



Business Administration



Qualification

Business Administration Modern Apprenticeship (MA)

The Scottish Qualifications Authority and the Council for Administration award this qualification. It is for members of staff working in an administrative position within their Organisation. The MA aims to certify competence in practical skills. The MA incorporates a Scottish Vocational Qualification in Business Administration at Level 3, additional units from another SVQ and a Core Skills package.

Candidate Suitability

This qualification is designed for those people whom:

- Are involved in administration
- Wish to certify competence in secretarial and administrative skills
- For candidates who's job role does not support the Modern Apprenticeship, this subject is also offered at level 2. Details of this award are available from Rewards sales representatives

Course Materials and Equipment

A certain amount of the MA/SVQ is based on Word Processing and other computer work.

The candidate should therefore have access to a PC with a suitable word processing package and spreadsheet facility (such as Word and Excel or Lotus Wordpro and 1-2-3).

Evidence Requirements

In order to comply with the requirements of this qualification, the candidate will need to demonstrate their ability to meet the requirements of each particular section of your MA/SVQ. Each statement or report has to be supported by documentation or other evidence. Examples of the types of evidence with which they will build their portfolio include:

- Copies of work you have done (preferably word processed but not essential)
- CV, Job description, appraisals, copies of certificates and qualifications
- Testimonials from employers and customers

Evidence of competence, such as:

- Description of their workload, responsibilities and identification of development needs
- How to assess the needs of others and deliver training
- Design and evaluation of work assignments
- Knowledge of legal regulatory requirements (Health and Safety) and office ergonomics
- Time management (including appointment setting)
- Working with internal and external customers
- Research, planning and organising, setting targets, using software applications and supplying information to produce their work

Assessment Process and Duration

After identifying the appropriate national standards for the candidate, the appointed assessor will support the candidate in collecting sufficient appropriate evidence. Having collected this evidence the assessor will ensure that the required standards have been attained. Evidence gathering will take the form of visual observations and collection of short reports and testimonies completed by the candidate to demonstrate their practical competency against national standards.

This qualification is expected to be achieved over approximately 9 - 12 months, although this may be achieved quicker dependant upon the candidate and the opportunities to gather evidence. Candidates will receive a workplace visit from a Rewards assessor on a fortnightly basis. The visit will usually last 1-1½ hours, although this can be extended or shortened as the situation dictates. There will always be a certain amount of flexibility during the course and Rewards will adapt the course timetable according to the needs of the candidate and those of the employer.

Objectives

Candidate Objectives:

- To gain a nationally recognised award for competence in administration in the workplace
- To increase job satisfaction and provide an incentive to develop skills further
- To develop valuable up-to-date, transferable skills
- To provide a clear path for career development

Organisational Objectives:

- To gain a more qualified and competent workforce
- To improve the cost effectiveness and efficiency of training and development
- To assist with recruitment and reduce staff turnover
- To assist in evaluation of learning programmes, appraisals and more generally with Investors in People standards
- To identify employees' competence (and gaps in skills and knowledge)
- To assist with the audit of workforce skills and identify training needs
- To provide solid foundations for future training programmes or self-development

Rewards

Rewards have delivered training for over ten years and have excellent candidate achievement rates whilst enjoying close links with various Local Enterprise Companies.

For Further Information Please Contact:

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