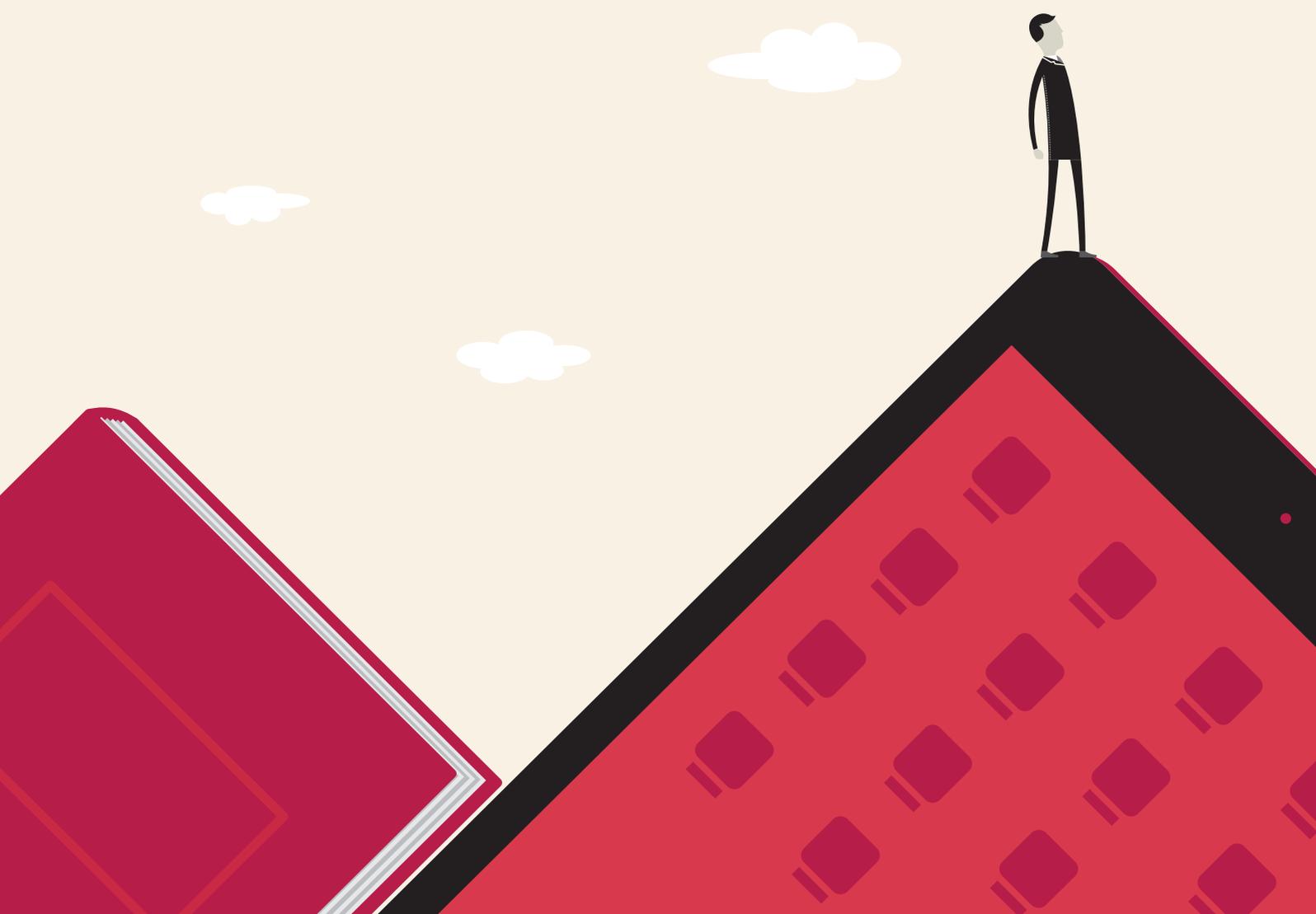


New Pearson business skills qualifications and BTEC Apprenticeships:

Business Administration, Customer Service and
Team Leading, Management and Leadership (QCF)





“ In the last year alone more than 200,000 learners registered on to one of our business skills qualifications. ”

Background

Pearson Work Based Learning and Colleges in partnership with the sector skills council for business, Skills CFA, have been working together to redevelop our suite of qualifications and Apprenticeships in each of the following sectors:

- **Business Administration**
- **Customer Service**
- **Team Leading, Management and Leadership**

On **01 September 2014** we will see the exciting launch of our new business skills qualifications and BTEC Apprenticeships in England and Wales.

Introducing our new business skills qualifications

Following a holistic review including revisions to National Occupational Standards, research into emerging industry trends, research into the knowledge and skills requirements of employers, and a collaborative qualification review process involving more than 20 awarding organisations, as of 01 September 2014, our suite of qualifications and BTEC Apprenticeships in each sector will be replaced by a new, learner-focused offer.

The most notable change will be to BTEC Apprenticeships. Currently Level 2 and Level 3 SASE/W

Apprenticeships in each sector comprise of a separate competency and knowledge qualification. From 01 September 2014, each sector framework will be replaced by a new Apprenticeship that will combine both knowledge and competency into a single qualification. The combined qualification will include both knowledge and competency-based units.

Higher Apprenticeships at Levels 4 and 5 will remain as separate knowledge and competency qualifications.



Why choose Pearson Work Based Learning and Colleges for business skills?

We are the UK's leading provider of business skills qualifications and support services. For years we have worked closely with employers, training providers, FE colleges and the sector skills council for business, to develop a broad range of qualifications suitable for those working in the business environment.

By choosing to work with us, you will have access to:



- **The widest choice of business qualifications and units from BTEC, Edexcel and BTEC Apprenticeships.** We offer programmes in different sizes and at different levels from entry levels right through to Level 7 - allowing you to find qualifications suitable for all your learners.
- **A variety of pathways and optional units** that have been designed to give you flexibility in delivery and assessment. Learners can progress both vertically and horizontally across our wide suite of business skills qualifications.
- **Contextualised delivery.** All of our new business skills qualifications have been carefully written to be accessible and relevant to those working in any context. For this reason, we have kept the various assessment criteria as context-free as possible. This means that when you are delivering our new qualifications, you will be able to make them relevant to the individual learner, and they can relate their evidence towards their own workplace or chosen sector industry.
- **Bite-sized qualifications.** We offer a number of smaller-sized business skills qualifications so that you and your learners can choose what units to take, meaning you can select the qualifications that are most meaningful and relevant, increasing completion rates.
- **A full range of resources for learners, assessors and providers** both on and off-line, with activities to suit a range of learning styles and workplace environments.

Free – exclusive resources to support your BTEC Apprenticeships in business skills

Online, flexible resources to support planning and assessment

To coincide with the launch of our new business skills qualifications, from January 2015 we will be launching a brand new free resources website for the following BTEC Apprenticeship frameworks:

- Business Administration, Level 2 and Level 3
- Customer Service, Level 2 and Level 3
- Team Leading, Level 2 and Management, Level 3

This new resources website can be accessed and used by both assessors and learners, and features will include:

- a bank of customisable materials
- a wide range of evidence collecting opportunities for all sectors and levels
- content mapped holistically across themes to help save time and repetition
- quiz questions to help learners check knowledge for the online learning units
- Functional Skills support (contextualised for your sector)
- a downloadable pdf version of the Apprenticeship Guide and Planner
- different activity types to suit a range of learning styles and work place environments.



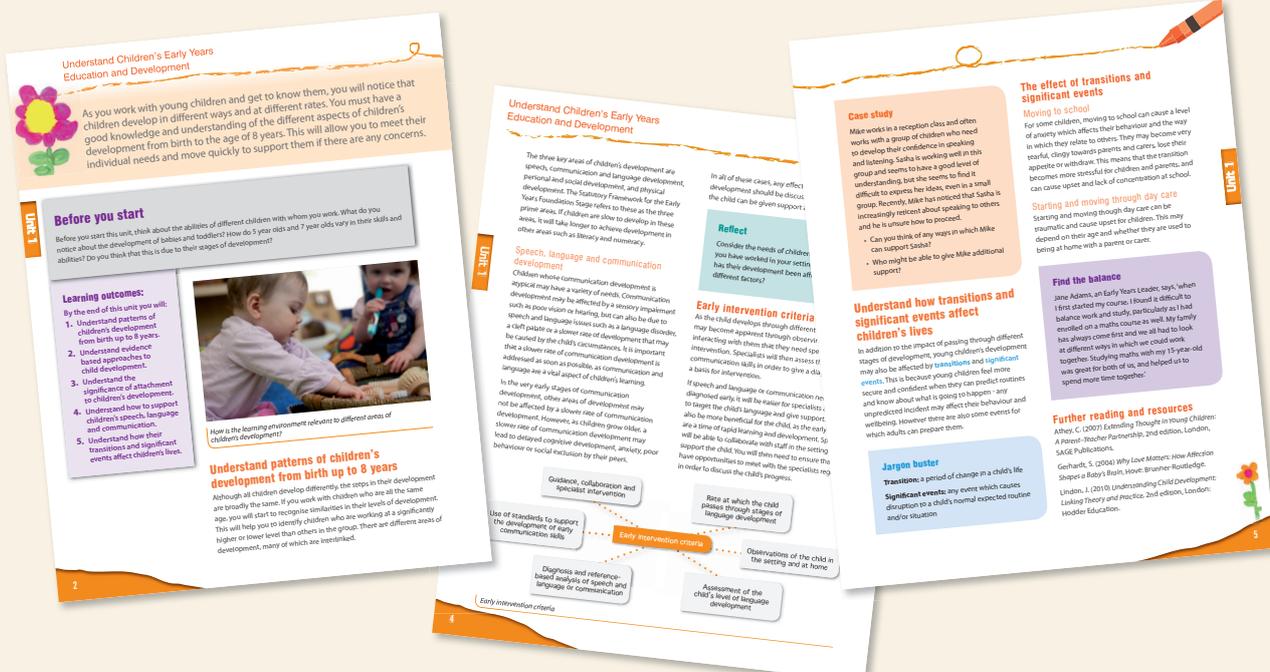
Assessment Guide and Planner

From January 2015, as part of the registration process onto a BTEC Apprenticeship in business administration, customer service or team leading, management and leadership, you will receive a full colour, printed Assessment Guide and Planner, to help you plan the assessment of your apprentices in the workplace and maximise your time.

Key features of this new Assessment Guide and Planner include:

- detailed information on the structure of the relevant business skills BTEC Apprenticeship
- guidance on how to use, and make the most of the free resources website
- a dedicated pull-out section for apprentices
- clear best practice advice and guidance on areas where you and your learners need support, including:
 - induction
 - holistic delivery
 - managing learner behaviour
 - engaging with employers
 - recruitment, retention and completion
- a comprehensive mapping document so the assessor can see how each activity maps to the units.

Learn more about this support at www.pearsonwbl.com/bus



Important information on how to access these resources:

- These resources are available for registered centres approved to deliver the new BTEC Apprenticeship Frameworks in business skills from January 2015.
- You will receive access details for the resources upon registration of your learners.
- The resources will be available from the end of January 2015 onwards.

Sample pages are taken from online resources and published resources. These are draft pages and may be subject to change before publication.

Outstanding Support

We know that good help and advice matter more than ever when delivering qualifications which is why we have put together a first-class support package for you. To meet the needs of assessors, learners and employers, we are providing a wide range of resources to support you through the new business skills qualifications and BTEC Apprenticeships from January 2015.

Specifications

All of our business skills specifications have been redeveloped to coincide with the launch of our new qualifications and contain the qualification structures, units and guidance on delivery, assessment and quality assurance. They include unit amplification of the full knowledge units and amplification of underpinning knowledge contained within competency units.

Assessments

There will be onscreen assessments for full knowledge units which will be available from 20 October 2014.

Integrated assessment of both knowledge and competency

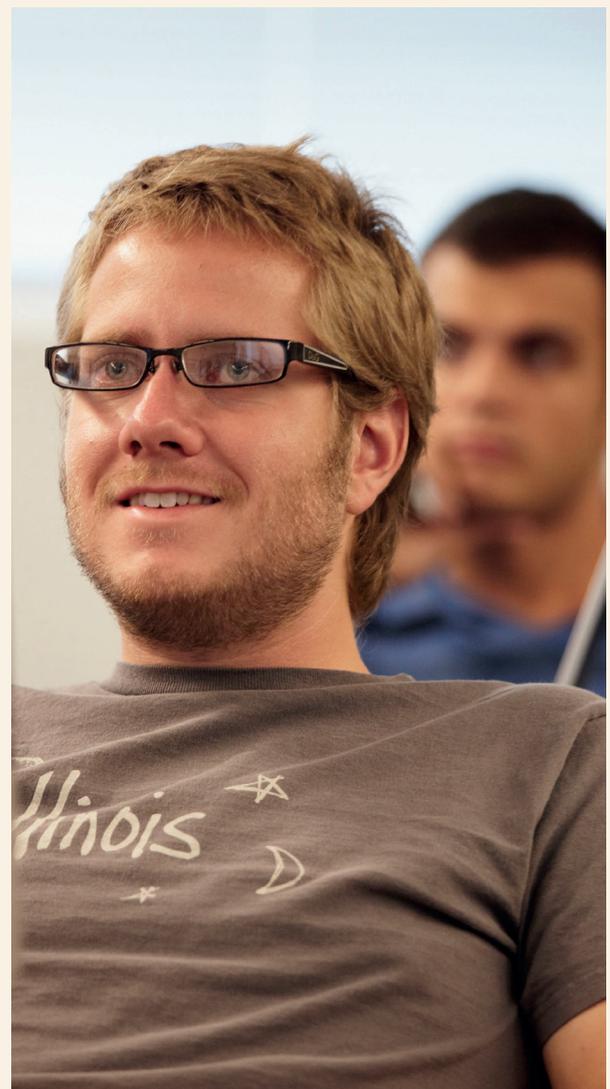
The knowledge and competence-based elements of the Apprenticeships have been assessed separately up until now; with BTEC Apprenticeships we are enabling you to integrate the assessment process between these elements. This means learners can use their evidence for both parts of their Apprenticeship thus saving time and administration costs for you and making things easier for the learner.

“

The BBC Apprenticeship scheme is enabling us to attract a diverse pool of talent. We currently have 37 apprentices and our ambition is to move that to 170, 1% of the workforce.

If we can develop this scheme and it results in an accreditation, it is an amazing place to be and Pearson have been central to it. ”

Bal Samra,
Commercial Director, BBC.



Business Administration

Our business administration qualifications provide individuals with the skills required for an administrative or clerical role, and instill an understanding of the key responsibilities required in the role. They attract some of the highest number of applicants in the country.

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 1 Certificate in Business Administration 601/3393/4	Principles of personal performance and development	3	1	30	Portfolio
	Principles of working in a business environment	4	1	25	Portfolio
	Work with others in a business environment	2	1	18	Portfolio
	Health and safety in a business environment	2	1	10	Portfolio
	Principles of business communication	3	1	15	Portfolio
	Principles of business administration	3	1	13	Portfolio
	Optional Units				
Learners can choose from a choice of 13 optional units to meet the minimum credit value.					
Other Information					
A minimum of 25 credits: 17 credits from mandatory units and a minimum of 8 credits from optional units. A minimum of 25 credits must be achieved through the completion of units at Level 1 or above.					
<p>Designed to:</p> <ul style="list-style-type: none"> widen learners' knowledge of the fundamental standards, attitudes and principles of working in a business administration environment develop learners' skills in carrying out a range of routine administrative tasks <p>Learner types include:</p> <ul style="list-style-type: none"> those intending to return to work after unemployment NEET learners school leavers those looking to progress into an administrative support role or towards a Pearson BTEC Intermediate Apprenticeship in Business Administration (Level 2). 					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 2 Diploma in Business Administration 601/3405/7	Communication in a business environment	3	2	19	Portfolio
	Principles of providing administrative services	4	2	25	Internal or External Onscreen Test
	Principles of business document production and information management	3	2	21	Internal or External Onscreen Test
	Understand employer organisations	4	2	41	Internal or External Onscreen Test
	Manage personal performance and development	4	2	18	Portfolio
	Develop working relationships with colleagues	3	2	19	Portfolio
	Optional Units				
Learners can choose from a choice of 54 optional units to meet the minimum credit value.					
Other Information					
A minimum of 45 credits: 21 credits from the mandatory units and a minimum of 24 credits from optional unit groups. A minimum of 36 credits must be achieved through the completion of units at Level 2 or above.					
<p>Designed for learners to:</p> <ul style="list-style-type: none"> demonstrate a broad set of skills when carrying out business administrative tasks develop their understanding of the principles that underpin working in a business administrative environment including specialist and sector related knowledge demonstrate occupational competence in a range of business administrative roles for example: <ul style="list-style-type: none"> office junior administrator business support officer receptionist secretary 					
This qualification forms the combined knowledge and competency qualification of the Pearson BTEC Intermediate Apprenticeship in Business Administration (Level 2).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 3 Diploma in Business Administration 601/3406/9	Communicate in a business environment	4	3	24	Portfolio
	Manage personal and professional development	3	3	12	Portfolio
	Principles of business communication and information	4	3	27	Internal or External Onscreen Test
	Principles of administration	6	3	27	Internal or External Onscreen Test
	Principles of business	10	3	74	Internal or External Onscreen Test
Optional Units					
Learners can choose from a choice of 72 optional units to meet the minimum credit value.					
Other Information					
A minimum of 58 credits: 27 credits from the mandatory units and a minimum of 31 credits from optional unit groups. A minimum of 40 credits must be achieved through the completion of units at Level 3 or above.					
Designed for learners to: <ul style="list-style-type: none"> • demonstrate a practiced set of skills when carrying out business administrative operations including the introduction of developing and managing administrative systems, processes and functions • develop their understanding of the principles that underpin working in a business administrative environment including the principles of business, covering the broader, cross-organisational processes that an administrator will need to understand • demonstrate occupational competence in a range of business administrative roles such as: <ul style="list-style-type: none"> • personal assistant • business development executive • legal administrator • administrative officer • project officer • team leader 					
This qualification forms the combined knowledge and competency qualification of the Pearson BTEC Advanced Apprenticeship in Business Administration (Level 3).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson Edexcel Level 4 NVQ Diploma in Business Administration 601/3425/2	Communicate in a business environment	4	3	24	Portfolio
	Resolve administrative problems	6	4	56	Portfolio
	Manage the work of an administrative function	5	4	27	Portfolio
	Manage personal and professional development	3	3	12	Portfolio
Optional Units					
Learners can choose from a choice of 40 optional units to meet the minimum credit value.					
Other Information					
A minimum of 57 credits: 18 credits from the mandatory units and a minimum of 39 credits from optional unit groups. A minimum of 30 credits must be achieved through the completion of units at Level 4 or above.					
Designed for learners to demonstrate: <ul style="list-style-type: none"> • a practiced and complex set of skills including leading and managing a range of defined business administrative functions • occupational competence in business administrative roles that include responsibility and autonomy for managing others, improving business performance and resolving administrative problems for example: <ul style="list-style-type: none"> • office manager • executive assistant • business development officer • project manager 					
This qualification forms the competency qualification of the Pearson BTEC Higher Apprenticeship in Business and Professional Administration (Level 4).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 4 Diploma in Business Administration 601/3499/9	Business administration systems	6	4	31	Internal Assessment
	Communicating in a business	5	4	28	Internal Assessment
	Managing self development	6	3	36	Internal Assessment
	Optional Units				
Learners can choose from a choice of 18 optional units to meet the minimum credit value.					
Other Information					
A minimum of 42 credits: 17 credits from the mandatory units and a minimum of 25 credits from optional unit groups.					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 4 Extended Diploma in Business Administration 601/3594/3	Business administration systems	6	4	31	Internal Assessment
	Communicating in a business	5	4	28	Internal Assessment
	Managing self development	6	3	36	Internal Assessment
	Culture and ethics in a business	8	4	49	Internal Assessment
	Principles of quality management	4	4	37	Internal Assessment
	Negotiation and influencing in the workplace	5	4	34	Internal Assessment
	Principles of operational planning	15	4	67	Internal Assessment
	Managing information and knowledge	15	4	72	Internal Assessment
	Understand how to manage work activities to improve business performance	11	4	43	Internal Assessment
Optional Units					
Learners can choose from a choice of 15 optional units to meet the minimum credit value.					
Other Information					
A minimum of 110 credits: 75 credits from the mandatory units and a minimum of 35 credits from optional unit groups.					
<p>These qualifications are designed for learners to:</p> <ul style="list-style-type: none"> develop the underpinning knowledge and understanding that is required to lead and manage a range of defined business administration functions within operational areas of responsibility demonstrate understanding in a broad range of complex business and professional administrative themes including: <ul style="list-style-type: none"> business administration systems managing self development communication in business quality management negotiation and influencing within the workplace operational planning managing information and knowledge and principles of administration for executive assistants <p>Potential job roles for those working towards these qualifications are:</p> <ul style="list-style-type: none"> office manager executive assistant business development officer project manager 					
Either qualification forms the knowledge qualification of the Higher Apprenticeship in Business and Professional Administration (Level 4).					



BTEC Apprenticeships in Business Administration

Apprenticeship Title	Level	Competence Qualification	Credit Value	Knowledge Qualification	Credit Value	Transferable Skills (England)	Transferable Skills (Wales)
BTEC Intermediate Apprenticeship in Business Administration	2	Pearson BTEC Level 2 Diploma in Business Administration (QCF) 601/3405/7			45	Functional Skills English Level 1 Functional Skills Mathematics Level 1 Functional Skills ICT Level 1	Essential Skills Communication Level 1 Essential Skills Application of Number Level 1 Essential Skills IT Level 1
BTEC Advanced Apprenticeship in Business Administration	3	Pearson BTEC Level 3 Diploma in Business Administration (QCF) 601/3406/9			58	Functional Skills English Level 2 Functional Skills Mathematics Level 2 Functional Skills ICT Level 2	Essential Skills Communication Level 2 Essential Skills Application of Number Level 2 Essential Skills IT Level 2
BTEC Higher Apprenticeship in Business and Professional Administration	4	Pearson Edexcel Level 4 NVQ Diploma in Business Administration (QCF) 601/3425/2	57	Pearson BTEC Level 4 Diploma in Business Administration (QCF) 601/3499/9	42	NA	Essential Skills Communication Level 2 Essential Skills Application of Number Level 2 Essential Skills IT Level 2
				OR			
				Pearson BTEC Level 4 Extended Diploma in Business Administration (QCF) 601/3594/3	110		
				OR			
Pearson BTEC Level 4 HNC Diploma in Business (QCF) 500/8241/3	120						

Employee Rights and Responsibilities (ERR):

The ERR component of an Apprenticeship can be completed through either achieving the unit L/506/1905 Employee rights and responsibilities (QCF) - this is an optional unit included within the combined competence and technical qualification, or the Skills CFA ERR Workbook available from the Skills CFA website www.skillscfa.org

The Wider Key Skills (Wales only) are already covered within the core elements of the Apprenticeship qualifications. No additional Wider Key Skills delivery is required.

Personal Learning and Thinking Skills (PLTS):

All six groups of PLTS (independent enquirers, creative thinkers, reflective thinkers, team workers, self-managers and effective participants) must be achieved and evidenced by the apprentice as part of the framework requirements. PLTS have been mapped to the mandatory units of the combined competence and technical qualifications to demonstrate where these skills are likely to occur. Please note, PLTS is not a requirement of the Higher Apprenticeships.

For a full list of units please visit:
www.pearsonwbl.com/busunits2014

For specifications please visit:
www.pearsonwbl.com/bus2014

Customer Service

Everyone knows how important it is to look after your customers. As an investment, customer service training brings the very highest returns. We have an excellent suite of qualifications designed for you to implement in your organisation or to support your learners or employees in developing their customer service skills.

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 1 Certificate in Customer Service 601/3392/2	Understand working in a customer service environment	3	1	25	Portfolio
	Communication in customer service	2	1	14	Portfolio
	Principles of personal performance and development	3	1	30	Portfolio
	Principles of working in a business environment	4	1	25	Portfolio
	Work with others in a business environment	2	1	18	Portfolio
	Optional Units				
Learners can choose from a choice of thirteen optional units to meet the minimum credit value.					
Other Information					
A minimum of 23 credits: 14 credits from the mandatory units and a minimum of 9 credits from optional units. A minimum of 23 credits must be achieved through the completion of units at Level 1 or above.					
<p>Designed to</p> <ul style="list-style-type: none"> widen learners' knowledge of the fundamental standard, attitudes and principles of working in a customer service role within a business environment develop learners' skills in carrying out a range of routine service related tasks including communicating and dealing directly with customers <p>Learner types:</p> <ul style="list-style-type: none"> those intending to return to work after unemployment those with little or no experience of the sector NEET learners school leavers those looking to progress into a customer service role or towards an Intermediate Apprenticeship in Customer Service (Level 2) 					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 2 Diploma in Customer Service 601/3424/0	Deliver customer service	5	2	27	Portfolio
	Understand customers	2	2	17	Internal or External Onscreen Test
	Principles of customer service	4	2	34	Internal or External Onscreen Test
	Understand employer organisations	4	2	40	Internal or External Onscreen Test
	Manage personal performance and development	4	2	18	Portfolio
	Optional Units				
Learners can choose from a choice of 34 optional units to meet the minimum credit value.					
Other Information					
A minimum of 45 credits: 19 credits from the mandatory units and a minimum of 26 credits from optional units. A minimum of 45 credits must be achieved through the completion of units at Level 2 or above.					
<p>Designed for learners to:</p> <ul style="list-style-type: none"> demonstrate a broad set of skills when carrying out customer service related tasks and to develop learners' understanding of the principles that underpin working in a customer service role including understanding customers and employers enhance softer-skills development in areas such as communication, problem solving, analysing feedback and using social media to deliver customer services and real-time online customer service support demonstrate occupational competence in a range of customer service roles for example: <ul style="list-style-type: none"> customer service advisor customer service operator receptionist service agent help desk operative call centre agent <p>This qualification forms the combined knowledge and competency qualification of the Pearson BTEC Intermediate Apprenticeship in Customer Service (Level 2).</p>					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 3 Diploma in Customer Service 601/3478/1	Organise and deliver customer service	5	3	27	Portfolio
	Understand the customer service environment	5	3	40	Internal or External Onscreen Test
	Understand customers and customer retention	4	3	35	Internal or External Onscreen Test
	Resolve customers' problems	4	3	19	Portfolio
	Principles of business	10	3	74	Internal or External Onscreen Test
	Manage personal and professional development	3	3	12	Portfolio
Optional Units					
Learners can choose from a choice of 39 optional units to meet the minimum credit value.					
Other Information					
A minimum of 55 credits: 31 credits from the mandatory units and a minimum of 24 credits from optional unit groups. A minimum of 40 credits must be achieved through the completion of units at Level 3 or above.					
<p>Designed for learners to:</p> <ul style="list-style-type: none"> demonstrate a practiced set of skills when carrying out customer service operations including managing performance improvements in service delivery, customer satisfaction, loyalty and reliability develop their understanding of the principles that underpin working in a customer service environment including understanding customer retention and the principles of business demonstrate occupational competence in a range of customer service roles for example: <ul style="list-style-type: none"> customer service supervisor team leader customer service coordinator customer relationship manager client services officer events coordinator 					
This qualification forms the combined knowledge and competency qualification of the Pearson BTEC Advanced Apprenticeship in Customer Service (Level 3).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson Edexcel Level 4 NVQ Diploma in Customer Service 601/3479/3	Manage customer service operations	7	4	23	Portfolio
	Champion customer service	4	4	17	Portfolio
	Manage personal and professional development	3	3	12	Portfolio
Optional Units					
Learners can choose from a choice of 31 optional units to meet the minimum credit value.					
Other Information					
A minimum of 50 credits: 14 credits from the mandatory units and a minimum of 36 credits from optional unit groups. A minimum of 38 credits must be achieved through the completion of units at Level 4 or above.					
<p>Designed for learners to:</p> <ul style="list-style-type: none"> demonstrate a practiced and complex set of skills including leading and managing a range of defined customer service operations demonstrate occupational competence in a range of customer service roles that include the responsibility and autonomy for managing others, developing customer service strategy and championing customer service across the wider business for example: <ul style="list-style-type: none"> service delivery manager training and events officer communications manager account services manager customer engagement executive 					

BTEC Apprenticeships in Customer Service

Apprenticeship Title	Level	Competence Qualification	Credit Value	Transferable Skills (England)	Transferable Skills (Wales)
BTEC Intermediate Apprenticeship in Customer Service	2	Pearson BTEC Level 2 Diploma in Customer Service (QCF) 601/3424/0	45	Functional Skills English Level 1 Functional Skills Mathematics Level 1	Essential Skills Communication Level 1 Essential Skills Application of Number Level 1
BTEC Advanced Apprenticeship in Customer Service	3	Pearson BTEC Level 3 Diploma in Customer Service (QCF) 601/3478/1	55	Functional Skills English Level 2 Functional Skills Mathematics Level 2	Essential Skills Communication Level 2 Essential Skills Application of Number Level 2

Employee Rights and Responsibilities (ERR):

The ERR component of an Apprenticeship can be completed through either achieving the unit L/506/1905 Employee rights and responsibilities (QCF) - this is an optional unit included within the combined competence and technical qualification, or the Skills CFA ERR Workbook available from the Skills CFA website www.skillscfa.org

The Wider Key Skills (Wales only) are already covered within the core elements of the Apprenticeship qualifications. No additional Wider Key Skills delivery is required.

Personal Learning and Thinking Skills (PLTS):

All six groups of PLTS (independent enquirers, creative thinkers, reflective thinkers, team workers, self-managers and effective participants) must be achieved and evidenced by the apprentice as part of the framework requirements. PLTS have been mapped to the mandatory units of the combined competence and technical qualifications to demonstrate where these skills are likely to occur. Please note, PLTS is not a requirement of the Higher Apprenticeships.

For a full list of units please visit:

www.pearsonwbl.com/busunits2014

For specifications please visit:

www.pearsonwbl.com/bus2014



Team Leading, Management and Leadership

Good team leaders and managers are essential to any organisation. We recognise this, which is why we have put together a market-leading suite of qualifications with a complementing support package designed to help you achieve your business goals.

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 2 Diploma in Team Leading 601/3430/6	Manage personal performance and development	4	2	18	Portfolio
	Communicate work-related information	4	2	23	Portfolio
	Lead and manage a team	5	2	25	Portfolio
	Principles of team leading	5	2	37	Internal or External Onscreen Test
	Understand business	4	2	32	Internal or External Onscreen Test
Optional Units					
Learners can choose from a choice of 23 optional units to meet the minimum credit value.					
Other Information					
A minimum of 40 credits: 22 credits from the mandatory units and a minimum of 18 credits from optional unit groups. A minimum of 40 credits must be achieved through the completion of units at Level 2 or above.					
Designed for learners to: <ul style="list-style-type: none"> demonstrate a broad set of skills when carrying out a range of team leading tasks including leading team and individual performance develop their understanding of the principles that underpin leading a team including leadership styles, team dynamics, managing the work of teams and communication techniques demonstrate occupational competence in a range of business settings and within organisations of varying sizes and sectors for example: <ul style="list-style-type: none"> team leader section leader trainee supervisor floor manager help desk leader team coordinator 					
This qualification forms the combined knowledge and competency qualification of the Pearson BTEC Intermediate Apprenticeship in Team Leading (Level 2).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 3 Diploma in Management 601/3396/X	Manage personal and professional development	3	3	12	Portfolio
	Manage team performance	4	3	21	Portfolio
	Principles of leadership and management	8	3	50	Internal or External Onscreen Test
	Principles of people management	6	3	34	Internal or External Onscreen Test
	Principles of business	10	3	74	Internal or External Onscreen Test
Optional Units					
Learners can choose from a choice of 40 optional units to meet the minimum credit value.					
Other Information					
A minimum of 55 credits: 31 credits from the mandatory units and a minimum of 24 credits from optional unit groups. A minimum of 41 credits must be achieved through the completion of units at Level 3 or above.					
Designed for learners to: <ul style="list-style-type: none"> demonstrate a practiced set of skills when carrying out defined management activities within an operational area of responsibility including performance management, people development and operational planning develop their understanding of the principles of management and leadership, managing people and the principles of business, covering the broader, cross-organisational processes that a manager will need to understand demonstrate occupational competence in a range of business settings and within organisations of varying sizes and sectors to ensure that management and leadership skills support productivity and efficiency of the workforce for example: <ul style="list-style-type: none"> first line manager section manager assistant manager junior non-commissioned officer senior supervisor 					
This qualification forms the combined knowledge and competency qualification of the Pearson BTEC Advanced Apprenticeship in Management (Level 3).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson Edexcel Level 4 NVQ Diploma in Management 601/3401/X	Manage personal and professional development	3	3	12	Portfolio
	Provide leadership and management	5	4	28	Portfolio
	Develop and implement an operational plan	5	4	24	Portfolio
	Develop working relationships with stakeholders	4	4	20	Portfolio
Optional Units					
Learners can choose from a choice of 44 optional units to meet the minimum credit value.					
Other Information					
A minimum of 53 credits: 17 credits from the mandatory units and a minimum of 36 credits from optional unit groups. A minimum of 40 credits must be achieved through the completion of units at Level 4 or above.					
<p>Designed for learners to:</p> <ul style="list-style-type: none"> develop practiced and complex management skills including managing people, managing operational performance and stakeholder management develop personal management capabilities and move from first line manager (Level 3) to middle management (Level 5) demonstrate occupational competence in a range of roles that include managing areas of the business, developing operational plans and improving business performance for example: <ul style="list-style-type: none"> trainee manager manager business manager section manager 					
This qualification forms the competency qualification of the Pearson BTEC Higher Apprenticeship in Management (Level 4).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson Edexcel Level 5 NVQ Diploma in Management and Leadership 601/3402/I	Contribute to the development of a strategic plan	5	5	31	Portfolio
	Design business processes	5	5	23	Portfolio
	Manage strategic change	7	5	25	Portfolio
	Provide leadership and management	5	4	28	Portfolio
Optional Units					
Learners can choose from a choice of 33 optional units to meet the minimum credit value.					
Other Information					
A minimum of 53 credits: 22 credits from the mandatory units and a minimum of 31 credits from optional unit groups. A minimum of 30 credits must be achieved through the completion of units at Level 5 or above.					
<p>Designed for learners to:</p> <ul style="list-style-type: none"> develop core middle management skills including providing leadership, managing change, risk management and designing and establishing business processes prepare for senior management roles demonstrate occupational competence in a range of roles that develop middle management capabilities for example: <ul style="list-style-type: none"> senior manager area manager stakeholder engagement manager head of department business development manager 					
This qualification forms the competency qualification of the Pearson BTEC Higher Apprenticeship in Leadership and Management (Level 5).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson Edexcel Level 7 NVQ Diploma in Strategic Management and Leadership 601/3397/1	Develop a strategic business plan	5	7	31	Portfolio
	Execute a strategic business plan	5	7	29	Portfolio
	Provide strategic leadership and direction	6	7	39	Portfolio
	Optional Units				
Learners can choose from a choice of 15 optional units to meet the minimum credit value.					
Other Information					
A minimum of 45 credits: 16 credits from the mandatory units and a minimum of 29 credits from optional unit groups. A minimum of 35 credits must be achieved through the completion of units at Level 7 or above.					
Designed for learners to: <ul style="list-style-type: none"> develop professional strategic management skills including strategic business planning, strategic leadership and direction and executing strategy into effective organisational performance demonstrate occupational competence in a range of senior leadership roles that include the responsibility for developing strategy, shaping organisational culture and financial management for example: <ul style="list-style-type: none"> director vice president chief executive officer finance director head of strategy and innovation principal programme director 					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 4 Diploma in Management and Leadership 601/3500/1	Principles of leadership and management in organisations	6	4	20	Internal Assessment
	Operational and human resource planning and management	7	4	23	Internal Assessment
	Principles of building respectful and productive working relationships	7	4	23	Internal Assessment
	Managing personal and professional development	6	4	23	Internal Assessment
Optional Units					
Learners can choose from a choice of 11 optional units to meet the minimum credit value.					
Other Information					
A minimum of 37 credits: 26 credits from the mandatory units and a minimum of 11 credits from optional unit group.					
Designed to: <ul style="list-style-type: none"> help learners develop the underpinning knowledge and understanding that is required to effectively manage people, stakeholders and performance within operational areas of responsibility support learners in their transition from first line manager to middle management level provide the opportunity for learners to develop an understanding of complex management and leadership themes including: <ul style="list-style-type: none"> operational management human resource planning relationship management and leadership and management within business organisations Potential job roles for those working towards this qualification are: <ul style="list-style-type: none"> manager business manager project manager quality manager business improvement manager 					
This qualification forms the knowledge qualification of the Higher Apprenticeship in Management (Level 4).					

Qualification Title	Mandatory Unit Title	Credit	Level	GLH	Assessment Method
Pearson BTEC Level 5 Diploma in Management and Leadership 601/3596/7	Principles of management and leadership	7	5	24	Internal Assessment
	Strategic business management and planning	7	5	40	Internal Assessment
	Strategic decision-making	6	5	32	Internal Assessment
Optional Units					
Learners can choose from a choice of 24 optional units to meet the minimum credit value.					
Other Information					
A minimum of 39 credits: 20 credits from the mandatory units and a minimum of 19 credits from optional unit group.					
<p>Designed to:</p> <ul style="list-style-type: none"> • help learners develop underpinning knowledge and understanding in core middle management themes and to introduce to the learner strategic management and leadership concepts • help learners develop their middle management capabilities in areas such as: <ul style="list-style-type: none"> • leadership and management • strategic planning • decision making • business finance • portfolio management • risk management • innovation • change management • corporate communications <p>Potential job roles for those working towards this qualification are:</p> <ul style="list-style-type: none"> • senior manager • area manager • stakeholder engagement manager • head of department • business development manager 					
This qualification forms that knowledge qualification of the Higher Apprenticeship in Leadership and Management (Level 5).					



BTEC Apprenticeships in Team Leading, Management and Leadership

Apprenticeship Title	Level	Competence Qualification	Credit Value	Knowledge Qualification	Credit Value	Transferable Skills (England)	Transferable Skills (Wales)
BTEC Intermediate Apprenticeship in Team Leading	2	Pearson BTEC Level 2 Diploma in Team Leading (QCF) 601/3430/6			40	Functional Skills English Level 1 Functional Skills Mathematics Level 1 Functional Skills ICT Level 1	Essential Skills Communication Level 1 Essential Skills Application of Number Level 1 Essential Skills IT Level 1
BTEC Advanced Apprenticeship in Management	3	Pearson BTEC Level 3 Diploma in Management (QCF) 601/3396/X			55	Functional Skills English Level 2 Functional Skills Mathematics Level 2 Functional Skills ICT Level 2	Essential Skills Communication Level 2 Essential Skills Application of Number Level 2 Essential Skills IT Level 2
BTEC Higher Apprenticeship in Management	4	Pearson Edexcel Level 4 NVQ Diploma in Management (QCF) 601/3401/X	53	Pearson BTEC Level 4 Diploma in Management and Leadership (QCF) 601/3500/1	37	NA	Essential Skills Communication Level 2 Essential Skills Application of Number Level 2 Essential Skills IT Level 2
BTEC Higher Apprenticeship in Leadership and Management	5	Pearson Edexcel Level 5 NVQ Diploma in Management and Leadership (QCF) 601/3402/1	53	Pearson BTEC Level 5 Diploma in Management and Leadership (QCF) 601/3596/7	39	NA	Essential Skills Communication Level 2 Essential Skills Application of Number Level 2 Essential Skills IT Level 2

Employee Rights and Responsibilities (ERR):

The ERR component of an Apprenticeship can be completed through either achieving the unit L/506/1905 Employee rights and responsibilities (QCF) - this is an optional unit included within the combined competence and technical qualification, or the Skills CFA ERR Workbook available from the Skills CFA website www.skillsca.org

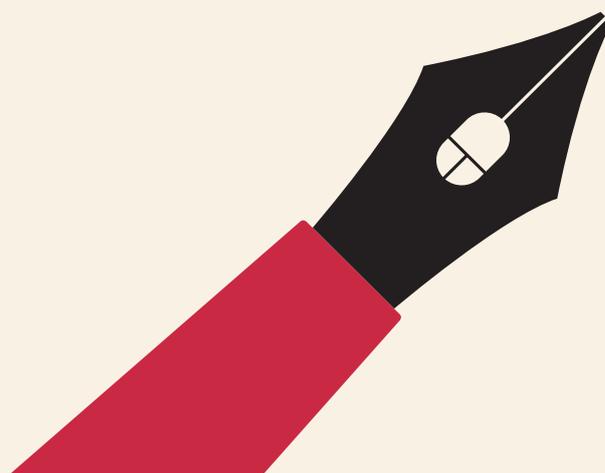
The Wider Key Skills (Wales only) are already covered within the core elements of the Apprenticeship qualifications. No additional Wider Key Skills delivery is required.

Personal Learning and Thinking Skills (PLTS):

All six groups of PLTS (independent enquirers, creative thinkers, reflective thinkers, team workers, self-managers and effective participants) must be achieved and evidenced by the apprentice as part of the framework requirements. PLTS have been mapped to the mandatory units of the combined competence and technical qualifications to demonstrate where these skills are likely to occur. Please note, PLTS is not a requirement of the Higher Apprenticeships.

For a full list of units please visit:
www.pearsonwbl.com/busunits2014

For specifications please visit:
www.pearsonwbl.com/bus2014



Assessment

Assessment of occupational competence should be generated and collected through performance within the workplace and under workplace conditions. All of the identified learning outcomes and assessment criteria must be evidenced and a holistic approach to assessment of occupational competence is encouraged. These qualifications are not graded.

Competency-based units

The primary source of evidence for **competency-based units** will be through portfolio of evidence.

To successfully achieve the qualification, the learner must gather evidence for their portfolio which shows that they have met the required standard indicated by the assessment criteria. Evidence can come from a variety of different sources and assessors should plan and identify appropriate assessment methods which reflect the assessment strategy.

Evidence for competency-based units which have underpinning knowledge learning outcomes and assessment criteria should also be collected through performance within the workplace and under workplace conditions.

Knowledge-based units

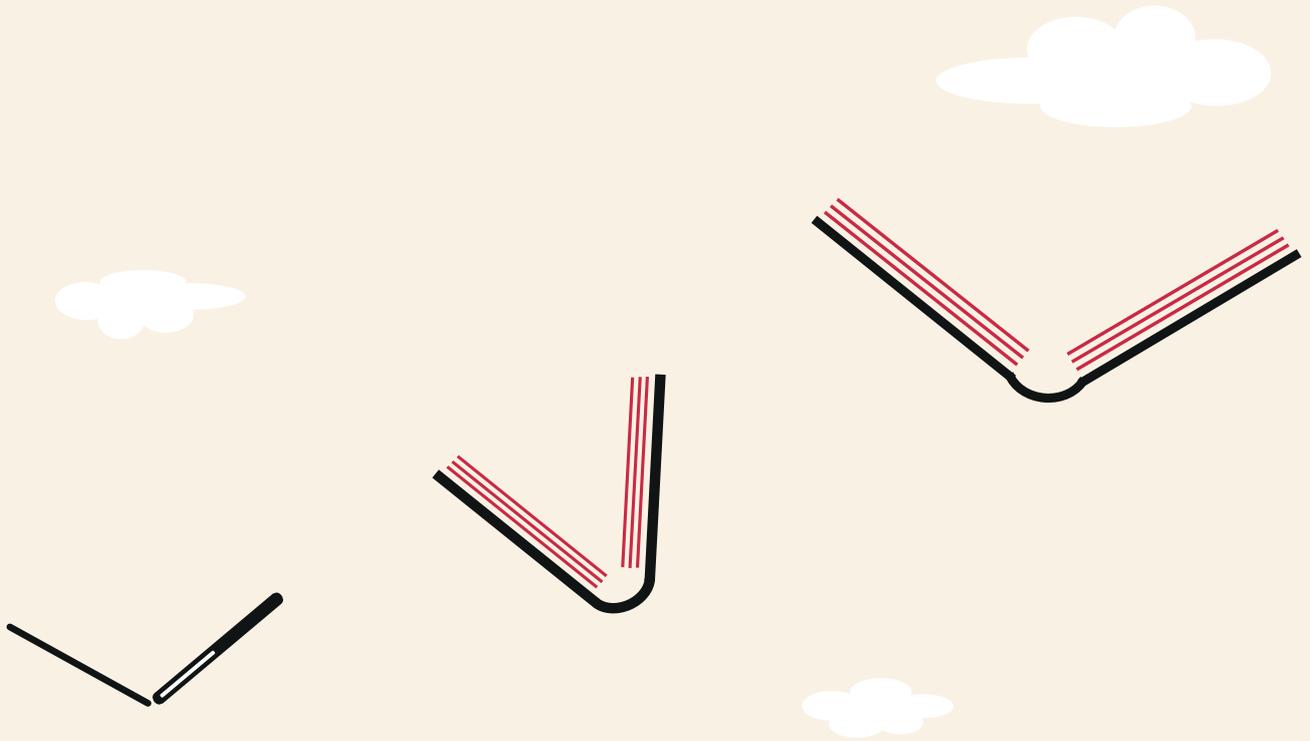
For **full knowledge-based units**, tutors and assessors can devise their own internal assessments which like portfolio of assessment, will be assessed and verified internally and externally quality assured.

External Onscreen Assessments

Alternatively, a number of full knowledge-based units can be assessed by external onscreen assessment. For many learners onscreen assessments are more enjoyable and practical and can be taken on-demand when learners are ready. For centres they can be more flexible with improved accessibility, manageability and involve less paper-based administration. All of our onscreen assessments are designed and validated with the same rigour as a traditional test.

The matrix below identifies the full knowledge based units with available external onscreen assessments:

Unit Code	Unit Title	Level	Qualification Title						
			Management & Leadership		Customer Service		Business Administration		
			Level 2 Diploma in Team Leading (QCF)	Level 3 Diploma in Management (QCF)	Level 2 Diploma in Customer Service (QCF)	Level 3 Diploma in Customer Service (QCF)	Level 2 Diploma in Business Administration (QCF)	Level 3 Diploma in Business Administration (QCF)	
M&L6	Principles of team leading	2	✓					✓	
M&L8	Understand business	2	✓						
M&L15	Principles of leadership and management	3		✓					✓
M&L24	Principles of people management	3		✓					
CS8	Understand customers	2	✓		✓				
CS9	Principles of customer service	2			✓				
CS26	Understand the customer service environment	3				✓			✓
CS27	Understand customers and customer retention	3				✓			
B&A36	Principles of providing administrative services	2					✓		
B&A37	Principles of business document production and information management	2					✓		
B&A38	Understand employer organisations	2			✓		✓		
B&A57	Principles of business communication and information	3							✓
B&A58	Principles of administration	3							✓
B&A59	Principles of business	3		✓		✓			✓



Learn more

For more information on the new business skills qualifications or other Pearson products, please visit:

www.pearsonwbl.com/bus
or email wblfe@pearson.com

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