

Diploma in Business Administration

SCQF Level 5

Skills
Development
Scotland



Why choose GP Strategies Scottish Apprenticeships?

20+ years of experience in delivering modern apprenticeships

Achievement rate 10% over the national average

Consistently 'All Green with High Confidence' across our External Verification visits

Effective remote delivery across the whole of Scotland

Fully accredited with Qualification Scotland

Employer benefits

Dedicated account manager with tailored consultation

Unlock potential by creating an adaptive and resilient workforce

Remote delivery providing flexible workplace options

83% of employers say they have seen improved productivity

79% of employers say this has boosted staff morale

72% of employers say this has helped with staff retention

Apprentice benefits

Earn while you learn

Industry-recognised qualification

Support and guidance throughout

Enhanced career opportunities

The role of a business and administration apprentice

This apprenticeship is designed to develop individuals working within a business support function, equipping them with the skills and knowledge required to perform effectively and demonstrate these competencies in their role.

Business administration roles vary widely—many operate behind the scenes, while others, such as receptionists, involve direct customer interaction. These roles are integral to the success of any organisation. This programme is ideal for those starting their career, providing a strong foundation for progression and enabling apprentices to become a valued part of the organisation.



Learning journey example

(The qualification includes 3 mandatory units and 5 optional units)

- 1 Manage and improve own performance in a business environment
- 2 Undertake and support work practises in a business environment
- 3 Prepare to communicate in a business environment

Optional:

- 4 Work with other people in a business environment
- 5 Produce documents in a business environment
- 6 Use bespoke software
- 7 Collate and organise data
- 8 Provide reception services

Evidence Gathering

Apprentices are supported and guided by a dedicated assessor throughout the apprenticeship programme.



Prepare to communicate in a business environment

Candidates learn the standards for written and verbal communication in a business environment. The unit helps candidates identify the purpose and audience of a communication, communicate in ways that suit the audience, and seek feedback on whether the communication has achieved its purpose.



Provide reception services

Candidates explore how to provide reception services in line with organisational policies and procedures.

This involves dealing with the arrival of customers, assisting with check in, processing documents, promoting an organisation's products and services, and handling multiple communication channels at once.



Collate and organise data

This standard is about collating and organising data in an agreed format and timescale.

It includes checking the accuracy of data, making appropriate adjustments and getting feedback on the data where necessary. It is for administrators who collate and organise data as part of their role.

These are just some of the topics that apprentices can work towards.
Your assessor will help you create a tailored programme to suit your needs.

Supplied by our partners

e-Portfolio

Our online portfolio is OneFile, which is easily accessible from any device at any time. This tool helps you gather evidence to build your portfolio, track your progress, and view any upcoming appointments booked with your assessor. Stay up to date with your progress, ask questions, and expand your knowledge with the click of a button.

Professional and Vendor Qualification

GP Strategies Scotland is an approved apprenticeship provider with Skills Development Scotland and Qualification Scotland. Additional training opportunities are available.



Qualifications
Scotland
Approved Centre



What happens next?

Initial meeting

Establish customer requirement

Identify most suitable solution

Set up

Complete formal agreements

Apprentice induction and initial assessment

Awarding body registration

Programme commencement

Induction appointment with assessor

Candidate e-Portfolio assigned

First action plan created

Support and feedback

Regular meetings with assessor, remotely through Microsoft Teams, telephone, and email

Quarterly updates with account manager

Review and evaluation

13-week reviews are carried out with the manager, candidate, and assessor to reflect on progress, celebrate success, and discuss any issues.

Celebrate success

Completion certificates sent to apprentice



GP Strategies

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If you would like any further information, contact:
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GP Strategies Scottish Apprenticeships – committed to equality and valuing diversity.

