City & Guilds Level 3 Diploma for the Business Administrator

If you are a team leader or someone who aspires to be a manager, the C&G L3 diploma for the Business Administrator could be for you. The diploma is an in-depth qualification which encourages participants to think more strategically. It gives an insight into organisations as a whole giving participants a broad view of subjects crucial for organisational success.

This course is ideal for those who want an in-depth understanding of how businesses works (widely referred to in the education sector as ‘business administration’).

Key details:

* The course is appropriate for those new to management or who want to take the step into management for the first time
* The diploma is delivered in 12 x 1 day sessions across a 12 month period with 12 additional study group days.
* Participants will also undertake business improvement projects as part of their ‘off the job’ training.
* Those without level 2 (GCSE/O Level) English and Maths will need to achieve this too.
* Assessment is via online multiple choice tests, professional conversations, written answers to questions & a work portfolio.

**Time commitment**

This qualification will be delivered over a 13 month period and will begin in Sep 2019. Candidates are expected to spend approximately 20% of their working week either attending courses, studying or working on business improvement projects that relate to their study (but also benefit their organisation). Prospective candidates should talk to their manager about how they can accommodate this within their role.

**Course Content**

The 8 modules cover the full range of knowledge and skills expected from a manager. They are:

* Principles of business administration
* Personal and professional development
* Managing performance
* Your organisation
* Communication in a business environment
* Project management
* ICT for business
* Social media for business **or** Human resources environment

**Mandatory Units**

**Principles of Business Administration**

This unit will provide learners with an understanding of an organisation and the effect of external factors on it. It will aim to develop learner’s understanding of the fundamentals of business and of stakeholder management.

Learning outcomes:

* Explain the importance of an organisations goals, aims and objectives and the effect of external factors on this
* Be able to describe the fundamentals of business, including managing change and business finance
* Understand the legislation and regulation relating to an administrative role, including data protection and health and safety
* Gain an understanding of the principles of stakeholder management and its importance within a business
* Be able to describe project management and what makes a successful project

**Personal and Professional Development**

This unit aims to underpin the development of knowledge and skills required to improve personal and professional development.

Learning outcomes:

* Understand roles and responsibilities within the organisation
* Be able to identify strengths and weaknesses, and business and personal goals both long and short term.
* Be able to identify tools to use to assess own development needs and sources available to meet these needs
* Devise own development plan and revise throughout this programme using self-assessment analysis
* Gain an understanding of how to seek and use feedback in a positive way and use this to improve performance

**Managing Performance**

This unit aims to develop the professional skills and knowledge of learners to enable them to complete tasks to a high standard, taking responsibility for their own learning and development and setting a positive example.

Learning Outcomes:

* Gain an understanding of how to behave in a professional manner following an organisations code of conduct
* Describe how to respect others and encourage diversity within the organisation
* Understand the benefits of team culture
* Be able to clarify the requirements of work and demonstrate ownership of work
* Demonstrate how to take responsibility for a team’s performance and foster positive relationships across the organisation
* Be able to influence and challenge peers where appropriate, providing support and coaching skills to others in the organisation
* Understand how and when to challenge inappropriate prevalent cultures within a team

**Your Organisation**

This unit aims to develop Learner’s understanding of their own organisation and the value of the contribution of their own skills. Learners will identify organisational processes where improvements are necessary, then apply and support a solutions based approach to implement the improvements.

Learning outcomes:

* Gain an understanding of the purpose, activities and values of an organisation including the effect of political/economic environments on the future of the organisation
* Be able to identify the structure of the organisation and how your team contributes to this
* Demonstrate how to suggest, implement and support solution based improvements to business processes, using stakeholder input

**Communication within a Business Environment**

This unit aims to develop learner’s ability to communicate effectively, whether face-to face, on the telephone, in writing or on digital platforms. Learners will also be able to coach and support others in administrative tasks and will able to organise and effectively manage meeting resources.

Learning outcomes:

* Be able to demonstrate how to communicate with different audiences using appropriate channels
* Be able to demonstrate flexibility and confidence in communications
* Be able to produce records and documents in line with organisational requirements
* Be able to demonstrate making appropriate recommendations for improvement in administrative tasks to management
* Communicate with others to arrange meetings

**Project Management**

This unit aims to ensure learners can demonstrate understanding of project management principles and tools. Learners will be able to plan, manage, review and evaluate projects.

Learning outcomes:

* Gain an understanding of how to undertake the planning of projects and demonstrate this in practice
* Demonstrate how to evaluate the success of a project and identify changes that could be made in future planning

**ICT for Business**

This unit aims to enhance the knowledge and skills required to use ICT for business purposes. Upon completion of this unit, learners will be able to understand advanced ICT for business platforms and packages and the most suitable package to meet a business need

Learning outcomes:

* Gain an understanding of the types of ICT business software available and their usage, including software to suit different tasks
* Evidence use of spreadsheet software and the analysis of its data content
* Evidence the use of email software for business purposes
* Demonstrate using presentation software
* Gain an understanding of the use of financial software for business purposes
* Demonstrate the use of Management Information Systems (MIS)

**Optional Units**

**Social Media for Business**

This unit aims to enhance the knowledge and skills required to use social media effectively in a business. Upon completion of this unit, learners will be able to apply social media objectives to a business.

Learning outcomes:

* Gain an understanding of the organisations social media policies and etiquette
* Be able to apply social media objectives to a business using this to create a social media content plan
* Be able to demonstrate a range of social media tools and platforms
* Be able to identify the organisations target audience
* Demonstrate how to monitor and evaluate social media within the organisation, identifying areas for improvement

**OR**

**Human Resources Environment**

This unit aims to ensure the learner will understand the activities of the Human Resources (HR) department, its role in an organisation and also the data and legislative requirements to be considered in relation to human resources activities. The unit aims to ensure the learner can contribute to the recruitment and selection process in their own organisation and is able to support the induction of new employees.

Learning outcomes:

* Gain an understanding of the role of the HR department within an organisation
* Be able to explain legislative requirements to be considered in relation to HR activities, such as recruitment and selection legislation
* Be able to identify HR data collected to support HR activities and how to manager this data appropriately
* Be able to actively demonstrate the recruitment and selection process within your organisation and evaluate its effectiveness
* Show experience of contributing to the induction of a new employee in your organisation

# Application: C&G Level 3 Diploma for the Business Administrator

This application form is your opportunity to tell us why you would like to apply for the C&G Level 3 Diploma for the Business Administrator. We want you to demonstrate that you have the sort of commitment to undertake this programme and the desire to use your talent to deliver the authority’s agenda.

Name:

Role:

Section 1: your application

Referring to specific examples from either inside or outside work, answer each of the following questions (each answer must be no more than 200 words):

* Why have you applied for the C&G Level 3 Diploma for the Business Administrator?
* Why do you think you’re suitable for the C&G Level 3 Diploma for the Business Administrator and taking a self-managed approach to your learning? [A self-managed approach to learning is one in which you take responsibility for your learning and will bring your own work-based projects to the qualification and work on these].

Section 2: nomination by your line manager

Referring to specific work examples, please answer the following question about your nominee (your answer must be no more than 200 words).

* Why do you believe that supporting this individual to do the C&G Level 3 Diploma for the Business Administrator represents a good investment for the organisation?

* As a line manager, I understand that the terms of this training course mean that my team member will need to spend 20% of their time on training and business improvement projects. I am prepared to allow them with this time, as well as provide support to them and witness statements/ testimonies for their evidence portfolio. *Please answer Yes or No to this.*

**What now?**

Once you and your line manager have completed their section of the form, your application should additionally be signed by your Head of Service to show that they are aware of and support your application (unless your line manager is your Head of Service!).

By signing this form, you, the applicant agrees to the following statements:

In the event that my application is successful, I understand that the OD team may keep copies of all of my assessment documents, PDPs, Project Work, and all other documentation relating to the C&G Level 3 Diploma for the Business Administrator. I understand that such documentation may be referred to third parties for evaluation purposes.

I also confirm that to the best of my knowledge all the information I have supplied in this application is true.

**Name Signature**

Applicant ........…...... ……………

Line Manager …………… ……………

Supporting Head of Service ………….… …..…….…

Please send your completed application to: [learning@folkestone-hythe.gov.uk](mailto:learning@folkestone-hythe.gov.uk)