

Management & Business Skills

Team Leader/Supervisor Level 3 Standard

A team leader/supervisor is a first line management role, with operational/project responsibilities or responsibility for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Knowledge

- Leading People
- Managing People
- Building Relationships
- Project Management

Skills

- Communication
- Management of Self

Behaviours

- Takes Responsibility
- Professionalism

12 Months

Operations/Departmental Manager Level 5 Standard

An operations/departmental manager is someone who manages teams and/or projects, and achieving operational or departmental goals and objectives, as part of the delivery of the organisations strategy. They are accountable to a more senior manager or business owner. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities and job titles will vary, but the knowledge, skills and behaviours needed will be the same.

Knowledge

- Operational Management
- Project Management
- Building Relationships
- Decision Making

Skills

- Communication
- Leading People

Behaviours

- Inclusive
- Agile

30 months

Business Administrator Level 3 Standard

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

Knowledge

- Business Fundamentals
- Policies
- Relevant Regulation
- External Environment Factors

Skills

- Record and Document Production
- Planning and Organisation

Behaviours

- Managing Performance
- Adaptability

18 Months

Business & Professional Administration Level 4 Framework

As part of the apprenticeship the learners will be required to complete an additional technical certificate qualification – Level 4 Business and Professional Administration 4710. The Level 4 Diploma allows learners to learn, develop and practice the higher level skills. It will enable learners to gain generic and specific management and technical skills appropriate to their field or aspirations. The qualification also gives opportunities for research, analysis and original thought which are skills valued by Higher Education Institutions.

Knowledge

- Resolve Administrative Problems
- Manage Administrative Functions
- Manage Personal and Professional Development
- Manage Information Systems

Skills

- Decision Making
- Project Management

Behaviours

- Professionalism
- Responsibility

24 months