MODERN APPRENTICESHIP PROGRAMME

RT Resources Ltd
Delivering Qualifications in the Workplace

BUSINESS AND ADMINISTRATION
SCQF LEVEL 8

All companies, large and small, rely on efficient and knowledgeable administrative staff. Without accurate document and information processing, collation and distribution both to other departments and to external customers, no company can flourish.

R T Resources in conjunction with the Scottish Qualifications Authority (SQA) and the Council for Administration (CfA), can offer a Modern Apprenticeship (MA) in Business and Administration at SCQF Level 8.

The Business Admin L8 qualification has been developed specifically for staff working in a supervisory capacity within an administration environment and covers such duties as chairing meetings, designing administrative processes, and evaluating and solving business problems.

To achieve this qualification you must complete eight units:

- Three units must be completed from Group A - Mandatory Units
- Five Optional Units must be completed, of which at least two must be from Group B.
- No more than one SCQF Level 7 unit can be taken from Group C - Optional units (Level 7 units moved to Group D)

Remember we can advise you on the best selection of units to fit your job role and career aim.

BUSINESS AND ADMINISTRATION SCQF LEVEL 8
UNITS - 8 units to be chosen in total

Group A Mandatory Units
- Manage and be Accountable for Own Performance in a Business Environment
- Manage Work in a Business Environment
- Use Information to Take Effective Decisions

Group B Optional Units (2-5 units may be selected)
- Explore Ideas for Innovation in a Business Environment
- Propose and Design Administrative Services
- Chair Meetings
- Design and Develop an Information System
- Manage and Evaluate Information Systems
- Invite Tenders and Select Contractors
- Monitor and Evaluate the Performance of Contractors
- Negotiate in a Business Environment
- Evaluate and Solve Business Problems
- Monitor and Evaluate Trends and Events that Affect organisations
- Develop and Establish Systems and Procedures to Review Organisational Performance
- Assist in Improving Organisational Performance

Group C Optional Units (0-3 units may be selected)
- Build and Maintain Effective Customer Relations
- Develop a Customer Service Strategy for a Part of an Organisation
- Engage Audiences Through Digital, Including Social Media
- Engage Internal Audiences
- Develop and Maintain Your Professional Networks
- Provide Leadership in Your Area of Responsibility

Group C Optional Units (0-3 units may be selected)
- Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements
- Plan Change
- Implement Change
- Recruit, Select and Retain People
- Develop and Sustain Productive Working Relationships with Stakeholders
- Manage the Use of Financial Resources
- Manage Physical Resources
- Manage the Environmental and Social Impacts of Your Work
- Develop Knowledge and Make it Available
- Manage Business Processes
- Manage Projects

Group D Optional Units (0-1 units may be selected)
- Manage an Office Facility
- Implement, Monitor and Maintain Administrative Services
- Manage Communications in a Business Environment
- Prepare Specifications for Contracts
- Build Teams
- Manage People's Performance at Work
- Coach Individuals
- Develop and Sustain Collaborative Relationships with Other Departments
- Manage Budgets
- Provide Healthy, Safe, secure and Productive Working Environments and Practices
- Communicate Information and Knowledge