

MODERN APPRENTICESHIP PROGRAMME



RT Resources Ltd
Delivering Qualifications in the Workplace



BUSINESS AND ADMINISTRATION SCQF LEVEL 5

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 5 while you are training with a local company.

The MA in Business and Administration has been developed specifically for staff working in a general clerical environment and covers such duties as storing, retrieving information, making and receiving calls, and using specialist software.

While on the Modern Apprenticeship programme, you are of course in an ideal position to show a potential employer that you are the best person to consider for any long-term employment opportunities. You are proving this by developing your knowledge of administration and working towards a nationally recognised qualification at the same time. Many Apprentices now have full-time contracts of employment as a result of the programme.

At the end of their SCQF Level 5, candidates can progress to SCQF 6 also under the Modern Apprenticeship programme provided they are in the correct job role.





BUSINESS AND ADMINISTRATION SCQF LEVEL 5

UNITS - 8 units to be chosen in total



Mandatory Units:

- Agree How to Manage and Improve Own Performance in a Business Environment
- Undertake Work in a Business Environment
- Prepare to Communicate in a Business Environment

Group B Optional Units 3- 5 Units:

- Work with Other People in a Business Environment
- Produce Documents in a Business Environment
- Provide Archive Services
- Maintain and Issue Stock Items
- Respond To Change in a Business Environment
- Collate and Organise Data
- Support the Organisation and Co-Ordination of Events
- Support the Organisation of Business Travel or Accommodation
- Support the Organisation of Meetings
- Use Voicemail Message Systems
- Make and Receive Telephone Calls
- Use a Diary System
- Take Minutes
- Handle Mail
- Provide Reception Services
- Meet and Welcome Visitors
- Research Information
- Store and Retrieve Information Using a Filing System
- Use Office Equipment in Accordance with Occupational Regulations and Safety Guidelines
- Administer HR Records
- Administer the Recruitment and Selection Process
- Support the Design and Development of Information Systems
- Support Organisational Projects
- Design and Produce Documents in a Business Environment
- Develop a Presentation

Group B Optional Units (0-2 may be selected)

- Deliver a Presentation
- Deliver and Evaluate Customer Service
- Provide Administrative Support in Schools
- Calculate Critical Dates for Sentences
- Make Administrative Arrangements for the Movement of Individuals Outside the Custodial Establishment
- Administer Documentation for the Appeals Process
- Administer Personal Money for Individuals in Custody
- Prepare Documentation to Help Authorities Decide the Conditions on Which to Release Individuals from Custody
- Make Administrative Arrangements for the Release of Individuals from Custody
- Process Court Documentation
- Contribute to Maintaining Security and Protecting Individuals' Rights in the Custodial Environment
- Verify the Release Process
- Verify Critical Dates for Sentences
- Control Payroll
- Account For Income and Expenditure
- Draft Financial Statements
- Calculate Pay



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Group B Text/Touch typing Restricted Options maximum of 2

- Prepare Text from Notes
- Prepare Text from Notes Using Touch Typing (40 Wpm)
- Prepare Text from Notes Using Touch Typing (60 Wpm)
- Prepare Text from Shorthand (60 Wpm)
- Prepare Text from Shorthand (80 Wpm)
- Prepare Text from Recorded Audio Instruction (40 Wpm)
- Prepare Text from Recorded Audio Instruction (60 Wpm)

Plus 5 Core Skills:

- Communication SCQF 4*
- Numeracy SCQF 4
- Information Technology SCQF 4
- Problem Solving SCQF 4*
- Working with Others SCQF 4*

*Implicit in Award. Does not need to be assessed / certificated separately.

Group C Optional Units (0-2 may be selected)

- Bespoke Software 2b
- Specialist Software 2
- Database Management Software 2d
- Database Software 2e
- Improving Productivity Using IT 2f
- IT Security for Users 2g
- Presentation Software 2h
- Set Up an IT System 2i
- Spreadsheet Software 2j
- Using Collaborative Technologies 2k
- Website Software 2l
- Word Processing Software 2m
- Using Email 2n
- Bespoke Software 1b
- Specialist Software 1c
- Data Management Software 1d
- Database Software 1e
- Improving Productivity Using IT 1f
- IT Security for Users 1g
- Presentation Software 1h
- Setting Up an IT System 1i
- Spreadsheet Software 1j
- Using Collaborative Technologies 1k
- Website Software 1l

Plus

At least one separately certificated outcome chosen from the list provided by the CfA.

One Core Skill at higher level than specified in the framework OR another unit from SCQF 5