

Purpose statement

The following purpose is for the **City & Guilds Level 3 Advanced Technical Diploma in Coordinating Business Support. (603/0367/0)**. This qualification is a Technical Level.

Area	Description
OVERVIEW	
Who is this qualification for?	<p>Do you like to be organised and methodical with how you work? Are you always looking for how to improve the way you and others work? Do you like to help and support others to complete their work?</p> <p>If you answered yes to these questions, you would enjoy working in a coordinator role in business support, within a large organisation or small to medium enterprise. This qualification allows you to develop the understanding of business systems and the skills needed to coordinate business support activities including transferable skills such as communication, project management and IT.</p> <p>Business Support is a fundamental and critical role in any business, developing and using processes that underpin the work of different functional areas. It is an ideal area of study for those aspiring to achieve management roles in the future.</p>
What does this qualification cover?	<p>Business support roles exist in all industries, all types and sizes of business and all functional areas. All areas of businesses seek to develop and improve as well as enhance how they are perceived by stakeholders such as customers and suppliers. They do this through efficient systems and effective communication. At this level, business support staff are expected to not only follow existing processes and systems, but to innovate and improve on them and coordinate how they are implemented. These types of complex task are best achieved by following project management principles. As a result, this qualification has been organised around the following themes:</p> <ul style="list-style-type: none"> • Business development • Business communication • Business efficiency • Business improvement • Business profiles • Business projects <p>You will gain an understanding of key functional areas of business, including marketing, finance, human resources, together with the support services they need to be effective. You will also gain an understanding of the business environment, including the legal and regulatory requirements needed to ensure the business support activities undertaken are compliant and meet business needs. The focus of this qualification is for you to develop business support and</p>

transferable skills needed within business support roles, supported by relevant theory.

Centres and providers work with local employers who will contribute to the knowledge and delivery of training. The different ways in which centres could support your learning, by working with both local and national businesses, include:

- structured work-experience or work-placements within their business
- your attendance at classes or lectures given by industry experts
- employers input into projects and exercises, or are involved with setting assessments and examinations
- employers who act as 'expert witnesses' to contribute to the assessment of your work.

This practical based training is ideal preparation for gaining employment in business support roles or further specialist study.

WHAT COULD THIS QUALIFICATION LEAD TO?

Will the qualification lead to employment, and if so, in which job role and at what level?

This qualification provides opportunities to gain employment, including an apprenticeship, in job roles coordinating business support activities, such as:

- Operations Support Officer
- Information Systems Coordinator
- Project Coordinator
- Office Services Coordinator
- Administration Coordinator

These roles may be specific to an industry such as:

- Financial Services
- Insurance
- Hospitality
- Manufacturing
- Public sector

They may also be specific to a functional area within a business such as:

- Marketing
- Human resources
- Logistics
- Finance

Why choose this qualification over similar qualifications?

There are no other qualifications within this suite at this level.

Will the qualification lead to further learning?	<p>Your understanding and skills can be developed further through progression to an apprenticeship or other qualifications, such as</p> <ul style="list-style-type: none"> • Level 4 qualifications in Business, Business Administration and/or Business Management • BA(Hons) Business Administration • ILM Leadership and Management
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WHO SUPPORTS THIS QUALIFICATION?

Employer/Higher Education Institutions	<p>The Chartered Insurance Institute (CII) KLIKLOK International LTD Cambridge University Hospitals Optimity Limited O2 Pro Active Resolutions</p>
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FURTHER INFORMATION	<p>Please refer to the Qualification Handbook, available on the City & Guilds website, for more information on the structure of this qualification, the content of the units, and assessment.</p>
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