

Work Based Learning

Integrated work based learning plays an essential part in the successful achievement of this award and is achieved by working in partnership with employers offering relevant work based activities.

Work based learning is designed to encourage and promote candidate development whereby employers can invest in their employee development by providing a quality learning opportunity linked to a relevant vocational qualification at levels 2, 3 or Modern Apprenticeship.

Modern Apprenticeship in Administration

The Modern Apprenticeship in Administration provides a structure with great flexibility and breadth and will continue to provide a high level programme of training and education for anyone who wishes to build sound skills in administration.

M.A.'s will achieve:

- **SVQ in Administration at level 3**
- **Core Skills**
- **Enhancements such as E.C.D.L. or other relevant short courses**

Modern Apprenticeships are open to everyone irrespective of age, gender, race or disability.

Further information on the M.A. framework is available from ITEC Integrations on request.

Further Information

If you require further information on any of the products or services mentioned in this brochure, then please contact...



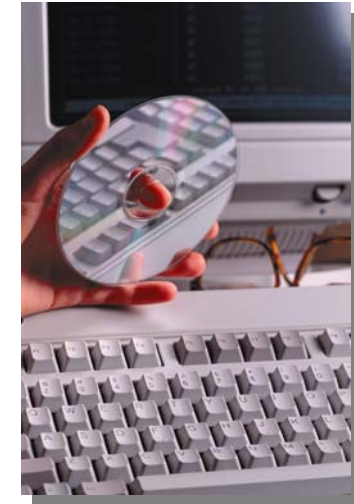
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SVQ – Administration Scottish Vocational Qualifications

**Skillseekers, Training for Work
& New Deal**



Background

This programme recognises that administrative skills and qualifications play a key role in any organisation, and has been developed to suit those with the ambition to develop a career within an administration environment, by applying such skills as:

-  Word Processing / Spreadsheets / Database & Graphical Presentation
-  Document Filing / Photocopying
-  Telephone Techniques / Fax / E-mail
-  Using New Technology for E-mail & Internet Communications
-  Organising activities & events

More people work in business administration than in any other occupational area in the UK. Every business needs effective administration and that need remains whatever else changes. New products and services, new technology and organisational structures are often introduced to boost the performance of a business and capture new markets, but all still require effective administrative staff to succeed.

Entry requirements

These SVQ's are open to both employed and non-employed people who wish to gain a relevant qualification.

Skillseekers: Preferred entry qualifications for Skillseekers are Standard grades at 3 or above, in English, Maths and Administration or Computing with a keen interest in working within this sector.

Training for Work & New Deal: Demonstrate an interest in this career path, together with any previous relevant work or training experience.

SVQ Level 2 Administration

The Level 2 SVQ is appropriate for people who undertake routine tasks and consists of five mandatory units, plus one optional unit from **Group A** plus two optional units from **Group B**.

The **five** mandatory units are as follows:-

- Ensure your own actions reduce risks to health & safety
- Support the work of your team
- Plan organise and improve your work
- Communicate information using the telephone and fax
- Prepare and print documents using a computer

Group A - one optional unit chosen from:

- Record, store and supply information using a paper-based filing system.
- Enter, retrieve and print data in a database

Group B - two optional units chosen from:

- Maintain and issue stock items
- Co-ordinate mail services
- Produce and distribute mail merge documents
- Contribute to the arrangements of events
- Receive and assist visitors
- Support the use of information technology
- Communicate information electronically
- Produce simple spreadsheet documents
- Photocopy, present and distribute complex documents

SVQ Level 3 Administration

Level 3 is appropriate for those who undertake more responsible tasks within organisations and consists of five mandatory units plus one optional unit from **Group A** plus three optional units from **Group B**.

The **five** mandatory units are as follows:-

- Maintain effective working relationships
- Contribute to the maintenance of health & safety and productive working environment
- Manage your work and development
- Contribute to co-ordinating administrative services
- Research, prepare and present information from a variety of sources

Group A - one optional unit chosen from:

- Maintain and develop a paper-based information system
- Maintain and use databases

Group B - three optional units chosen from:

- Develop effective services for customers
- Support uses of administrative services
- Contribute to scheduling and co-ordinating of activities
- Contribute to organising events
- Order, store and distribute supplies
- Support and record business meetings
- Support the use of information technology systems
- Produce spreadsheet documents
- Design and create complex documents using a computer
- Design and create presentations using a computer
- Record income and receipts
- Making and recording payments
- Investigate arrears and recover debt