



Apprenticeship
and Advanced
Apprenticeship in

Business & Administration

Framework Template
(England and Wales)

Framework Code 102

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Learning+Skills Council

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Summary of Changes

The following TC's have now been approved by QCA and added to the 2005 Business and Administration Apprenticeship framework:

- City and Guilds Level 2 Certificate in Business and Administration (500/1789/5)
- City and Guilds Level 3 Certificate in Business and Administration (500/1788/3)
- City and Guilds/ILEX Level 2 Certificate for Legal Secretaries (500/1744/5)
- City and Guilds/ILEX Level 3 Diploma for Legal Secretaries (500/1738/X)

1 Details of the Industry or Sector

Item	Detail
Apprenticeship for England	Business & Administration
Advanced Apprenticeship for England	Business & Administration
Joint Apprenticeship and Advanced Apprenticeship	
Name of SSC/sector body	Council for Administration
Contact name	Kelly Saliba
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Date sent to AAG	1 st September 2006
Date of Implementation	1 st November 2006

1.1 Plans for the Framework

To be managed and reviewed by the CfA.

The CfA is the UK body for Vocational Education in Business & Administration. It is responsible for defining and promoting excellence in Business & Administration skills and practice across all industry sectors.

The CfA works with employers, employees and key stakeholders to conduct research into current and future skills needs. The CfA is an independent charity and works with Government and its agencies to ensure that national standards, qualifications and training frameworks promote excellence to all administrators and those using administration skills alongside other technical skills.

The CfA is not a Sector Skill Council (SSC) and does not envisage becoming an SSC in the future, due to our cross sector role.

Please note that in Wales, the apprenticeship is known as the Foundation Modern Apprenticeship (FMA) and the advanced apprenticeship is known as the Modern Apprenticeship (MA).

2 Summary of the Mandatory Outcomes

Framework Code

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Apprenticeship	Level	Advanced Apprenticeship	Level
NVQ(s)	Business & Administration Level 2	NVQ(s)	Business & Administration Level 3
Key Skills	Application of Number Level 1 Communication Level 2	Key Skills	Application of Number Level 2 Communication Level 2
Technical certificates(s)	Business and Administration Level 2 (Includes ERR)	Technical certificate(s)	Business and Administration Level 3 (Includes ERR)
Additional employer requirements	No mandatory additional employer requirements	Additional employer requirements	No mandatory additional employer requirements
Employment rights and responsibilities	Yes, as part of Technical Certificate	Employment rights and responsibilities	Yes, as part of Technical Certificate

3 Overview of the Framework

3.1 Rationale for Framework

This section explains the reasons why the CfA has developed Apprenticeships in Business & Administration and the differences between the Apprenticeship and Advanced Apprenticeship (former FMA/AMA). It will help employers and providers to:

- decide whether they wish to offer a Apprenticeship or Advanced Apprenticeship
- understand the implications of employed or non-employed status of apprentices
- understand the distinction between wages and allowances, including the implications of the National Minimum Wage
- identify the criteria for funding apprenticeship training from the local Learning and Skills Council/National Council – ELWa Regional Office.

Administration as an occupation

The key purpose of Administration as defined by the CfA is to:

‘Provide business support systems, processes and services that enable the organisation to achieve its objectives and continuously improve its performance for the customer’.

We know through extensive Labour Market Intelligence that Administration is a function that permeates all organisations. At its broadest level, it is the organisation of work. There are approximately 4.7 million people working in Administration. It follows that a high quality administrative function is essential to all businesses and organisations, whatever their product, function or sector. This is expected to rise to 5.2 million by 2012.

It is vital that administrators are given the opportunity to gain recognised qualifications and experience.

Every business needs effective Administration, and that need remains whatever else changes in terms of new products and services, new technologies and new organisational structures. The Business & Administration Apprenticeships (BAA) Frameworks are therefore based upon a combination of qualification outcomes, which together provide the breadth and depth of skills and knowledge needed to equip a young person for employment in Business & Administration, while fulfilling the national criteria for Apprenticeships.

The BAA Frameworks provide apprentices and employers with an excellent foundation for the training of future staff in Business & Administration. There are two levels of BAA Frameworks available to meet the differing needs of young people and employers from both large and small organisations: Apprenticeship and Advanced Apprenticeship. Both of them include common components such as the Business & Administration NVQ, Key Skills and a Technical Certificate, to ensure quality and consistency.

Possible job roles within Business & Administration (taken from the CfA Business and Administration Occupational Map, 2005)

For qualified Business & Administration Apprentices (Level 2)

Administrators at this level undertake a range of routine tasks in different work contexts. They have some autonomy but are usually supervised. Job titles could include:

- Administration Assistant
- Clerical Assistant
- Data Entry Clerk
- Filing/Records Clerk
- Junior Secretary
- Office Clerk

For qualified Business & Administration Advanced Apprentices (Level 3)

Administrators at this level undertake a wide range of complex tasks in a variety of work contexts. They have a high degree of autonomy and responsibility and may provide some supervisory support. Job titles could include:

- Administration Clerk
- Administration Officer
- Administration Team Leader
- Database Clerk
- Executive Officer
- Office Supervisor
- Personal assistant (PA)
- Secretary

Take-up of Business Administration Apprenticeship frameworks (LSC data, January 2005)

Apprenticeship (Level 2) – 15,679 in training
Advanced Apprenticeship – 4,798 in training

The CfA predicts that there will be a 10% increase in the take-up for the revised 2005 Business & Administration Apprenticeship framework and between a 5 - 10% increase for the Business & Administration Advanced Apprenticeship framework.

3.2 Employed Status

Business & Administration (BA) Apprenticeship

For BA Apprentices (former FMA), employed status is not mandatory but is the preferred route.

Where a BA Apprentice is not employed, there must be a clear link with an employer who can provide on-the-job learning. The CfA strongly recommend **Employed status for all BA Apprentices**. Where it is not the norm the reasons for this must be stated.

Business & Administration (BA) Advanced Apprenticeship

For BA Advanced Apprentices, employed status is the preferred route, unless there are exceptional circumstances.

Ideally all BA Advanced Apprentices should have employed status from day one of their programme. Where a BA Advanced Apprentice is not employed, there must be a clear link with an employer who can provide on-the-job learning. The CfA strongly recommend **Employed status for all BA Advanced Apprentices**. Where it is not the norm the reasons for this must be stated.

In some cases there may be legal circumstances whereby people under the age of 18 cannot be employed, for example:

- working with young children
- working in security or public protection services
- an employer is unable to increase their establishment, in which case you would not want to deter employers by insisting on employed status being mandatory

3.3 Consultation on Framework Development

You are required to give details of the Steering Group/Management Group members involved in the development of the framework

Organisation	Name of Representative
Employers	
Alfred McAlpine Infrastructure Ltd	Ruth Hurst
Harlow Council/ITEC	Marion Dyer
Leeds City Council	Fran Turner
RAF	Steve Watt
Wrexham Council/ITEC	Sally Ewing
Chwarae Teg	Ruth Marks
Providers	
Aston Commercial Training	Anita Whatmore
Babingdon Business College	Simon Parkes
Bracknell & Wokingham College	Chris Latimer
Protocol Skills	Sue Gill
Hyfforddiant Ceredigion Training	Gareth Jones

3.4 Consultation with the Industry/Sector/Providers

(Please delete the box(es) which do not apply)

Post

Email YES

Telephone YES

Focus groups YES

Other *(please specify)*

	Organisation	Name of Representative
Employers	See Annex C (list of organisations consulted)	
Providers		
LSCs/ELWa regional offices		
Trade Union(s)		
Connexions or Careers Wales		
Awarding Bodies		
Higher Education (AMAs) only		
Others		

4 Content of Framework

4.1 BA Apprenticeship

NVQ(s)

Business & Administration NVQ Level 2

The qualification consists of 5 units in total. These are drawn from 2 mandatory core units and 3 optional units from group A.

The CfA recommends that BA Apprentices complete at least one IT related unit from the optional units within the NVQ.

Qualification Structure

Mandatory Core (2 units)

- Unit 201 Carry out your responsibilities at work
- Unit 202 Work within your business environment

Group A (24 units)

- Unit 110 Ensure your own actions reduce risks to health and safety (ENTO)
- Unit 203 Manage customer relations
- Unit 204 Manage diary systems
- Unit 205 Organise business travel and accommodation
- Unit 206 Deal with visitors
- Unit 207 Process customer financial transactions (FSSC)
- Unit 208 Operate credit control procedures (FSSC)
- Unit 209 Store, retrieve and archive information
- Unit 210 Research and report information
- Unit 211 Organise and support meetings
- Unit 212 Use IT Systems (IT User)
- Unit 213 Use IT to exchange information (IT User)
- Unit 214 Word processing software (IT User)
- Unit 215 Spreadsheet software (IT User)
- Unit 216 Database software (IT User)
- Unit 217 Presentation software (IT User)
- Unit 218 Specialist or bespoke software (IT User)
- Unit 219 Use a telephone system
- Unit 220 Operate office equipment
- Unit 221 Prepare text from notes
- Unit 222 Prepare text from shorthand
- Unit 223 Prepare text from recorded audio instructions
- Unit 224 Produce documents
- Unit 225 Work effectively with other people

Key Skills

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce.

The Key skills requirements for the BA Apprenticeship are as follows:

Communication	Level 2
Application of Number	Level 1

Business & Administration Apprenticeship candidates who have achieved a good (A*-C) GCSE in English (or Welsh in Wales) or Maths need not be asked to attempt levels 1 or 2 key skill qualifications in communication or application of number. Where GCSE A*-C English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme).

Key Skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the Business & Administration Apprenticeship framework. Please note that there is a strict three-year time limit from the date of award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the Key Skills qualification (as appropriate). More information on Key Skills relaxations and proxies is available from the QCA website www.qca.org.uk.

Please note that Key Skill external tests are not required in Wales.

Technical Certificates

Technical Certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding and additional knowledge to facilitate progression to HE or higher levels of working. Technical Certificates also cover Employment Rights and Responsibilities (ERR) and wider aspects of the occupation/sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work based learning and off-the-job provision.

All BA Apprentices are required to complete a Business & Administration Technical Certificate at Level 2.

There may be instances where an apprentice will be exempt from achievement of a Technical Certificate as part of their apprenticeship, for example, if they have already achieved an award that is one of the recognised qualifications that meet the requirements for a Technical Certificate and has been agreed by the CfA, or if the apprentice has achieved an award that is a level higher than that required by the framework. To avoid any difficulties at the point of claiming the Business & Administration Apprenticeship completion certificates, providers must gain written agreement to any exemptions during the initial development of the apprentice's individual apprenticeship/learning plan from the CfA. Where an apprentice is exempt from the Technical Certificate, they may be encouraged to achieve an alternative acceptable qualification or one at a higher level that meets the requirement for a Technical Certificate.

Additional Employer Requirements

There are no mandatory additional employer requirement or enhancements as part of this framework. However the CfA does encourage the use of additional employer requirements or enhancements as part of this framework where necessary.

The CfA are working with awarding bodies to identify proxy qualifications for some technical NVQ units e.g. word processing and audio transcription. The CfA encourages this added value approach as employers appreciate single subjects as part of an administrator's qualification portfolio.

Employment Rights and Responsibilities

The BA Apprenticeship framework makes provision for apprentices to undergo a period of initial assessment and induction to ensure they have time to settle into the programme and the job (if new to work).

Employment Rights and Responsibilities will be covered and tested as part of the mandatory Business & Administration Technical Certificate and NVQ.

4.2 BA Advanced Apprenticeship

NVQ(s)

Business & Administration NVQ Level 3

The qualification consists of 6 units in total. These are drawn from 2 mandatory core units and 4 optional units from groups A and B (at least 3 optional units must be chosen from Group B).

The CfA recommends that BA Advanced Apprentices complete at least one IT related unit from the optional units within the NVQ.

Qualification Structure

Mandatory Core (2 units)

- Unit 301 Carry out your responsibilities at work
- Unit 302 Work within your business environment

Group A (8 units)

- Unit 110 Ensure your own actions reduce risks to health and safety (ENTO)
- Unit 204 Manage diary systems
- Unit 205 Organise business travel and accommodation
- Unit 212 Use IT Systems (IT User)
- Unit 213 Use IT to exchange information (IT User)
- Unit 216 Database software (IT User)
- Unit 217 Presentation software (IT User)
- Unit 218 Specialist or bespoke software (IT User)

Group B (22 units)

- Unit 303 Supervise an office facility
- Unit 304 Procure products and services
- Unit 305 Manage and evaluate customer relations

Unit 306	Manage the payroll function (AOSG)
Unit 307	Complete year end procedures (AOSG)
Unit 308	Monitor information systems
Unit 309	Run projects
Unit 310	Research, analyse and report information
Unit 311	Plan, organise and support meetings
Unit 312	Make a presentation
Unit 313	Organise and coordinate events
Unit 314	Word processing software (IT User)
Unit 315	Spreadsheet software (IT User)
Unit 316	Website software (IT User)
Unit 317	Artwork and imaging software (IT User)
Unit 318	Design and produce documents
Unit 319	Plan and implement innovation and change
Unit 320	Develop productive working relationships with colleagues and stakeholders (MSC)
Unit 321	Provide leadership for your team (MSC)
Unit 322	Prepare text from notes
Unit 323	Prepare text from shorthand
Unit 324	Prepare text from recorded audio instructions

Key Skills

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce.

The Key skills requirements for the BA Advanced Apprenticeship are as follows:

- **Communication** **Level 2**
- **Application of Number** **Level 2**

Business Administration Advanced Apprenticeship candidates who have achieved a good (A*-C) GCSE in English (or Welsh in Wales) or Maths need not be asked to attempt levels 1 or 2 key skill qualifications in communication or application of number. Where GCSE A*-C English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme).

Key Skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the Business & Administration Advanced Apprenticeship framework. Please note that there is a strict three-year time limit from the date of award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the Key Skills qualification (as appropriate). More information on Key Skills relaxations and proxies is available from the QCA website www.qca.org.uk

Please note that Key Skill external tests are not required in Wales.

Technical Certificates

Technical certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding and additional knowledge to facilitate progression to HE or higher levels of working. Technical certificates also cover Employment Rights and Responsibilities (ERR) and wider aspects of the occupation/sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work-based learning and off-the-job provision.

All BA Advanced Apprentices are required to complete a Business & Administration Technical Certificate at Level 3.

There may be instances where an apprentice will be exempt from achievement of a Technical Certificate as part of their apprenticeship, for example, if they have already achieved an award that is one of the recognised qualifications that meet the requirements for a Technical Certificate and has been agreed by the CfA, or if the apprentice has achieved an award that is a level higher than that required by the framework. To avoid any difficulties at the point of claiming the Business Administration Apprenticeship completion certificates, providers must gain written agreement to any exemptions during the initial development of the apprentice's individual apprenticeship/learning plan from the CfA. Where an apprentice is exempt from the Technical Certificate, they may be encouraged to achieve an alternative acceptable qualification or one at a higher level that meets the requirement for a Technical Certificate.

Additional Employer Requirements

There are no mandatory additional employer requirement or enhancements as part of this framework. However the CfA does encourage the use of additional employer requirements or enhancements as part of this framework where necessary.

The CfA are working with awarding bodies to identify proxy qualifications for some technical NVQ units e.g. word processing and audio transcription. The CfA encourages this added value approach as employers appreciate single subjects as part of an administrator's qualification portfolio.

Employment Rights and Responsibilities

The BA Advanced Apprenticeship framework makes provision for apprentices to undergo a period of initial assessment and induction to ensure they have time to settle into the programme and the job (if new to work).

Employment Rights and Responsibilities will be covered and tested as part of the mandatory Business & Administration Technical Certificate and NVQ.

5 Implementation of Framework

5.1 Entry Requirements

Whilst there are generally no laid down minimum entry or previous experience requirements for the BA Apprenticeship framework, employers may wish to impose their own in line with their current recruitment practice. The ability to be a successful BA apprentice may be indicated by a range of achievements and attributes.

There are also no minimum entry requirements for the BA Advanced Apprenticeship. Direct entry onto the BA Advanced Apprenticeship is possible. However the CfA does expect that most entrants onto the BA Advanced Apprenticeship will progress from the Level 2 Business & Administration Apprenticeship.

Examples of achievements could include:

- A proven commitment to working in the sector, through work experience or work placement
- Achievement of academic and other qualifications e.g. GCSEs, A Levels, NVQs, Duke of Edinburgh award etc
- Young Apprenticeship in Business Administration
- E2E
- Positions of responsibility held at school or college
- Voluntary work and part-time employment

Examples of attributes could include:

- Motivation to succeed within the Industry/Sector
- Willingness to learn and apply that learning in the workplace
- Ability to demonstrate that they have the potential to complete the qualifications which are part of the Apprenticeship
- Willingness to communicate effectively with a range of people
- Being numerate and literate (Basic Skills)
- Willingness to undergo a police check, for example when working with children and vulnerable adults. (police checks are mandatory for all those working with young people under the age of 18, e.g. in the Early Years Care and Education sector)

Whatever qualifications and attributes are used to determine an applicant's suitability, it is essential that that all Apprentices recruited have both the ability and the commitment to achieve all of the outcomes of the Business & Administration Apprenticeships.

5.2 On- and Off-the-job Learning

Young people are entitled to receive appropriate learning away from the direct working environment and providers and employers should work together to manage this process.

The CfA recommends a minimum of half a day per fortnight for off the job training (relevant to the NVQ, key skills and technical certificate). Off the job training is defined as learning which takes place:

- within the workplace, but away from the normal day to day work responsibilities, for example, using a computer or distance learning materials preferably in a dedicated learning work space
- away from the workplace at the premises of a learning centre, learning provider or local college

5.3 Minimum Duration of Training

Whilst there should be no time serving, the length of time taken will depend on the ability of the individual apprenticeship and employer requirements.

The minimum duration acceptable for completion of the BA Apprenticeship should be at least 6 months, and 12 months for the BA Advanced Apprenticeship, unless individual circumstances (such as significant prior learning) make the relevant minimum length of stay inappropriate.

No minimum durations have been introduced in Wales.

5.4 Health and Safety

Everyone involved in Business & Administration Apprenticeships has a responsibility to ensure the health and safety of all participants.

It is a requirement of the BA Apprenticeship frameworks that all aspects of health and safety at work are recognised and all statutory requirements are adhered to. The Health and Safety at Work Act, 1974, the regulations on the Control of Substances Hazardous to Health (COSHH), and all relevant EU Health and Safety Directives form a central part of this requirement.

As a result of induction, apprentices will normally be able to generate evidence of competence and/or underpinning knowledge, which contributes towards NVQ assessment and Technical Certificate learning.

All partners involved in the implementation of apprenticeships must adhere to their statutory responsibilities for health and safety as follows:

- A safe working environment for apprentices must be provided whilst they are at work or in training
- Appropriate training on health and safety in the workplace must be given to each apprentice
- Awareness of, and compliance with, legislation relating to the Health & Safety at Work Act 1974, the Working Time Regulations 1998 and any other relevant legislation must be demonstrated
- The apprentice must be aware of and comply with their statutory responsibility for health and safety at work. This relates to their own safety and to the safety of others in the work place. They must also be aware of, and comply with, any additional health and safety procedures laid down by their employer/provider

- Local LSCs/ELWAs are responsible for monitoring the compliance of providers to their statutory health and safety obligations and will carry this out through their Quality Assurance procedures. ELWAs regional offices are responsible for monitoring the compliance of providers to both statutory and contractual health and safety obligations and will carry this out through their Quality Assurance procedures
- Providers will monitor the compliance of employers with Health and Safety statutory requirements

Risk Assessment

Employers, as part of their statutory responsibilities under the Management of the Health and Safety at Work Regulations 1999, are required to:

- Assess risk to young people before they start work
- Take account of their inexperience and lack of awareness of existing or potential risks and immaturity
- Address specific factors in the risk assessment
- Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where it is necessary for their training
- Ensure risks are reduced as far as reasonably practicable
- Ensure proper supervision is provided by a competent person
- Check their employers liability insurance to ensure that no exclusions apply

5.5 Equality and Inclusion

Whilst equal opportunities has been identified here under a separate heading, the principles relate to all those systems and procedures which have the potential to discriminate against apprentices at any point during the programme – from recruitment and selection and induction, through to successful completion.

There should be open recruitment of Apprentices to the programme, which is available to all young people, regardless of gender, ethnic origin, religion/belief, sexual orientation or disability who meet the stated selection criteria.

All partners involved in the delivery of the apprenticeship - local LSCs/ELWAs regional offices, providers, assessment centres and employers must be committed to a policy of equal opportunities and must have a stated equal opportunities policy and procedure.

Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with relevant legislation, such as:

- The Sex Discrimination Act, 1975 and Code of Practice
- The Race Relations Act, 1976 (amendment 2000) and Code of Practice
- The Disability Discrimination Act, 1995 and Code of Practice
- The Human Rights Act 1998
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003

Equal Opportunities Monitoring Procedures

Providers will monitor equality of opportunity practice and procedures within their own organisation and take positive action when necessary. It is also recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion.

Local LSCs/ELWa regional offices have overall responsibility to monitor practice to ensure that providers meet the criteria specified in their quality management systems. This includes monitoring the representation of apprentices in terms of gender, ethnicity and disability to ensure that it reflects, as far as possible, the levels of representation within the local community.

The CfA will retain overall responsibility for the development of the BA apprenticeship and for monitoring equality of opportunity, primarily by the analysis of the LSC/National Council - ELWa statistical returns. Where questions arise concerning policy and practice, the CfA will work closely with the local LSC(s)/ELWa regional offices concerned to identify causes and to implement positive action where appropriate.

The CfA continues to monitor Apprenticeship data to address access issues in Business & Administration. A preliminary analysis of this information has identified gender imbalance in participation and shortfalls in take-up by people from ethnic minorities and people with disabilities.

5.6 Transfer Arrangements From Previous Framework

Where the mandatory outcomes of a framework are changed as a result of a review, the CfA will specify the dates by which the new framework will start and the cut off date for registration under the old framework. The decision to retain existing apprentices under the old framework, or transfer them onto the revised framework will be made in the best interests of the apprentice who, along with the other partners, will sign a new/revised Individual Apprenticeship/Learning Plan.

6 Achievement and Progression

6.1 Certification

The successful BA apprentice will receive an Apprenticeship Completion Certificate from the CfA. This is separate from, and in addition to, those certificates awarded for the achievement of the individual components of the framework, e.g., NVQ, key skills and technical certificate.

Providers are responsible for claiming the National Completion Certificate from the CfA and for providing evidence of completion of the mandatory outcomes. They are also responsible for ensuring that the apprentice receives the Completion Certificate when awarded by the CfA.

- It is the responsibility of the BA Apprenticeship centre to apply to the CfA for the BA Apprenticeship Certificate. BA Apprenticeship centres will be responsible for providing the CfA with copies of all awarding body certificates.
- The CfA will verify that each learner has fulfilled all the mandatory outcomes of the Framework
- The CfA will charge a fee per certificate. A further charge will also be levied for any re-application resulting from a provider error in the original application

6.2 Progression

A common progression route template for administrators has been developed. This has been achieved by combining the details on job roles and skills with information on qualifications and pathways.

These qualifications and pathways support learning at a particular level. Therefore, the acquisition of skills and knowledge and qualifications enable people to progress up the 'career ladder'. However, it should be remembered that opportunities to progress depend on individual employer needs.

Many benefits will arise from the promotion of the available progression routes within business administration:

- Individuals will increasingly become aware of qualifications and pathways that will support them. This encourages lifelong learning and the development of skills needed for the future. Ultimately it will provide better career prospects
- The skills of the workforce will be raised and, from an employer perspective, it will support HR strategies, improve motivation and loyalty of employees leading to a reduction in employee turnover

It should be noted that as people progress within Business & Administration, they will take on extra responsibilities and manage people, projects and resources. This is a direct result of 'climbing the Business & Administration ladder' and just because they now manage does not mean that they are not an administrator. In order to clarify this situation, an exercise was conducted to benchmark jobs (identified as relevant to the occupational area of business administration) to the level 4 National Occupational Standards for administration.

The progression route template (Annex D) demonstrates that there are many ways of entering into Business & Administration and many ways of progressing from the

Apprenticeships. It is important when considering Business & Administration to remember that the skills and knowledge involved are transferable.

The template outlines professional development attributes sought by employers and the level of skills required for each level of job role. It also outlines the job roles available at different levels within Business & Administration and across the three underlying functions. The progression from one job to another is indicated. The qualifications and learning pathways that support career progression are provided across the five levels. In this way it is possible to see that progression in the workplace is supported by the attainment of qualifications. However, progression does not have to be solely through one category of qualification or pathway. Attainment of one type of qualification can lead to the attainment of others and, of course, work experience in turn supports learning and progression.

7 Marketing and Promotion

Our marketing strategy has been agreed with our key partners and will promote this framework effectively to all interested parties by:

Examples

- Producing careers guidance information for young people which
 - actively promotes equality of opportunity for all Apprentices
 - illustrates progression routes within the sector/industry
- Producing information for Connexions/Careers Services
- Producing information for employers and providers – e.g. framework, advisory service, frequently asked questions, employer/provider guide to the Business & Administration Apprenticeship Frameworks, monthly website updates and bi-monthly CfA newsletter.
- Producing information for local LSC, e.g. framework, advisory service, frequently asked questions, monthly website updates and bi-monthly CfA newsletter.
- Participating in Local and National events – e.g. Recruitment Fairs, conferences and exhibitions.

Our marketing strategy will be reviewed and revised on an annual basis as part of the evaluation of this framework.

8 Fact Sheet Template

To be completed by SSC/sector bodies as part of the AAG submission. Add details for your particular Apprenticeship/Advanced Apprenticeship into the boxes below. Avoid jargon and abbreviations.

Apprenticeship in Business & Administration

What's involved?

An Apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or a training allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and Technical Certificate as listed below.

National Vocational Qualification List relevant NVQs, including level Business & Administration NVQ at Level 2 for Apprenticeship	Key Skills AON Level 1 Communication Level 2	Technical certificate List qualification title and awarding body Edexcel EDI/Goal OCR City and Guilds
--	--	--

The decision on which National Vocational Qualification and technical certificate will be studied will be made by the employer and/or training provider in discussion with the young person.

Entry Requirements (See notes)

No formal entry requirements. Employers can impose their own if they wish to do so. Examples of these are available upon request.

Minimum Periods of Training

What type of job might an apprentice be doing? List the occupations/most commonly used job roles/activities an apprentice is likely to fill <ul style="list-style-type: none">• Junior Secretary• Administration Assistant• Clerical Assistant	How long does the apprentice take to complete? (See notes) 6 - 12 months
---	--

Progression

How could the apprentice progress after completing this apprenticeship? (See notes)

On to the Business & Administration Advanced Apprenticeship

Framework developed by: (SSC/sector body, please give full name and contact details)
Council for Administration
6 Graphite Square, Vauxhall Walk
London
SE11 5EE
Tel: 020 7091 9620
Email: info@cfa.uk.com

9 Fact Sheet Template

To be completed by SSC/sector bodies as part of the AAG submission. Add details for your particular Apprenticeship/Advanced Apprenticeship into the boxes below. Avoid jargon and abbreviations.

Apprenticeship in Business & Administration

What's involved?

An Apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or a training allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and Technical Certificate as listed below.

National Vocational Qualification List relevant NVQs, including level Business & Administration NVQ at Level 3 for Advanced Apprenticeship	Key Skills AON Level 2 Communication Level 2	Technical certificate List qualification title and awarding body Edexcel EDI/Goal OCR City and Guilds
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The decision on which National Vocational Qualification and technical certificate will be studied will be made by the employer and/or training provider in discussion with the young person.

Entry Requirements (See notes)

No formal entry requirements. Employers can impose their own if they wish to do so. Examples of these are available upon request.

Minimum Periods of Training

What type of job might an apprentice be doing? List the occupations/most commonly used job roles/activities an apprentice is likely to fill <ul style="list-style-type: none">• PA/Secretary• Office Administrator• Administration Clerk	How long does the apprentice take to complete? (See notes) Approximately 12 – 18 months
---	---

Progression

How could the apprentice progress after completing this apprenticeship?

Foundation Degree
Level 4 NVQ
Professional Qualifications

Framework developed by: (SSC/sector body, please give full name and contact details)
Council for Administration
6 Graphite Square, Vauxhall Walk
London
SE11 5EE
Tel: 020 7091 9620
Email: info@cfa.uk.com

Annex A

Technical Certificates Linked to NVQs for the A/AA in

Business & Administration

Title of qualification recognised as a technical certificate	Level	Awarding body	Qualification reference no's	No of Guided Learning Hours	Qual. start Date	Qual. end Date	Certification end date	A or AA	Relevant NVQ title
Level 2 Certificate in Business and Administration (Organisations and People)	2	EDI	100/5214/8	200	27/06/2005	31/07/2008	31/07/2010	A	Business & Administration
Level 3 Certificate in Business and Administration (Organisations and People)	3	EDI	100/5215/X	320	27/06/2005	31/07/2008	31/07/2011	AA	Administration
Level 2 Award in Administration *	2	OCR	100/4257/X	100	01/09/2004	31/07/2007	31/07/2009	A	Business & Administration
Level 2 Certificate for IT Users * (CLAiT Plus)	2	OCR	100/4947/2	90	01/09/2005	31/08/2008	31/08/2009	A	Business & Administration
Level 3 Award in Administration *	3	OCR	100/4258/1	120	01/09/2004	31/07/2007	31/07/2010	AA	Business & Administration
Level 3 Certificate for IT Users * (CLAiT Advanced)	3	OCR	100/4949/6	180	19/9/2005	31/08/2008	31/08/2009	AA	Business & Administration
Level 2 BTEC Diploma in Business Administration	2	Edexcel	100/6094/7	210	12/06/2006	30/04/2009	30/04/2011	A	Business & Administration
Level 3 BTEC Diploma	3	Edexcel	100/6096/0	300	12/06/2006	30/04/2009	30/04/2012	AA	Business &

in Business Administration									Administration
Level 2 Certificate in Business and Administration	2	City and Guilds	500/1789/5	200	1/08/2007	31/07/2010	31/07/2012	A	Business & Administration
Level 3 Certificate in Business and Administration	3	City and Guilds	500/1788/3	320	1/08/2007	31/07/2010	31/07/2012	AA	Business & Administration
Level 2 Certificate for Legal Secretaries	2	City and Guilds/ ILEX	500/1744/5	200	1/08/2007	31/07/2010	31/07/2012	A	Business & Administration
Level 3 Diploma for Legal Secretaries	3	City and Guilds/ ILEX	500/1738/X	320	1/08/2007	31/07/2010	31/07/2012	AA	Business & Administration

Annex B

Apprenticeship in

Business & Administration

(Please complete the tables below and include with your submission to the LSC/AAG. The qualifications to be listed are those that are a mandatory requirement. You do not need to fill in the shaded boxes.)

Framework Code

1	0	2
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Implementation date

1st November 2006

Issue number

5E

NVQs

Title of NVQ	Level	Qualification reference number	Awarding body	Occupational sector <i>(to be completed by LSC national office)</i>	Qualification funding category <i>(to be completed by LSC national office)</i>
Business & Administration	2	100/5217/3	City & Guilds		
Business & Administration	2	100/5309/8	EDI/Goal		
Business & Administration	2	100/5198/3	OCR		
Business & Administration	2	100/5618/X	IMI		
Business & Administration	2	100/5667/1	EAL		
Business & Administration	2	100/5193/4	Edexcel		

Key Skills

Title of Key Skill	Level	LSC funding rate (to be completed by national office)	
Application of Number	1		
Communication	2		

Technical certificates

Title of qualification recognised as a technical certificate	Level	Qualification reference number	Awarding body	Number of Guided Learning Hours (GLH)*	Funding Rate 16-18 (to be completed by LSC national office)	Funding Rate 19+ (to be completed by LSC national office)
Level 2 Certificate in Business and Administration (Organisations and People)	2	100/5214/8	EDI	200		
Level 2 Award in Administration *	2	100/4257/X	OCR	100		
Level 2 Certificate for IT Users * (CLAiT Plus)	2	100/4947/2	OCR	90		
Level 2 BTEC Diploma in Business Administration	2	100/6094/7	Edexcel	210		
Level 2 Certificate in Business and Administration	2	500/1789/5	City and Guilds	200		
Level 2 Certificate for Legal Secretaries	2	500/1744/5	City and Guilds/ ILEX	200		

* Please note that both these qualifications make up the OCR TC for the 2005 framework.

Annex B

Advanced Apprenticeship in

Business & Administration

(Please complete the tables below and include with your submission to the LSC/AAG. The qualifications to be listed are those that are a mandatory requirement. You do not need to fill in the shaded boxes).

Framework Code

1	0	2
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Implementation date

1st November 2006

Issue number

5E

NVQs

Title of NVQ	Level	Qualification reference number	Awarding body	Occupational sector <i>(to be completed by LSC national office)</i>	Qualification funding category <i>(to be completed by LSC national office)</i>
Business & Administration	3	100/5218/5	City & Guilds		
Business & Administration	3	100/5311/6	EDI/Goal		
Business & Administration	3	100/5199/5	OCR		
Business & Administration	3	100/5619/1	IMI		
Business & Administration	3	100/5194/6	Edexcel		
Business & Administration	3	100/5852/7	EAL		

Key Skills

Title of Key Skill	Level	LSC funding rate (to be completed by LSC national office)	
Application of Number	2		
Communication	2		

Technical certificates

Title of qualification recognised as a technical certificate	Level	Qualification reference number	Awarding body	Number of Guided Learning Hours (GLH)*	Funding rate 16-18 (to be completed by LSC national office)	Funding rate 19+ (to be completed by LSC national office)
Level 3 Certificate in Business and Administration (Organisations and People)	3	100/5215/X	EDI	320		
Level 3 Award in Administration *	3	100/4258/1	OCR	120		
Level 3 Certificate for IT Users * (CLAiT Advanced)	3	100/4949/6	OCR	180		
Level 3 BTEC Diploma in Business Administration	3	100/6096/0	Edexcel	300		
Level 3 Certificate in Business and Administration	3	500/1788/3	City and Guilds	320		
Level 3 Diploma for Legal Secretaries	3	500/1738/X	City and Guilds/ ILEX	320		

* Please note that both these qualifications make up the OCR TC for the 2005 framework.

Annex C

Business Administration Apprenticeship Framework Review Consultation respondents

105 Employer (in bold) and 144 Practitioner respondents:

Accenture HR Services
Access Training Ltd
Acorn Training Consultants Ltd
Age Concern Training
Age Concern Training N.W.
Aintree Hospitals NHS Trust
Alfred McAlpine Infrastructure Services
ALI
AMS
Ann Allen Consultant
Ashurst Morris Crisp
Asset Training and consultancy Ltd
Aston Recruitment and Training Ltd
ATG
Ayrshire & Arran NHS Trust
Babington Business College
Barnsley Metropolitan Borough Council
Basingstoke ITEC
Bath and North East Somerset NHS
BCC Training Services
Belfast City Hospital
Beneast Training Ltd
Berriedale Business School
Bestco
Bexley Training Group
BJ Associates
Blackburn College
Bournemouth Borough Council
BPC
Bristol City Council
Brooksby Melton College
Burnley College
Catering Training Squadron (RAF)
Ceredigion Borough Council
Chamber Business Connections
Cheadle and Marple Sixth Form College
Chichester College
Chwarae Teg
City and Guilds
City Centre Training
City College Coventry

City of Bristol College
City of Westminster Council
City Training Services
CMS Vocational Training
Colchester Institute
Coleg Ceredigion
Coleg Sir Gar Training Services
Community Action & Support
Craven College
Crawley College
Damar Business College
Darlington Borough Council
Darlington College of Technology
Daventry District Council
DDC Training and Employment Service
Department for Work and Pensions
Department of Education, Northern Ireland
Department of Trade & Industry
Derbyshire Chamber and Business Link
Devon County Council
Dickinson Dees Law Firm
Dixon Motors Plc
Doncaster College
Dorset County Council
Down Lisburn Health and Social Services Trust
Dunlop-Aerospace
East Down Institute
East Durham and Houghall Community College
East Riding Training Services (ERYC)
East Somerset NHS Trust
Edexcel
Endaim Ltd
Enfield Council Training Services
Essex County Council
EST Training
Fareport Training Organisation
First College
First Rung Ltd
Future Wize
Gateshead College
Gateshead Health NHS Trust
Gordano Training
Gordon Yates
Hammersmith & Fulham Primary Care Group
Hampshire County Council
Haringey Council
Harlow ITeC

Heinemann Educational Publishers
Hereford NHS Primary Care Trust
Herefordshire Group Training Association
Hets Ltd
HMS Raleigh
Hopwood Hall College
Huddersfield Technical College
Hugh Baird College
Hull and East Riding Community Health NHS Trust
Hull ITEC
Hyfforddiant Ceredigion Training
Hyfforddiant Gwynedd
IBM UK Ltd
In-Comm Training Services
Indigo Training Solutions Ltd
Interactive Training Management Ltd
IPS International
ISA Training
ITEC North East
JHP Training
JNC Business Training
Jobwise Training
Kettering Training
Key Training
Key Training Services
Kidderminster College Training
Kirklees Metropolitan Council
Kita Ltd
Landmark Training
Learning & Skills Council, Staffordshire
Learning and Skills Council, Tyne and Wear
Leeds City Council
Leeds College of Technology
Leicestershire County Council
Lincoln College
Lloyds TSB Group
Mandi Pearce Consultant
Marston Lindsay Ross International Ltd
Martin Walsh Associates
Mercia Management
Mid Kent College
Mid Staffordshire General Hospital NHS Trust
Middlesbrough College
Milltech
Moorlands Training Services
MWA Martin Walsh Associates
National Association of Children's Information Services

National Business College
National Probation Service
Neath Port Talbot County Borough Council
Newcastle College
Newcastle NHS Primary Care Trust
Newcastle, North Tyneside and Northumberland Mental Health NHS Trust
NLT Training Services LTD
North Cumbria Health Authority
North Derbyshire Chamber
North Devon College
North Dorset and South West Dorset NHS Primary Care Trust
North East Chamber of Commerce
North East Wales NHS Trust
North East Worcestershire College
North Lanc's Training Group
North Lincolnshire and Goole NHS Trust
North Tees & Hartlepool NHS Trust
North Tyneside Training Services
North Warwickshire and Hinckley College
Northallerton College
Northern Technologies
Northumberland Training Agency
Nottingham Engineering Training Association
Nottinghamshire Chamber of Commerce
Notts Chamber Ltd
NRS Training
OCR
OFSTED
Open Direction Ltd
Orient Gold
Orpington College
Oxfordshire County Council
Pendle Training
Peterborough City Council
Peterborough Regional College
PMCS
Preston College Business Services
ProCo NW Ltd
Protocol Consultancy Services
Protocol Skills
PRP Training
PSC Training and Development
PTP Training
Qualtech Services Ltd
RAF
RAF Med & Dent Accreditation Team

Redcar and Cleveland College
Rotherham Metropolitan Borough Council
Royal Engineers Vocational Educational and Training Trust
RWP Training Ltd
Sandra Robinson Group Ltd
Sandwell Training Association
Scientiam LTD
SEETEC
Segta Management Services
Skills Solution
South & East Belfast Trust
South Kent College
South London and Maudsley NHS Trust
South Tees Hospital NHS Trust
South Warwickshire Primary Care Trust
South Warwickshire Training
South West Durham Training Ltd
Springboard Hackney
Standard Life
Stats Training Ltd
Stephenson College
Stockport Metropolitan Borough Council
Stroud College
SW Training and Development Ltd
Tees and North East Yorkshire NHS Trust
Thames Valley Chamber Training
The Assessment Company
The Care Learning Centre
The Lewisham Hospital NHS Trust
The NHS in Nottingham
The North West London Hospital NHS Trust
The Pennine Acute Hospital NHS Trust
The Royal Borough of Kensington & Chelsea
The Temple Hewitt Partnership
Thomson Bakery
TNG Training
Total People Ltd
Touchstone Group
TPR
Training 2000
Training for Tomorrow
Training Management Services
Training Solutions
Truro College
TTC Training
Tynedale Council
VGTA

W S Training Ltd
Walsall Hospital NHS Trust
Warrington Borough Council
Warrington College
Warrington Council
Wessex Vocational Training Ltd
West Berkshire Training Consortium
West London Mental Health NHS Trust
West Oxfordshire District Council
West Oxfordshire Training Services
West Suffolk College
Willowtree Executives
Winmark
Wirral Metropolitan College
WLC Training Works
Wrexham ITeC
YH Training Services
YMCA Training
York College
Youth Link
Youth Offending Services

Annex D

