



## Award in Professional PA and Administration Skills

LEVEL  
3

This qualification is aimed at aspiring or practising personal assistants (PAs), secretaries and administrators.



**Total Qualification Time:**  
**76 – 88 hrs**

**Qualification Number:** 601/8731/1

**Qualification Age:** 18



**Guided Learning (GL):**  
**30 hrs**

**Availability:** This qualification is regulated in  
England, Wales and Northern Ireland

**Operational From:** 1 May 2016



# Qualification Objectives

## What does this qualification cover?

The qualification is designed to develop the knowledge and skills required by professional administrators and secretaries. Depending upon the optional units chosen, learners can cover the principles of writing for business, managing workload, managing business events, marketing and project management skills, Neuro-Linguistic Programming to enhance communication, persuasion and influencing skills, human resources, finance, minute-taking, managing self-development and the role of the personal assistant (PA).

## Who is the qualification for?

This qualification is aimed at aspiring or practising personal assistants (PAs), secretaries and administrators.

## Who supports this qualification?

The qualification has been developed in response to customer demand.



# Qualification Progression

## What future education could this qualification lead to?

Learners could progress to SFJ Awards Level 4 Certificate in Office and Administration Management.

## What future employment could this qualification lead to?

This qualification creates a number of opportunities for progression into employment within business and administration.



# Qualification Achievement

## What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age

## How is the qualification achieved?

The learner will need to complete any 5 of the optional units.

## What will be assessed?

This qualification is assessed through 5 written assignments. Each unit is assessed by its own individual assignment. Assessment types include: case studies, reports, project plans, work-based evidence, tasks, reflective statements or a personal development plan. Some assignments may include a combination of assessment methods. They are designed to be practical and work-based, so learners can apply learning and new skills to their job role.

## How will it be assessed?

This qualification contains 5 optional units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

<b>Learning outcomes</b> The learner will...	<b>Assessment criteria</b> The learner will...
1. Understand the purpose of planning communication	1.1 Explain the benefits of knowing the purpose of communication 1.2 Explain the reasons for knowing the audience for communications 1.3 Explain the purpose of knowing the intended outcomes of communications
2. Understand the importance of quality and design when producing documents	2.1 Describe different types and styles of documents 2.2 Describe different electronic document formats 2.3 Explain the purpose and benefits of producing high quality and attractive documents



# Qualification Delivery

## What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

## What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 3 Award in Professional PA and Administration Skills Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website  
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

## What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
  - Are occupationally knowledgeable in business administration
  - Have current occupational competence in business administration
- Assessors who are:
  - Qualified with a recognised assessor qualification, or
  - Working towards a recognised assessor qualification, or
  - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
  - Qualified with a recognised IQA qualification, or
  - Working towards a recognised IQA qualification, or
  - Able to prove equivalent competence through training to appropriate national standards

## How much does this qualification cost?

Qualification registration fees are available from SFJ Awards on request.

## How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

[www.sfjawards.com/centres/centre-resources](http://www.sfjawards.com/centres/centre-resources)

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

[www.sfjawards.com/centres/become-a-centre](http://www.sfjawards.com/centres/become-a-centre)

For more information please contact SFJ Awards' Customer Support Team:

**Tel: 0114 284 1970**

**Email: [info@sfjawards.com](mailto:info@sfjawards.com)**

**Website: [www.sfjawards.com](http://www.sfjawards.com)**



# Qualification Structure

Learners must successfully complete 5 optional units to achieve the qualification

Unit title	Level	GL	Reference	Assessment method(s)
Principles of Writing for Business	3	6	J/506/9971	Written Assignment
Principles of Managing Workload	3	6	L/506/9972	Written Assignment
Principles of Business Event Management	3	6	R/506/9973	Written Assignment
Introduction to Marketing for Administrative Managers	3	6	T/508/3672	Written Assignment
Introduction to Project Management for Administrative Managers	3	6	H/506/9976	Written Assignment
Principles of the Use of Neuro-Linguistic Programming to Enhance Communication	3	6	F/508/3674	Written Assignment
Principles of Persuasion and Influencing Skills for Administrative Managers	3	6	M/506/9978	Written Assignment
Principles of Human Resources for Administrative Managers	3	6	L/508/3676	Written Assignment
Principles of Finance for Administrative Managers	3	6	R/508/3677	Written Assignment
Produce Minutes of Meetings	3	6	Y/508/3678	Written Assignment
Principles of Self-Development	3	6	T/506/9982	Written Assignment
The Role of the Personal Assistant	3	6	A/506/9983	Written Assignment

# Contacts



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## **Ofqual**

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Website: [www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)

## **Qualifications Wales**

Tel: 01633 373 222  
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Website: [www.qualificationswales.org](http://www.qualificationswales.org)

## **CCEA**

How to contact: <https://ccea.org.uk/contact>  
Email: [info@ccea.org.uk](mailto:info@ccea.org.uk)  
Website: <https://ccea.org.uk/regulation>

## **Skills for Justice**

How to contact: [www.sfjuk.com/contact](http://www.sfjuk.com/contact)  
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Website: [www.sfjuk.com](http://www.sfjuk.com)

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SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland, Qualifications Wales in Wales, and SQA in Scotland.

SFJ Awards is part of the Workforce Development Trust, a not for profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.