



Qualification Specification

Business Administration (England)

**Intermediate Level Apprenticeship in
Business Administration**

**Advanced Apprenticeship in Business
Administration**

Version 4.0

(March 2018)

This qualification specification covers the following qualifications:

Qualification Title	Qualification Number
Gateway Qualifications Level 2 Diploma In Business Administration	601/6717/8
Gateway Qualifications Level 3 Diploma in Business Administration	601/6726/9

About this qualification specification

This qualification specification is intended for Tutors, Assessors, Internal Quality Assurers, Centre Quality Managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The guide should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer this qualification, you must be a Gateway Qualifications recognised centre.

If your centre is not yet recognised, please contact our Development Team to discuss becoming Gateway Qualifications Recognised Centre:

Telephone: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

Website: www.gatewayqualifications.org.uk/recognition

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1. Qualification Information

1.1 About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

Pathway 1: Business Administration

Aims of the qualifications to support the aims and objectives of the Business Administration (England) Apprenticeship Framework

The Gateway Qualifications Level 2 Diploma in Business Administration meets the combined qualification requirements of the Intermediate Level Apprenticeship in Business Administration. The Level 2 Diploma in Business Administration includes both knowledge and competence units.

The Gateway Qualifications Level 3 Diploma in Business Administration meets the combined qualification requirements of the Advanced Level Apprenticeship in Business Administration.

Around 4.5 million people are engaged in the running of businesses in the public, private and not-for-profit sectors in the UK. The qualifications which form part of the higher apprenticeship framework are designed to meet the skills needs of employers by attracting new talent into a career in business and administration and help to up skill the workforce to replace those who leave or retire.

Job roles within the sector include for intermediate apprentices: Administrator, Business Support Officer, Office Junior and Receptionist.

Advanced apprentices could work as: Administration Officer, Administration Executive, Administration Team Leader, Office Supervisor, Personal Assistant and Secretary.

1.2 Objective

The objective of the Gateway Qualifications Levels 2 and 3 Diploma in Business Administration is to confirm competence in an occupational role to the standards specified within the Apprenticeship Framework for Business Administration (England).

1.3 Key Facts

Qualification Title in full	Credit Value	Total Qualification Time	Guided Learning Hours
Gateway Qualifications Level 2 Diploma in Business Administration	45	450	229
Gateway Qualifications Level 3 Diploma in Business Administration	58	580	282

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

1.4 Funding

For information regarding potential sources of funding please visit the following websites;

The Education Funding Agency <http://www.gov.uk/efa>

The Skills Funding Agency <https://www.gov.uk/sfa>

or, contact your local funding office.

1.5 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process. Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

1.6 Geographical Coverage

This qualification has been approved by Ofqual to be offered in England.

1.7 Progression Opportunities

Learners could progress onto:

- the Level 3 Advanced Apprenticeship in Business Administration - general administrative, legal or medical pathways,
- other level 3 advanced apprenticeships such as customer service or management
- further education to undertake management, business related or other qualifications.

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

1.8 Relationship with other frameworks

The Gateway Qualifications Level 2 and 3 Diplomas in Business Administration are related to the National Occupational Standards (NOS) developed by Skills Cfa. They provide a significant amount of knowledge, understanding and skills development that underpins occupational competence in business administration.

Relevant units within the qualification have been carefully developed according to the relevant standards as appropriate and/or in conjunction with Users of qualifications

2 Learner Entry Requirements

2.1 Age

The approved age range for these qualifications is: 16+.

2.2 Prior Qualifications or Units

There is no requirement for learners to have achieved prior qualifications or units. Although there are no mandatory entry requirements for these qualifications and these apprenticeship frameworks, employers are looking to attract applicants who have a keen interest in business. They expect applicants to demonstrate a "can do" attitude and have at least basic numeracy and literacy skills on which the apprenticeship will build.

2.3 Prior Skills/Knowledge/Understanding

There is no requirement for learners to have prior skills, knowledge or understanding.

2.4 Restrictions

There are no restrictions to entry.

2.5 Access to qualifications for learners with disabilities or specific needs

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners is set out in the Reasonable Adjustment and Special Considerations Policy.

2.6 Additional Requirements/Guidance

There are no additional rules or guidance regarding learner entry requirements.

2.7 Recruiting Learners with Integrity

It is vital that centres recruit with integrity with regard to qualifications. Centres must ensure that learners have the correct information and advice on their selected qualifications and that the qualifications will meet their needs.

The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualifications.

3 Achieving the Qualification

3.1 Qualification Structure (Rules of Combination and Unit List)

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications. These include the learning outcomes and associated assessment criteria. To obtain unit information, please contact Gateway Qualifications who will enable access to our unit library. Please refer to the Appendix for details of barred units.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies**

Gateway Qualifications Level 2 Diploma in Business Administration

Learners must achieve a total of 45 credits; 21 credits from Mandatory Group M and a minimum of 24 credits from the Optional Groups OA, OB or OC. A minimum of 14 credits must come from Optional Group A, a maximum of 10 credits can come from Optional Group B and a maximum of 6 credits can come from Optional Group C.

Mandatory Group

Learners must achieve 21 credits from Mandatory Group M.

Unit Reference Number	Title	Level	Credit Value	GLH
H/506/1893	Communication in a business environment	Level 2	3	19
J/506/1899	Principles of providing administrative services	Level 2	4	25
T/506/1901	Principles of business document production and information management	Level 2	3	21
A/506/1964	Understand employer organisations	Level 2	4	40
L/506/1788	Manage personal performance and development	Level 2	4	18
R/506/1789	Develop working relationships with colleagues	Level 2	3	19

Optional Group A

Learners must achieve a minimum of 14 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
L/506/1807	Manage diary systems	Level 2	2	12
Y/506/1809	Produce business documents	Level 2	3	24
L/506/1810	Collate and report data	Level 2	3	19
R/506/1811	Store and retrieve information	Level 2	4	19
Y/506/1812	Produce minutes of meetings	Level 2	3	13
D/506/1813	Handle mail	Level 2	3	15
H/506/1814	Provide reception services	Level 2	3	15
K/506/1815	Prepare text from notes using touch typing	Level 2	4	26
M/506/1816	Prepare text from shorthand	Level 2	6	46
T/506/1817	Prepare text from recorded audio instruction	Level 2	4	15
T/506/1865	Archive information	Level 2	3	14
Y/506/2295	Maintain and issue stationery and supplies	Level 2	3	18
J/506/1868	Use and maintain office equipment	Level 2	2	10
L/506/1869	Contribute to the organisation of an event	Level 2	3	23
D/506/1875	Organise business travel or accommodation	Level 2	4	23
H/506/1876	Provide administrative support for meetings	Level 2	4	28
T/506/1879	Administer human resource records	Level 2	3	28
A/506/1883	Administer the recruitment and selection process	Level 2	3	25
R/506/1887	Administer parking dispensations	Level 2	3	25
R/506/1890	Administer finance	Level 2	4	21
M/506/1895	Buddy a colleague to develop their skills	Level 2	3	19
L/506/1905	Employee rights and responsibilities	Level 2	2	16
D/506/1794	Health and safety in a business environment	Level 1	2	10
K/506/1796	Use a telephone and voicemail system	Level 1	2	20
A/506/1799	Meet and welcome visitors in a business environment	Level 1	2	20
K/506/1913	Develop a presentation	Level 3	3	11
M/506/1914	Deliver a presentation	Level 3	3	17

A/506/1916	Contribute to the development and implementation of an information system	Level 3	6	21
F/506/1917	Monitor information systems	Level 3	8	43
M/506/1945	Analyse and present business data	Level 3	6	24

Optional Group B

Learners can achieve a maximum of 10 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
M/502/4300	Using Email	Level 2	3	20
F/502/4396	Bespoke Software	Level 2	3	20
F/502/4625	Spreadsheet Software	Level 2	4	30
J/502/4559	Data Management Software	Level 2	3	20
M/502/4622	Presentation Software	Level 2	4	30
R/502/4628	Word Processing Software	Level 2	4	30
R/502/4631	Website Software	Level 2	4	30
A/506/2130	Deliver customer service	Level 2	5	27
F/506/1934	Participate in a project	Level 3	3	19
F/601/8320	Processing customers' financial transactions	Level 2	4	8
T/505/1238	Payroll Processing	Level 2	5	20
R/506/2134	Process information about customers	Level 2	3	14
Y/506/2149	Develop customer relationships	Level 2	3	18

Optional Group C

Learners can achieve a maximum of 6 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
A/506/1818	Understand the use of research in business	Level 2	6	40
D/502/9928	Principles of marketing theory	Level 2	4	30
D/502/9931	Principles of digital marketing	Level 2	5	40
K/503/8194	Principles of customer relationships	Level 2	3	18

L/506/2083	Understand working in a customer service environment	Level 1	3	25
R/505/3515	Know how to publish, integrate and share using social media	Level 2	5	40
F/505/6880	Exploring Social Media	Level 2	2	16
L/505/3514	Understand the safe use of online and social media platforms	Level 2	4	35
J/506/1806	Principles of equality and diversity in the workplace	Level 2	2	10
R/506/2294	Principles of team leading	Level 2	5	37

Gateway Qualifications Level 3 Diploma in Business Administration

Learners must complete a minimum of 58 credits including 27 credits from Mandatory Group A and a minimum of 13 credits from Optional Group B. Remaining credits can be taken from Optional Groups B, C or D with a maximum of 10 credits from Optional Group C and a maximum of 8 credits from Optional Group D.

Learners must achieve a minimum of 40 credits at Level 3 or above.

Mandatory Group

Learners must achieve 27 credits from Mandatory Group A.

Unit Reference Number	Title	Level	Credit Value	GLH
D/506/1942	Principles of business	Level 3	10	74
R/506/1940	Principles of business communication and information	Level 3	4	27
Y/506/1910	Communicate in a business environment	Level 3	4	24
Y/506/1941	Principles of administration	Level 3	6	27
T/506/2952	Manage personal and professional development	Level 3	3	12

Optional Group B

Learners must achieve a minimum of 13 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
A/506/1916	Contribute to the development and implementation of an information system	Level 3	6	21
D/506/1911	Contribute to the improvement of business performance	Level 3	6	33
F/506/1920	Administer parking and traffic challenges, representations and civil parking appeals	Level 3	5	31
H/506/1912	Negotiate in a business environment	Level 3	4	18
J/506/1918	Evaluate the provision of business travel or accommodation	Level 3	5	30

K/506/1913	Develop a presentation	Level 3	3	11
K/506/1944	Manage an office facility	Level 3	4	21
L/506/1919	Provide administrative support in schools	Level 3	5	33
L/506/1936	Build legal case files	Level 3	5	32
M/506/1914	Deliver a presentation	Level 3	3	17
M/506/1945	Analyse and present business data	Level 3	6	24
R/506/1923	Administer statutory parking and traffic appeals	Level 3	6	42
T/506/1915	Create bespoke business documents	Level 3	4	23
T/506/1932	Administer parking and traffic debt recovery	Level 3	5	35
Y/506/1938	Manage legal case files	Level 3	5	32
A/506/1883	Administer the recruitment and selection process	Level 2	3	25
D/506/1813	Handle mail	Level 2	3	15
D/506/1875	Organise business travel or accommodation	Level 2	4	23
H/506/1876	Provide administrative support for meetings	Level 2	4	28
K/506/1815	Prepare text from notes using touch typing	Level 2	4	26
L/506/1869	Contribute to the organisation of an event	Level 2	3	23
L/506/1905	Employee rights and responsibilities	Level 2	2	16
M/506/1816	Prepare text from shorthand	Level 2	6	46
M/506/1895	Buddy a colleague to develop their skills	Level 2	3	19
R/506/1811	Store and retrieve information	Level 2	4	19
R/506/1887	Administer parking dispensations	Level 2	3	25
R/506/1890	Administer finance	Level 2	4	21
T/506/1817	Prepare text from recorded audio instruction	Level 2	4	15
T/506/1879	Administer human resource records	Level 2	3	28
Y/506/1809	Produce business documents	Level 2	3	24
Y/506/1812	Produce minutes of meetings	Level 2	3	13
D/506/1956	Resolve administrative problems	Level 4	6	56
H/506/1957	Prepare specifications for contracts	Level 4	4	23
R/506/1954	Support environmental sustainability in a business environment	Level 4	4	38
J/506/1935	Administer legal files	Level 3		31
F/506/1917	Monitor information systems	Level 3	8	43
Y/506/2295	Maintain and issue stationery and supplies	Level 2	3	18

Optional Group C

Learners can achieve a maximum of 10 credits from Optional Group C.

Unit Reference Number	Title	Level	Credit Value	GLH
A/506/1821	Manage team performance	Level 3	4	21
F/506/1934	Participate in a project	Level 3	3	19
J/506/1921	Manage individuals' performance	Level 3	4	20
K/506/1930	Implement and maintain business continuity plans and processes	Level 3	4	25
L/506/1922	Manage individuals' development in the workplace	Level 3	3	10
M/506/1928	Procure products and or services	Level 3	5	35
T/506/1820	Promote equality, diversity and inclusion in the workplace	Level 3	3	15
T/506/1929	Implement change	Level 3	5	28
Y/506/1924	Chair and lead meetings	Level 3	3	10
J/502/4397	Bespoke Software	Level 3	4	30
J/502/4626	Spreadsheet Software	Level 3	6	45
T/502/4556	Database Software	Level 3	6	45
Y/502/4629	Word Processing Software	Level 3	6	45
T/502/4301	Using Email	Level 3	3	20
L/506/2150	Organise and deliver customer service	Level 3	5	27
R/506/2151	Resolve customers' complaints	Level 3	4	22
A/506/1995	Manage a budget	Level 4	4	26
J/506/1949	Develop and maintain professional networks	Level 4	3	15
K/506/1989	Manage physical resources	Level 4	4	26
K/506/1992	Prepare for and support quality audits	Level 4	3	17
L/506/2004	Manage business risk	Level 4	6	27
R/506/1999	Manage a project	Level 4	7	38
Y/506/1955	Develop and implement an operational plan	Level 4	5	24
J/506/2292	Encourage innovation	Level 3	4	14

Y/502/4632	Website Software	Level 3	5	40
T/502/4623	Presentation Software	Level 3	6	45
R/506/2909	Recruitment, selection and induction practice	Level 4	6	33

Optional Group D

Learners can achieve a maximum of 8 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
F/502/9937	Principles of digital marketing and research	Level 3	7	50
J/502/9938	Principles of marketing stakeholder relationships	Level 3	3	16
K/502/9933	Principles of market research	Level 3	5	40
T/502/9935	Principles of marketing and evaluation	Level 3	7	50
Y/506/2152	Understand the customer service environment	Level 3	5	40
D/506/1939	Understand the legal context of business	Level 3	6	44
R/503/9324	Principles of Social Media within a Business	Level 3	6	42
F/506/2596	Principles of leadership and management	Level 3	8	50

3.2 Recognition of Prior Learning (RPL)

Recognition of prior learning is a process that considers if a learner can meet the specified assessment requirements through knowledge, understanding or skills that they already possess and that can contribute towards the attainment of a qualification for which they are undertaking.

Where Recognition of Prior Learning is permitted then the evidence must be mapped against the criteria for which it is being claimed for and be valid, authentic, sufficient, reliable, valid and current.

A maximum of 70% of a qualification can be achieved through the process of Recognition of Prior Learning, with at least 30% gained through new learning.

The process for claiming RPL is set out in the Gateway Qualifications' policy on Recognition of Prior Learning.

3.3 Links to other qualifications

The Level 2 and 3 Diplomas are part of the Intermediate and Advanced Apprenticeship frameworks for Business and Administration.

4 Assessment and Quality Assurance

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

4.1 Method of Assessment

The method of assessment for the qualifications is through a portfolio of evidence.

Assessment of all units at any level of Business and Administration NVQs / SVQs and competence-based qualifications may be based on either candidate performance at work or through simulation, as necessary.

If a unit or part of a unit at any level is simulated, it must be undertaken in a 'realistic working environment' (RWE). RWEs must provide an environment which replicates the key characteristics of the workplace in which the skill to be assessed is normally employed.

4.2 Assessment Materials

There are no specific assessment materials provided for this qualification.

4.3 Qualification-Specific Centre Requirements

Centres must ensure that they have the appropriate resources in place when delivering performance units from vocational areas.

4.4 Qualification-Specific Tutor/Assessor Requirements

Tutor/Assessors must be fully qualified and experienced in the subject area in which they are delivering, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

Candidates can be assessed at work either by:

- a) Assessors who have achieved or are working towards achievement of the appropriate regulatory body approved unit qualifications for assessment,
- b) A **trainer, supervisor or manager**, employed by an organisation, who must either:

Have achieved or be in the process of achieving the appropriate regulatory body approved unit qualifications for assessment;

or,

Seek guidance and approval from an awarding organisation to demonstrate that the;

- Organisation has appropriate processes in place to facilitate assessment functions
- Trainer, supervisor or manager is able to map their assessment,

skills and knowledge 100% to the NOS upon which the qualifications above are based.

Assessors must be occupationally competent to make Business and Administration assessment judgements about the level and scope of individual candidate performance at work or in RWEs; and, occupationally competent to make assessment judgements about the quality of assessment and the assessment process.

The sector requires all assessors to maintain current Business and Administration competence to deliver these functions. Skills CFA recognises this can be achieved in many ways but must be recorded in individual continual professional development (CPD) records in business and administration assessment centres.

4.5 Qualification-Specific Quality Assurance Requirements

Internal Quality Assurers must be fully qualified and experienced in the subject area in which they are moderating or verifying, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

Candidates can be assessed at work either by:

- a) Internal Quality Assurers who have achieved or are working towards achievement of the appropriate regulatory body approved unit qualifications for verification,
- b) A **trainer, supervisor or manager**, employed by an organisation, who must either:
 - Have achieved or be in the process of achieving the appropriate regulatory body approved unit qualifications for internal quality assurance;or,
 - Seek guidance and approval from an awarding organisation to demonstrate that the;
 - Organisation has appropriate processes in place to facilitate quality assurance functions
 - Trainer, supervisor or manager is able to map their assessment, skills and knowledge 100% to the NOS upon which the qualifications above are based.

Internal Quality Assurers must be occupationally competent to make Business and Administration verification judgements about the level and scope of individual candidate performance at work or in RWEs; and, occupationally competent to make verification judgements about the quality of assessment and the assessment process.

The sector requires all internal quality assurers to maintain current Business and Administration competence to deliver these functions. Skills CFA recognises this can be achieved in many ways but must be recorded in individual continual professional development (CPD) records in business and administration assessment centres.

4.6 Additional Requirements/Guidance

To achieve the full intermediate apprenticeship framework, learners must achieve Level 1 Functional Skills English, Mathematics and ICT or have already achieved the relevant transferable skills as identified in the Intermediate Apprenticeship framework for Business Administration.

It should be noted that learners should be stretched on intermediate apprenticeships and, where possible, should be encouraged to work towards Level 2 Functional Skills.

To achieve the full advanced apprenticeship framework, learners must achieve Level 2 Functional Skills English, Mathematics and ICT or have already achieved the relevant transferable skills as identified in the Advanced Apprenticeship framework for Business Administration.

4.7 Employee Rights and Responsibilities

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

1. Completion of L/506/1905 Employee rights and responsibilities unit - this is an optional unit included within the combined qualification
2. A QCF ERR qualification: The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by Gateway Qualifications.

The Skills CFA ERR workbook, available from the Skills CFA website (www.skillscfa.org) or the Gateway Qualifications' 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.

As ERR is part of the Apprentice Declaration and Authorisation 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.

4.8 Total Guided Learning Hours for the Apprenticeship Framework

Intermediate Level Apprenticeship in Business Administration

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

Advanced Level Apprenticeship in Business Administration

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

Learners aged 16-18 must spend a minimum of 12 months on the Apprenticeship programme. Learners aged 19 or over must spend at minimum of 12 months on the Apprenticeship unless relevant prior learning is recorded. Where this is the case, the Apprenticeship must not be for less than 6 months. Apprenticeship delivery must be planned to make full and effective use of the duration, including the opportunity for apprentices to embed and extend their learning through repeated workplace practice.

4.9 Personal Learning and Thinking Skills

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

As PLTS is part of the Apprentice Declaration and Authorisation Form, there is no longer a requirement to evidence PLTS completion when applying for apprenticeship certificates. However, we recommend that an internal record of PLTS achievement is retained.

Creative Thinking

The learning outcomes of the Creative Thinking PLTS are:

- generate ideas and explore possibilities;
- ask questions to extend their thinking;
- connect their own and others' ideas and experiences in inventive ways;
- question their own and others' assumptions'
- try out alternatives or new solutions and follow ideas through;
- adapt ideas as circumstances change.

Independent Enquiry

The learning outcomes of the Independent Enquiry PLTS are:

- identify questions to answer and problems to solve
- plan and carry out research, appreciating the consequences of decisions
- explore issues, events or problems from different perspectives
- analyse and evaluate information, judging its relevance and value
- consider the influence of circumstances, beliefs and feelings on decisions and events
- support conclusions, using reasoned arguments and evidence.

Reflective Learning

The learning outcomes of the Reflective Learning PLTS are:

- assess themselves and others, identify opportunities and achievements
- set goals with success criteria for their development and work
- review progress, acting on the outcomes
- invite feedback and deal positively with praise, setbacks and criticism
- evaluate experiences and learning to inform future progress
- communicate their learning in relevant ways for different audiences.

Team Working

The learning outcomes of the Team Working PLTS are:

- collaborate with others to work towards common goals
- reach agreements, managing discussions to achieve results
- adapt behaviour to suit different roles and situations, including leadership roles
- show fairness and consideration to others
- take responsibility, showing confidence in themselves and their contribution
- provide constructive support and feedback to others.

Self Management

The learning outcomes of the Self Management PTLS are:

- seek out challenges or new responsibilities and show flexibility when priorities change
- work towards goals, showing initiative, commitment and perseverance
- organise time and resources, prioritising actions
- anticipate, take and manage risks
- deal with competing pressures, including personal and work related demands
- respond positively to change, seeking advice and support when needed
- manage their emotions and build and maintain relationships.

Effective Participation

The learning outcomes of the Effective Partnership PLTS are:

- discuss issues of concern, seeking resolution where needed
- present a persuasive case for action
- propose practical ways forward, breaking these down into manageable steps
- identify improvements that would benefit others as well as themselves
- try to influence others, negotiating and balancing diverse views to reach workable solutions
- act as an advocate for views and beliefs that may differ from their own.

5 What to do next

For existing centres please contact your named Development Manager or Development Officer.

For organisations, not yet registered as Gateway Qualifications centre please contact:

Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

6 Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF).

7 Appendices

Level 3 Diploma in Business Administration

This Unit	Is Barred Against These Units
Evaluate the provision of business travel or accommodation (J/506/1918)	Organise business travel or accommodation (D/506/1875)
Participate in a project (F/506/1934)	Manage a project (R/506/1999)

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