ERR Workbook:

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the Instructus Skills - 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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

Level 2, Pathway 2: Legal Administration

Description of this pathway

Total minimum credit value for this pathway: **82** credits

This Includes a minimum of:

- Combined qualification - 64 credits
- Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills
- 18 Credits

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 - Legal Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
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 Regulatory Qualification 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, current Apprentice Certificate Claim form must be uploaded to ACW.

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. based learning within their apprenticeship programme.

Transferable skills (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 1
Application of numbers	Level 1
ICT/Digital literacy	Level 1

For a full list of available proxies for starts on or after 14th October 2016 please see section 24 of the current [SASW](#).

Progression routes into and from this pathway

Progression into the Legal Administration Foundation Apprenticeship:

Progression into this apprenticeship may be from a wide number of routes due to the varying backgrounds and past academic and Progression into the Legal Administration Intermediate Apprenticeship:

Progression into this Foundation 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:

- achieved Regulatory Qualification, Awards, Certificates or Diplomas
- achieved a Principal Learning Qualification as part of the Welsh Baccalaureate in Business Administration and Finance, Retail Business, ICT or Public Services
- achieved GCSEs or A Levels.

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

Progression from the Legal Administration Foundation Apprenticeship

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

- the Level 3 Apprenticeship in Business Administration - general administrative or legal pathways
- other level 3 Apprenticeships such as customer service or management
- the Welsh Baccalaureate, including one of the Principal Learning Qualifications in a range of related sectors, such as business, administration and finance, information technology, public services and retail business

- further education to undertake to undertake business or legal related qualifications, including qualifications in paralegal studies, legal studies or proof-reading in the legal environment.

With additional training, foundation 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

This is no longer a mandatory requirement

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

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the Instructus Skills website -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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

Level 2, Pathway 3: Medical Administration

Description of this pathway

Total minimum credit value for this pathway: **89** credits

This Includes a minimum of:

- Combined qualification - 71 credits
- Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills
- 18 credits

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 - Medical Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
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 Regulatory Qualification 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, current Apprenticeship Certificate Claim form must be uploaded to ACW.

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 (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 1
Application of numbers	Level 1
ICT/Digital literacy	Level 1

For a full list of available proxies for starts on or after 14th October 2016 please see section 24 of the current [SASW](#).

Progression routes into and from this pathway

Progression into the Medical Administration Foundation Apprenticeship:

Progression into this 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:

- achieved Regulatory Qualification Awards, Certificates or Diplomas
- achieved a Principal Learning Qualification as part of the Welsh Baccalaureate in Business Administration and Finance, Retail Business, ICT or Public Services
- achieved GCSEs or A Levels.

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

Progression from the Medical Administration Foundation Apprenticeship

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

- the Level 3 Apprenticeship in Business Administration - general administrative, legal or medical pathways
- other level 3 Apprenticeships such as customer service or management
- the Welsh Baccalaureate, including one of the Principal Learning Qualifications in a range of related sectors, such as business, administration and finance, information technology, public services and retail business
- further education to undertake range of business and other medical related further education programmes for medical administrative secretaries, medical office managers and medical records transcribers.

With additional training, foundation 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.

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

Employee rights and responsibilities

This is no longer a mandatory requirement

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

1. A ERR Qualification/Unit:

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

2. ERR workbook

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the Instructus Skills website - 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 & 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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

Level 3

Title for this framework at level 3

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

Total minimum credit value for this pathway: **76** credits

This Includes a minimum of:

- Combined qualification - 58 credits
- Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills
 - 18 Credits

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 apprentices will have some prior experience in a business or administration role to allow them to complete the 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 - Business Administration							
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time	
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	601/4029/X	Highfield Awarding Body for Compliance	58	282-432	N/A		
B1n	601/3965/1	NCFE	58	282-432	N/A		
B1o	601/4029/X	Highfield Awarding Body for Compliance	58	282-432	N/A		
B1p	000/0000/0	WITHDRAWN	00	000	N/A		
B1q	601/4938/3	Training Qualifications UK Ltd	58	282-432	N/A		
B1r	601/5021/X	NOCN	58	282-432	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 Regulatory Qualification for the knowledge element and 10 credits for the competence element will be completed through the mandatory units. By completing the 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 - Communication 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 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, current Apprentice certificate claim form must be uploaded to ACW.

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 (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 2
Application of numbers	Level 2
ICT/Digital literacy	Level 2

For a full list of available proxies for starts on or after 14th October 2016 please see section 35 of the current [SASW](#).

Progression routes into and from this pathway

Progression routes into the Business Administration Apprenticeship:

Progression into this 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 Foundation Apprenticeship in Business Administration
- achieved Regulatory Qualification Awards, Certificates or Diplomas
- achieved one of the Principal Learning Qualifications as part of the Welsh Baccalaureate for Business Administration and Finance, IT, Retail Business or Public Services
- achieved GCSEs or A Levels.

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

Most learners progressing into the Business Administration 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 foundation Apprenticeship, although all individuals should be judged on their own merits, experiences and capabilities.

Progression from the Apprenticeship in Business Administration

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, 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

This is no longer a mandatory requirement

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 ERR Qualification/Unit:

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

2. ERR Workbook:

- The Instructus Skills ERR workbook, available from the website -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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

Level 3, Pathway 2: Legal Administration

Description of this pathway

Total minimum credit value for this pathway: **88** credits

This Includes a minimum of:

- Combined Qualifications - 70 credits
- Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills
- 18 credits

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 - Legal Administration							
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time	
B1a	601/3599/2	City and Guilds of London Institute	70	514-612	N/A		

Relationship between competence and knowledge qualifications

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 Regulatory Qualification 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 certificate claim form must be uploaded to ACW.

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 (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 2
Application of numbers	Level 2
ICT/Digital literacy	Level 2

For a full list of available proxies for starts on or after 14th October 2016 please see section 35 of the current [SASW](#).

Progression routes into and from this pathway

Progression into the Legal Administration Apprenticeship:

Progression into this 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:

- achieved a Level 2 Foundation Apprenticeship in Business & Administration (Legal Administration)
- achieved Regulatory Qualification Awards, Certificates or Diplomas
- achieved one of the Principal Learning Qualifications as part of the Welsh Bacallaureate for Business Administration and Finance, IT, Retail Business or Public Services
- achieved GCSEs or A Levels.

Learners may also progress into the apprenticeship without prior qualifications.

Most learners progressing into the Legal Administration 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 Foundation Apprenticeship, although all individuals should be judged on their own merits, experiences and capabilities.

Progression from this Apprenticeship in Business and Administration

Apprentices, with support and opportunities in the workplace, 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

This is no longer a mandatory requirement

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

1. A ERR Qualification/Unit:

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

2. ERR Workbook:

- The Skills CFA ERR workbook, available from the Instructus Skills website - 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

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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

Level 3, Pathway 3: Medical Administration

Description of this pathway

Total minimum credit value for this pathway: **94** credits

This Includes a minimum of:

- Combined Qualifications - 76 credits
- Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills - 18 credits

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 apprentices will have some prior experience in a business or medical administration role to allow them to complete the 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 correspondance, 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 - Medical Administration							
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time	
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 Regulatory Qualification 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, current Apprentice claim form must be uploaded to ACW.

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 (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 2
Application of numbers	Level 2
ICT/Digital literacy	Level 2

For a full list of available proxies for starts on or after 14th October 2016 please see section 35 of the current [SASW](#).

Progression routes into and from this pathway

Progression into the Medical Administration Apprenticeship:

Progression into this 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:

- achieved a Level 2 Foundation Apprenticeship in Business Administration (Medical Administration)
- achieved Regulatory Qualification Awards, Certificates or Diplomas
- achieved one of the Principal Learning Qualifications as part of the Welsh Bacallaureate for Business Administration and Finance, IT, Retail Business or Public Services
- achieved GCSEs or A Levels.

Learners may also progress into the apprenticeship without prior qualifications.

Most learners progressing into the Medical Administration 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 Foundation Apprenticeship, although all individuals should be judged on their own merits, experiences and capabilities.

Progression from the Medical Administration Apprenticeship

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

- the Higher Apprenticeship in Business & Professional Administration

- further education to undertake management, business or other qualifications, including foundation degrees in management & leadership, business and business management and finance and accounting and health administration
- a range of management, business and other undergraduate programmes such as medical secretary, medical office management and medical records transcription.
- a range of management and other professional qualifications such as the Level 5 Certificate or Diploma in Primary Care and Health Management.

With additional training, 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 and administration.

UCAS points for this pathway: N/A

Employee rights and responsibilities

This is no longer a mandatory requirement.

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

1. A ERR Qualification/Unit:

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

2. ERR Workbook:

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the website -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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

Level 4

Title for this framework at level 4

Business & Professional Administration

Pathways for this framework at level 4

Pathway 1: Business & Professional Administration

Level 4, Pathway 1: Business & Professional Administration

Description of this pathway

Business & Professional Administration - Minimum of **115** credits

- 57 credits for Competence qualification
- 40 credits for Knowledge qualification
- 18 credits for Essential Communication Skills, Essential Application of Number Skills, and Essential Digital Literacy Skills.

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 expected that higher apprentices will have significant experience of working in a business environment to ensure they have the suitable foundations on which to further build their knowledge and skills. Learners who do not have any business experience may be better suited to the Business Administration Foundation Apprenticeship. Learners who have only limited prior experience in a business orientated role may be better suited to the Business Administration Apprenticeship.

Job title(s)	Job role(s)
Office manager	Supporting sustainability within an office environment, assessing, managing and monitoring risk, communicating with colleagues and stakeholders, managing an office facility, managing projects, chairing meetings, overseeing customer service delivery and contributing to innovation.
Administration team leader	Communicating with colleagues, evaluating and solving business problems, making decisions, preparing, co-ordinating and monitoring operational plans, implementing, monitoring and maintaining administrative services and coordinating events.
Personal assistant	Communicating with colleagues, preparing, co-ordinating and monitoring operational plans, planning and organising events, reporting data, preparing contract specifications and monitoring and evaluating contracts.
Business development executive	Communicating with colleagues and stakeholders, negotiating with customers, planning and organising meetings, chairing meetings, developing and delivering presentations, managing budgets and developing new ideas for products and services.

Qualifications

Competence qualifications available to this pathway

C1 - Level 4 Diploma in Business Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
C1a	601/3597/9	City and Guilds of London Institute	57	296-389	N/A	
C1b	601/3871/3	Future (Awards and Qualifications) Ltd	57	253-388	N/A	
C1c	601/3706/X	iCan Qualifications Limited	57	269-389	N/A	
C1d	601/3697/2	Industry Qualifications	57	296-389	N/A	
C1e	601/3966/3	NCFE	57	294-389	N/A	
C1f	601/3677/7	OCR	57	296-389	N/A	
C1g	601/3425/2	Pearson Education Ltd	57	294-389	N/A	
C1h	601/6604/6	BIIAB	57	294-389	N/A	
C1i	601/7958/2	Skillsfirst	57	296	N/A	

C2 - Level 4 Diploma in Business Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
C2a	C00/1189/6	Agored Cymru	57	341	N/A	

Knowledge qualifications available to this pathway

K1 - Level 4 Diploma in Business and Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K1a	600/8145/4	OCR	40	192	N/A	
K1b	000/0000/0	WITHDRAWN	00	000	N/A	
K1c	601/4359/9	iCan Qualifications Limited	40	192	N/A	

K2 - Level 4 Diploma in Business Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K2a	601/3499/9	Pearson Education Ltd	42	195-303	N/A	
K2b	601/6786/5	BIIAB	42	195-303	N/A	

K3 - Level 4 Extended Diploma in Business Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K3a	601/3594/3	Pearson Education Ltd	110	570-667	N/A	

Knowledge qualifications available to this pathway (cont.)

K4 - Level 4 Diploma in Business and Professional Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K4a	600/6623/4	City and Guilds of London Institute	90	243-263	N/A	

K5 - Level 4 Diploma in Business and Administrative Management						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K5a	000/0000/0	WITHDRAWN	000	000	N/A	

K6 - Level 4 Higher National Certificate in Business						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K6a	601/8364/0	Pearson Education Ltd	120	480	N/A	

K7 - Level 4 Diploma in Principles of Business Administration						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K7a	601/7959/4	Skillsfirst	40	192	N/A	

Knowledge qualifications available to this pathway (cont.)

K8 - HNC Business Management						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	Total qualification time
K8a	N/A	University of Wales, Trinity Saint David (UWTSD)	120	480	N/A	

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Apprentices must complete one competence qualification and one knowledge qualification from those listed within this pathway.

The Diploma in Business Administration (C1a – C1g) provides the competence required by business and administration service professionals at this level. The different knowledge based qualifications available (K1 - K6) all have slightly different emphasis and breadth of knowledge, although all qualifications will provide learners with the required underpinning knowledge and understanding to successfully demonstrate competence. The selection of the competence and knowledge qualification is a decision to be made by employers and the apprentice, based on the individual learner's job role and needs.

Learners are free to undertake the competence qualification with one awarding organisation and the knowledge qualification with another awarding organisation if they wish to do so.

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed, current Apprentice Certificate Claim form must be uploaded to ACW.

Transferable skills (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	Level 2
Application of numbers	Level 2
ICT/Digital literacy	Level 2

For a full list of available proxies for starts on or after 14th October 2016 please see section 35 of the current [SASW](#).

Progression routes into and from this pathway

Progression into the Business & Professional Administration Higher Apprenticeship

Progression into this higher 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 an apprenticeship in a wide range of sector specific areas
- achieved the Level 3 Apprenticeship in Business Administration
- achieved Regulatory Qualification Awards, Certificates or Diplomas in business or sector specific areas
- achieved GCSEs or A Levels.

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

It is expected that higher apprentices will have significant experience of working in a business role to ensure they have the suitable foundations on which to further build their knowledge and skills. Learners who do not have any experience of working in a business role may be better suited to the Business Administration Foundation Apprenticeship. Learners who have only limited prior experience in a business role may be better suited to the Business Administration Apprenticeship. All individuals should be judged on their own merits, experiences and capabilities to ensure they are enrolled in the most appropriate apprenticeship framework.

Progression from the Higher Apprenticeship in Business & Professional Administration

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

- the Level 5 Higher Apprenticeship in Leadership & Management
- 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 or management professional qualifications at level 5 and above
- further employment opportunities within their current job role/alternative job roles
- specialised qualifications providing additional technical knowledge
- possible membership of professional bodies.

With additional training, higher apprentices may be able to progress in their careers to roles including operations director, business development manager, company secretary or a wide range of managerial roles within business.

UCAS points for this pathway:

(No requirement specified)

Employee rights and responsibilities

This is no longer a mandatory requirement

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

1. Recorded professional discussion/presentation/project

2. A ERR Qualification/Unit:

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

3. ERR Workbook

- The Instructus Skills ERR workbook, available from the Instructus Skills website -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 & 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

As ERR is part of the Apprentice Certificate Claim Form, 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.

Additional employer requirements

(No requirement specified)

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

How equality and diversity will be met

Although there are no statistics specifically covering Business Administration Apprenticeship ethnicity and diversity in Wales, a recent Institute for Employment Studies report suggests the apprenticeship is heavily dominated by female starters, whilst the ethnicity of apprentices is generally reflective of the population as a whole.

Possible reasons for the gender imbalance within the apprenticeship are related to perceptions, including the perception that administrative careers are mainly for women.

As the workforce and the customer base become 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 administration as a profession is being raised through:

- the Welsh Baccalaureate through the Principal Learning Qualifications in Business, Administration and Finance, IT and Public Services
- teaching resources for schools.

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into business and administration. Entry conditions into 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.

Instructus Skills continues to monitor take up and achievement of all apprenticeships through its advisory groups and will continue to take steps to address any barriers to take up and achievement as part of its Qualification Strategy.

On and off the job training (Wales)

Summary of on- and off-the-job training

Training time for the Business Administration Apprenticeship programmes is split into on the job training hours and off the job training hours, as described below.

Total on the job and off the job training hours are as follows:

- Level 2 Business Administration- 437 hours
- Level 2 Business Administration (Legal Administration) - 694 hours
- Level 2 Business Administration (Medical Administration) - 701 hours

- Level 3 Business Administration- 534 hours
- Level 3 Business Administration (Legal Administration) - 766 hours
- Level 3 Business Administration (Medical Administration) - 707 hours

- Level 4 Business & Professional Administration- 698 hours

Off-the-job training

Level 2 Business Administration Foundation Apprenticeship

The total off-the-job training for the Business Administration Foundation Apprenticeship is **170 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 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

Level 2 Business Administration Foundation Apprenticeship (Legal Administration)

The total off-the-job training for the Legal Administration Foundation Apprenticeship is **161 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 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

Level 2 Business Administration Foundation Apprenticeship (Medical Administration)

The total off-the-job training for the Medical Administration Foundation Apprenticeship is **286 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 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

Level 3 Business Administration Apprenticeship

The total off-the-job training for the Business Administration Apprenticeship is **224 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 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

Level 3 Business Administration Apprenticeship (Legal Administration)

The total off-the-job training for the Legal Administration Apprenticeship is **251 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 hours per Skill)
- 155 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

Level 3 Business Administration Apprenticeship (Medical Administration)

The total off-the-job training for the Medical Administration Apprenticeship is **258 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 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

Level 4 Business & Professional Administration Higher Apprenticeship

The total off-the-job training for the Business & Professional Administration Higher Apprenticeship is **234 hours**, made up as follows:

- 60 hours for Essential Skills Wales (20 hours per Skill)
- 126 hours (minimum) for the knowledge based qualification
- 48 hours of off-the-job coaching and mentoring to support the apprentice

How this requirement will be met

Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

Previous attainment

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either Regulatory Qualification credit transfer for achievements within the Regulatory Qualification; or through recording certificated learning outside of the Regulatory Qualification, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years of applying for the Apprenticeship Certificate.

Previous experience

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see Regulatory Qualification Guidance on Claiming Credit for further details]. To count towards Apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's CQFW 'Recognition of Prior Learning' (RPL) procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within five years of application for the Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for three years duration.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.

Evidence of off the job hours

The Apprenticeship Certificate Claim Form requires apprentices to acknowledge that they have received the minimum required levels of on the job and off the job training, as set out in the apprenticeship framework document. No other evidence is required to be uploaded to ACW.

On-the-job training

Level 2 Business Administration Foundation Apprenticeship

The total on-the-job training for the Business Administration Foundation Apprenticeship is **267 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 123 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 24 hours of on-the-job coaching and mentoring to support the apprentice

Level 2 Business Administration Foundation Apprenticeship (Legal Administration)

The total on-the-job training for the Legal Administration Foundation Apprenticeship is **374 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 230 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 24 hours of on-the-job coaching and mentoring to support the apprentice

Level 2 Business Administration Foundation Apprenticeship (Medical Administration)

The total on-the-job training for the Medical Administration Foundation Apprenticeship is **348 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 204 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 24 hours of on-the-job coaching and mentoring to support the apprentice

Level 3 Business Administration Apprenticeship

The total on-the-job training for the Business Administration Apprenticeship is **310 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 154 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 36 hours of on-the-job coaching and mentoring to support the apprentice

Level 3 Business Administration Apprenticeship (Legal Administration)

The total on-the-job training for the Legal Administration Apprenticeship is **515 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 359 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 36 hours of on-the-job coaching and mentoring to support the apprentice

Level 3 Business Administration Apprenticeship (Medical Administration)

The total on-the-job training for the Medical Administration Apprenticeship is **449 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 293 hours (minimum) associated with the competence and knowledge element of the combined qualification
- 36 hours of on-the-job coaching and mentoring to support the apprentice

Level 4 Business Administration Higher Apprenticeship

The total on-the-job training for the Business Administration Higher Apprenticeship is **464 hours**, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 296 hours (minimum) for the competence based qualification
- 48 hours of on-the-job coaching and mentoring to support the apprentice

How this requirement will be met

On-the job training is defined as skills, knowledge and competence gained within normal work duties.

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired

the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant Regulatory Qualification credit transfer, Regulatory Qualification exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim 25% or more hours towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include:

- selecting appropriate additional Unit(s) from Regulatory Qualification qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a Regulatory Qualification recognised body
- following Essential Skills at a level higher than that specified in the framework
- including one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Foundation Apprenticeship/Apprenticeship Certificate or have been continuously employed in the industry for three years. Job roles within Business & Administration require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the learner and assessor.

Evidence of on the job training hours

The Apprenticeship Certificate Claim Form requires apprentices to acknowledge that they have received the minimum required levels of on the job and off the job training, as set out in the apprenticeship framework document. No other evidence is required to be uploaded to ACW.

Essential employability skills (Wales)

Essential employability skills

(No requirement specified)

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org