

# 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 A Optional Units:

- Work with people in a business environment
- Produce documents in a business environment
- Support the organisation of business travel or accommodation
- Support the organisation of meetings
- Use electronic message systems
- Use a diary system
- Take minutes
- Handle mail
- Provide reception services
- Meet and welcome visitors
- Organise and report data
- Research information
- Store and retrieve information
- Use office equipment
- Maintain and issue stationery stock items
- Bespoke software 2
- Specialist software 2
- Database software 2
- Presentation software 2
- Spreadsheet software 2
- Website software 2
- Word processing software 2
- Using email 2

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

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

- Contribute to running a project
- Design and produce documents in a business environment
- Plan and organise meetings
- Organise business travel or accommodation 2
- Make and receive telephone calls
- Deliver, monitor and evaluate customer service to internal customers
- Deliver, monitor and evaluate customer service to external customers
- Support the design and development of information systems
- Use occupational and safety guidelines when using keyboards
- Bespoke software 1
- Specialist software 1
- Database software 1
- Presentation software 1
- Spreadsheet software 1
- Website software 1
- Word processing software 1
- Using email 1

#### 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.