

Level 2 Apprenticeship in Business Administration

This apprenticeship is for people interested in working as a supporting role within a business or organisation. It is a nationally recognised training programme combining real work with learning and training, both on and off the job.



Level 2 Apprenticeship in Business Administration

The Level 2 Apprenticeship in Business Administration is designed for individuals whose job role is primarily dedicated to organising resources and people. Business administration apprentices will provide assistance in completing daily tasks that allow businesses to be productive, effective and efficient. This experience will give them transferable skills that they can use in other aspects of their career. Learners must be at least 16 years old with a keen interest in being an excellent business administrator, working as part of a team and have a 'can do' attitude.

Job Titles	Job Roles
Business Support Officer	Handling mail, record keeping and using electronic message systems and office equipment; helping with the organisation of meetings and events, and dealing with travel requests
Office junior	Taking notes, arranging travel and meetings, welcoming visitors, handling mail and using electronic message systems and office equipment
Receptionist	Welcoming visitors, handling mail, making and receiving telephone calls, using electronic message systems and office equipment

Progression

The apprenticeship pathway will prepare learners to progress onto the Level 3 Apprenticeship in Business Administration, a Level 3 Diploma in Enterprising Skills in a Business Environment or other Advanced Diplomas in related sectors. Successful apprentices may also gain a promotion within their job role or, with additional training and experience, take up a managerial role such as team leader, coordinator or relationship/account manager.

Building Your Qualification

The apprenticeship is equivalent to five GCSE passes, comprised of both knowledge and competence qualifications. Knowledge is acquired through learning from taught lessons, research and other interactive methods while competence is gained through experience and mentoring on the job. In addition the apprenticeship is supported by qualifications in functional skills and employee rights and responsibilities.

Level Two Diploma in Business Administration: The knowledge and competence qualification of this apprenticeship has 46 credits and 317 guided learning hours. All units are listed on the reverse side.

Functional Skills: There are no formal entry requirements in order to become an apprentice but, to successfully complete the framework, learners must achieve qualifications in:

- Level 1 English
- Level 1 Mathematics
- Level 1 Information and Communications Technology (ICT)

Employee Rights and Responsibilities: The ERR element of this framework will be met by completion of a workbook.

Unit Overview

Mandatory

Learners will complete all of the following units:

Unit Reference #	Title	GLH	Credits
H/506/1893	Communication in a business environment	19	3
A/506/1964	Understand employer organisations	40	3
J/506/1899	Principles of providing administrative services	25	4
T/506/1901	Principles of business document production and information management	21	3
L/506/1788	Manage personal performance and development	18	4
R/506/1789	Develop working relationships with colleagues	19	3
D/506/1813	Handle mail	15	3
H/506/1876	Provide administrative support for meetings	28	4
L/506/1807	Manage diary systems	12	2
L/506/1905	Employee rights and responsibilities	16	2
K/506/1796	Use a telephone and voicemail system	20	2
Y/506/2295	Maintain and issue stationery and supplies	18	3
J/506/1868	Use and maintain office equipment	10	2
M/502/4300	Using Email	20	3
J/502/4559	Data Management Software	20	3
F/505/6880	Exploring Social Media	16	2

Employment

The Basics	
<ul style="list-style-type: none">Duration: minimum 12 months	<ul style="list-style-type: none">Mentoring
<ul style="list-style-type: none">Hours: minimum 30 per week, with time off for training	<ul style="list-style-type: none">Annual leave, contract of employment, salary

Resources and Support

Youthforce offers a wide range of support for apprenticeships, including:

- One-to-one tutorials
- Comprehensive Support
- Action learning with peers
- Classroom sessions
- Distance E-learning

Contact Youthforce

Youthforce is dedicated to employer led training. For a conversation on how we can work together to develop your workforce through apprenticeships please get in touch.

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