

Business administration skills are essential in today's competitive market place with an increased reliance on these functions to develop with the pace of change. The term 'administration' covers roles that involve organising people and resources, including, executive assistants, secretaries, administration assistants, data entry clerks and office juniors. Without them, information would be hard to find, meetings would be missed and businesses would be less productive.

As a Business and Administration Apprentice, your exact duties will depend on your employer. It's likely that you'll be working with a team or member of staff to handle various tasks. You may be typing up board meeting documents, putting financial information together in spreadsheets, sending the daily post, or faxing and photocopying confidential documents. This sort of work requires a strong sense of responsibility, accuracy and attention to detail.

### What is included?

An Apprenticeship programme integrates a number of components and qualifications which together will ensure that you have a comprehensive range of skills to excel in your job.



**Level 2 NVQ Diploma in Business Administration** - provides the knowledge and understanding to perform the role and assesses the competence of putting it into practice.

### Functional Skills in maths, English and ICT at Level 1 or Level 2

As part of the programme you will achieve qualifications in English and Maths at Level 2. You may not need to undertake one or both of the functional skill qualifications if you already hold a relevant qualification to the same or higher level.

### How is the Apprenticeship delivered?

You will have your own sector competent tutor to support you through each stage of your Apprenticeship. The tutor measures your performance against national standards, and provides regular feedback and support. Assessment is achieved through a mixture of workbooks, tests and a portfolio of work-based evidence demonstrating your competence in each area. The apprenticeship programme is designed around you and delivered at a pace to suit. The minimum anticipated duration of an apprenticeship programme is 12 months.

### Where does the delivery of the qualification and assessment take place?

The apprenticeship programme is delivered in your workplace and fits in with and around everyday work demands and responsibilities. There is no day release or College attendance necessary.

### What are the responsibilities of your employer?

Over and above its normal commitments and obligations to you, your employer will provide a safe learning environment, provide ongoing support and assistance, access for our tutor to meet with you during work time and a suitable room for training delivery and undertaking tests.



## What makes up the Business Administration Apprenticeship programme?

The programme is made up of 4 qualifications each of which must be successfully completed.

### Level 2 NVQ Diploma in Business Administration

To achieve a Level 2 Diploma in Business Administration, you must complete a **minimum of 45 credits**:

1. **21 credits** from Group A Mandatory Units
2. A **minimum of 14 credits** from Group B Mandatory and Optional Units
3. A **maximum of 10 credits** from Group C Optional Units
4. A **maximum of 6 credits** from Group D Optional Units

A **minimum of 36 credits** must be achieved through the completion of units at Level 2 or above.

Group A – Mandatory	Level	Credit	Group B – Optional	Level	Credit
Communication in a business environment	3	2	Deliver a presentation	3	3
Principles of providing administrative services	4	2	Contribute to the development and implementation of an information system	6	3
Principles of business document production and information management	3	2	Monitor information systems	8	3
Understand employer organisations	4	2	Analyse and present business data	6	3
Manage personal performance and development	4	2	<b>Group B - Mandatory</b>		
Develop working relationships with colleagues	3	2	Employee rights and responsibilities	2	2
<b>Group B – Optional</b>			<b>Group C - Optional</b>		
Manage diary systems	2	2	Using email	3	2
Produce business documents	3	2	Word Processing Software	4	2
Collate and report data	3	2	Website Software	4	2
Store and retrieve information	4	2	Spreadsheet Software	4	2
Produce minutes of meetings	3	2	Presentation Software	4	2
Handle mail	3	2	Bespoke Software	3	2
Provide reception services	3	2	Data Management Software	3	2
Prepare text from notes using touch typing	4	2	Deliver customer service	5	2
Prepare text from shorthand	6	2	Process information about customers	3	2
Prepare text from recorded audio instruction	4	2	Develop customer relationships	3	2
Archive information	3	2	Participate in a project	3	3
Maintain and issue stationery and supplies	3	2	Processing customers' financial transactions	4	2
Use and maintain office equipment	2	2	Payroll Processing	5	2
Contribute to the organisation of an event	3	2	<b>Group D – Optional</b>		
Organise business travel or accommodation	4	2	Understand the use of research in business	6	2
Provide administrative support for meetings	4	2	Understand the legal context of business	6	3
Administer human resource records	3	2	Principles of customer relationships	3	2
Administer the recruitment and selection process	3	2	Principles of team leading	5	2
Administer parking dispensations	3	2	Principles of equality and diversity in the workplace	2	2
Administer finance	4	2	Principles of marketing theory	4	2
Buddy a colleague to develop their skills	3	2	Principles of digital marketing	5	2
Health and safety in a business environment	2	1	Understand working in a customer service environment	3	1
Use a telephone and voicemail system	2	1	Exploring Social Media	2	2
Meet and welcome visitors in a business environment	2	1	Know how to publish, integrate and share using social media	5	2
Develop a presentation	3	3	Understand the safe use of online and social media platforms	4	2

### Functional Skills

As part of the programme you will achieve qualifications in English, maths and ICT at Level 1 or Level 2. You will need to achieve at least a Level 1 qualification in all subject areas. You may not need to undertake one or more of the functional skill qualifications if you already hold a relevant qualification to the same or higher level.