

QUALIFICATION SPECIFICATION

gateway
qualifications



Higher Apprenticeship in Business & Professional Administration (England) (Level 4)

Access to HE

Apprenticeships

Digital

Employability & Enterprise

English & Maths

ESOL

Personal & Social Development

Professional Development

Vocational

This qualification specification covers the following qualifications:

Qualification Title	Qualification Number
Gateway Qualifications Level 4 NVQ Diploma in Business Administration	601/6737/3
Gateway Qualifications Level 4 Diploma In Business and Professional Administration	601/6742/7

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

Contents

1. Qualification Information	5
1.1 About the qualifications	5
1.2 Objective	5
1.3 Key Facts	5
1.4 Funding	6
1.5 Achievement methodology	6
1.6 Geographical Coverage.....	6
1.7 Progression Opportunities	7
1.8 Relationship with other frameworks	7
2 Learner Entry Requirements	8
2.1 Age	8
2.2 Prior Qualifications or Units	8
2.3 Prior Skills/Knowledge/Understanding	8
2.4 Restrictions	8
2.5 Access to qualifications for learners with disabilities or specific needs	9
2.6 Additional Requirements/Guidance	9
2.7 Recruiting Learners with Integrity	9
3 Achieving the Qualifications	10
3.1 Qualification Structure (Rules of Combination and Unit List)	10
For information on Recognition of Prior Learning/Exempt and Equivalent units please see section 3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies.....	10
3.2 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies	13
3.3 Links to other qualifications	13
4 Assessment and Quality Assurance	14
4.1 Method of Assessment	14
4.2 Assessment Materials	14
4.3 Qualification-Specific Centre Requirements	14
4.4 Qualification-Specific Tutor/Assessor Requirements	14
4.5 Qualification-Specific Quality Assurance Requirements	15
4.6 Additional Requirements/Guidance	16
4.7 Employee Rights and Responsibilities.....	16
4.8 Total Guided Learning Hours for the Apprenticeship Framework.....	16
4.9 Personal Learning and Thinking Skills.....	16
5 What to do next	17
6 Gateway Qualifications	17

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 & Professional Administration

The aim of the qualifications is to support the aims and objectives of the Higher Apprenticeship in Business & Professional Administration (England) Apprenticeship Framework

The Gateway Qualifications Level 4 NVQ Diploma in Business Administration meets the competence qualification requirements of the Higher Apprenticeship in Business and Professional Administration.

The Gateway Qualifications Level 4 Diploma in Business and Professional Administration meets the knowledge qualification requirements of the Higher Apprenticeship in Business and Professional 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. Higher apprentices will work in roles such as office managers, administration team leaders, personal assistants or business development executives.

1.2 Objective

The objective of the Gateway Qualifications Level 4 NVQ Diploma in Business Administration and the Gateway Qualifications Level 4 Diploma in Business and Professional Administration is to confirm competence in an occupational role to the standards specified within the Higher Apprenticeship Framework in Business & Professional Administration (England).

1.3 Key Facts

Qualification Title in full	Credit Value	Total Qualification Time	Guided Learning Hours
Gateway Qualifications Level 4 NVQ Diploma in Business Administration	57	570	194
Gateway Qualifications Level 4 Diploma In Business and Professional Administration	90	900	243

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

The qualifications have been approved by Ofqual to be offered in England.

1.7 Progression Opportunities

Learners could progress onto:

- the Level 5 Higher Apprenticeship in Management & Leadership
- 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, learners 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.

1.8 Relationship with other frameworks

The Gateway Qualifications Level 4 NVQ Diploma in Business Administration and the Level 4 Diploma in Business and Professional 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: 18+.

2.2 Prior Qualifications or Units

There is no requirement for learners to have achieved prior qualifications or units.

2.3 Prior Skills/Knowledge/Understanding

Although there is no requirement for learners to have achieved prior qualifications learners should have prior experience of the following:

- significant experience in a business role
- achieved an advanced apprenticeship in a wide range of sector specific areas such as Management or Customer Service
- achieved the Level 3 Advanced Apprenticeship in Business Administration
- achieved qualifications QCF awards, certificates or diplomas in business or sector specific areas achieved GCSEs or A Levels.

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 Intermediate Apprenticeship. Learners who have only limited prior experience in a business role may be better suited to the Business Administration Advanced Apprenticeship. All individuals should be judged on their own merits, experiences and capabilities to ensure they are enrolled in the most appropriate apprenticeship framework.

2.4 Restrictions

There are no entry requirements for this pathway in addition to the general framework 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.

Special Considerations

Requests for special consideration should be submitted as soon as possible. Please refer to the [Reasonable Adjustments and Special Consideration 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 Qualifications

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.

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 4 NVQ Diploma In Business Administration

Learners must achieve a total of 57 credits. 18 credits must come from the Mandatory Group M and a minimum of 39 credits must come from Optional Groups OA and OB. A minimum of 26 credits must come from Optional Group OA and a maximum of 13 credits may come from Optional Group OB. A minimum of 30 credits must be achieved at Level 4 or above.

Mandatory Group

Learners must achieve 18 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
D/506/1956	Resolve administrative problems	Level 4	6	56
T/506/1946	Manage the work of an administrative function	Level 4	5	27
Y/506/1910	Communicate in a business environment	Level 3	4	24
F/506/1819	Manage personal and professional development	Level 3	3	12

Optional Group A

Learners must achieve a minimum of 26 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
A/506/1950	Contribute to the design and development of an information system	Level 4	5	23
F/506/1951	Manage information systems	Level 4	6	30
H/506/1957	Prepare specifications for contracts	Level 4	4	23
M/506/1959	Manage events	Level 4	6	49
R/506/1954	Support environmental sustainability in a business environment	Level 4	4	38
D/506/1911	Contribute to the improvement of business performance	Level 3	6	33
F/506/1917	Monitor information systems	Level 3	8	43
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

Unit Reference Number	Title	Level	Credit Value	GLH
K/506/1913	Develop a presentation	Level 3	3	11
K/506/1944	Manage an office facility	Level 3	4	21
M/506/1914	Deliver a presentation	Level 3	3	17
M/506/1945	Analyse and present business data	Level 3	6	24
T/506/1915	Create bespoke business documents	Level 3	4	23

Optional Group B

Learners may achieve a maximum of 13 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
A/506/1995	Manage a budget	Level 4	4	26
A/506/2032	Manage knowledge in an organisation	Level 4	5	34
F/506/1982	Develop working relationships with stakeholders	Level 4	4	20
H/506/2042	Recruitment, selection and induction practice	Level 4	6	33
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
M/506/1962	Encourage learning and development	Level 4	3	16
R/506/1999	Manage a project	Level 4	7	38
T/506/1980	Initiate and implement operational change	Level 4	4	19
T/506/1994	Conduct quality audits	Level 4	3	21
Y/506/1955	Develop and implement an operational plan	Level 4	5	24
D/506/2055	Design business processes	Level 5	5	23
F/506/2064	Optimise the use of technology	Level 5	6	29
J/506/2048	Establish business risk management processes	Level 5	5	29
R/506/2053	Promote equality of opportunity, diversity and inclusion	Level 5	5	26
A/506/1821	Manage team performance	Level 3	4	21
J/506/1921	Manage individuals' performance	Level 3	4	20
K/506/1927	Manage conflict within a team	Level 3	5	25
K/506/1930	Implement and maintain business continuity plans and processes	Level 3	4	25
M/506/1928	Procure products and/or services	Level 3	5	35
M/506/1931	Collaborate with other departments	Level 3	3	14
Y/506/1924	Chair and lead meetings	Level 3	3	10
J/506/2292	Encourage innovation	Level 3	4	14
H/506/1991	Manage the impact of work activities on the environment	Level 4	4	30

Gateway Qualifications Level 4 Diploma In Business and Professional Administration

Learners must achieve a total of 90 credits including 70 credits from the Mandatory Group M and minimum of 20 credits from the Optional Group O.

Mandatory

Learners must achieve 70 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
K/507/4502	Effective communication in business	Level 4	15	40
M/507/4503	Personal and Professional Development	Level 4	10	25
T/507/4504	Understanding Organisations	Level 4	15	48
A/507/4505	Business Ethics	Level 4	15	32
F/507/4506	Resource Management	Level 4	15	48

Optional

Learners must achieve a minimum of 20 credits from this group.

Unit Reference Number	Title	Level	Credit Value	GLH
F/602/1797	Managing information and knowledge	Level 4	15	60
K/602/1809	Administrative systems	Level 4	10	40
J/507/4507	Planning and implementing change within businesses	Level 4	10	30
L/507/4508	Planning and managing customer service	Level 4	10	30
R/507/4509	Problem Solving and Decision Making	Level 4	10	30
L/507/4511	Recruitment and Selection of Staff	Level 4	10	20
R/507/4512	Project Management	Level 4	15	50
J/507/4510	Business Law	Level 4	15	32

3.2 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) provides learners and Centres with an alternative assessment method by which a learner's previous achievements can meet the assessment requirements for a unit/qualification through the knowledge, understanding or skills that they already possess and so, do not need to develop these through a course of learning.

It enables the recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable to contribute to a unit, units or a whole qualification according to the RPL criteria for a given qualification.

*The recognition of prior learning is permitted for this qualification and includes the prior attainment of units on a qualification offered by Gateway Qualifications, e.g. where a learner progresses from a smaller qualification to a larger qualification and where the qualifications have shared content such as an Award, Certificate and/or Diploma.

Centres should refer to the Gateway Qualifications' Recognition of Prior Learning policy and follow the process available on the website.

Qualification Number	Qualification Title	RPL Permitted
601/6737/3	Gateway Qualifications Level 4 NVQ Diploma in Business Administration	N/A
601/6742/7	Gateway Qualifications Level 4 Diploma In Business and Professional Administration*	Yes

3.3 Links to other qualifications

If a learner wishes to complete a higher level apprenticeship in business administration, they must complete a suitable knowledge and a competence qualification.

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 & 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 these qualifications.

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) **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

Candidates seeking to undertake this apprenticeship must be able to demonstrate ability equivalent to or exceeding Level 2 in English and mathematics. This requirement may be met through the achievement of Level 2 functional skills, equivalent GCSEs, O Levels, A Levels or AS Levels, or an initial assessment which demonstrates the required ability.

4.7 Employee Rights and Responsibilities

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

1. Recorded professional discussion/presentation/project
2. A QCF ERR qualification: The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by Gateway Qualifications.
3. The Skills CFA ERR workbook, available from the Skills CFA website (www.skillsca.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

Guided Learning Hours do not apply to this framework.

4.9 Personal Learning and Thinking Skills

Personal learning and thinking skills are not a required element of this framework.

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, Essex.

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 4 NVQ Diploma in Business Administration

This Unit	Is Barred Against These Units
Manage business risk (L/506/2004)	Establish business risk management processes (J/506/2048)



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