

Level 4 Higher Apprenticeship in Business Administration

**Lead Operational Delivery | Manage Business Processes
| Drive Organisational Performance**

This higher-level apprenticeship is ideal for experienced administrative professionals with management responsibilities. It provides the advanced knowledge and practical skills needed to lead administrative functions, coordinate strategic operations, and support organisational development.

Learners will develop the confidence to lead teams, manage information systems, and resolve business challenges through innovation and sound decision-making.



About the Apprenticeship

This programme is designed for those working in roles such as Office Manager, Administration Team Leader, Business Development Executive, or HR Officer. It supports progression into senior administrative and management roles.

- **Duration:** Typically 24 months
- **Delivery:** Work-based learning, strategic projects, and tutor support
- **End-Point Assessment:** Portfolio of evidence, observation, and achievement of Essential Skills

What You Will Learn

- **Strategic Information and Resource Management** – Learn how to manage business data, budgets, records, and reporting processes.
- **Planning and Decision Making** – Support business decisions through risk analysis, problem-solving, and the implementation of policies and procedures.
- **Managing Administrative Functions** – Oversee the performance of administrative teams and improve service delivery across departments.
- **Innovation and Change Management** – Lead initiatives to support innovation, adapt to change, and improve organisational effectiveness.
- **Negotiation and Communication** – Apply advanced communication and negotiation techniques to influence stakeholders and build productive relationships.
- **Essential Skills in English, Maths, and Digital Literacy** – Achieve Level 4 Essential Skills Wales qualifications (or as required).

Who is it for?

- Experienced administrators with supervisory or managerial duties
- Individuals progressing from a Level 3 Business Administration or Team Leading qualification
- Professionals seeking to formalise their leadership and administrative skills

Career Progression

- Move into senior roles such as Operations Manager, Executive Officer, or Business Development Manager
- Progress to Level 5 qualifications in Leadership and Management or Project Management
- Lead business transformation and process improvement initiatives

