

Apprenticeships in...

Business & Administration

Apprenticeships in Business & Administration are work-based qualifications designed for young people who want to work as administrators and in administrative positions in all sectors of industry and commerce. Level 2 acknowledges individual responsibility and Level 3 recognises complex work skills involving supervisory ability. Units range from handling mail and processing information to developing procedures and assisting with decision-making.

Apprenticeships (A)

The Apprenticeship allows you to have time to settle into your training programme and job (if new to work).

During your training you will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a general office administrative environment.

The Apprenticeship is made up of the following:

NVQ Certificate in Business & Administration Level 2

The NVQ is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your administration position. The optional units are chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

A minimum of 21 credits must be achieved, of these a minimum 14 must be at level 2.

A minimum of 7 Credits must be from group B and a maximum of 5 from group C.

Mandatory units include:

- Manage your own performance in a business environment
- Improve own performance in a business environment
- Work in a business environment
- Communicate in a business environment

How will I be assessed?

Your allocated tutor will deliver your training one-to-one in your workplace and will visit you either on a weekly basis to deliver half day sessions or fortnightly for full day sessions. You will build a portfolio of evidence to show your competence against the NVQ requirements.

How can I enrol onto an Apprenticeship in Business & Administration?

Discuss with your workplace Supervisor/Line Manager about your interest in the course and then contact our Marketing Department on 01773 747377, so that we can arrange an appointment to come out and visit you and your Supervisor at work.

However, if you're not currently employed then ring us to obtain an application form and to arrange an interview (at a location convenient to you). Once you have discussed your training and career requirements with us, we will put you forward for any interviews, which match your criteria.

Functional / Key Skills

The Functional / Key Skills you need to achieve are:

- Level 1 Application of Number
- Level 2 Communication

Technical Certificate Level 2

This stand-alone qualification allows you to gain relevant and up-to-date skills and knowledge needed in today's business environment. They form a good knowledge basis if you wish to progress onto higher levels of working and also Higher Education. This also includes Employment Responsibilities and Rights

Technical Certificates will be taught through off-the-job training by your tutor in your workplace. They are assessed through an external multiple-choice test.



Level 2 NVQ Certificate in Business and Administration

To achieve the Level 2 NVQ certificate in Business and Administration, learners must achieve:

A minimum of 21 Credits

A minimum of 14 credits must be at level 2

The learner must complete all units from group A

A minimum of 7 credits must be from optional units in group B

A maximum of 5 credits are allowed from optional units in group C (this is not compulsory)

Unit	Group A	Level	Credit
201	Mange your own performance in a business environment	2	2
202	Improve own performance in a business environment	2	2
203	Work in a business environment	2	2
204	Communicate in a business environment	2	3
Unit	Group B	Level	Credit
107	Make and receive telephone calls	1	3
205	Solve business problems	2	4
206	Work with other people in a business environment	2	3
207	Use electronic message systems	2	1
208	Use a diary system	2	3
209	Take minutes	2	4
210	Handle mail	2	3
211	Provide reception services	2	3
212	Produce documents in a business environment	2	4
213	Prepare text from notes	2	3
214	Prepare text from notes using touch type (40 wpm)	2	3
215	Prepare text from shorthand (60 wpm)	2	8
216	Prepare text from audio instruction (40 wpm)	2	4
217	Organise and report data	2	3
218	Research information	2	4
219	Store and retrieve information	2	3
220	Archive information	2	2
221	Use office equipment	2	4
222	Maintain and issue stationery stock items	2	3
223	Support the organisation of an event	2	2
224	Support the co-ordination of a event	2	3
225	Support the organisation of business travel or accommodation	2	3
226	Support the organisation of meetings	2	4
227	Respond to change in a business environment	2	3
228	Support the management and development of an information system	2	7

Unit	Group B	Level	Credit
229	Meet and welcome visitors	2	3
230	Administer human resource records	2	3
231	Administer the recruitment and selection process	2	4
243	Administer parking dispensations	2	4
310	Develop a presentation	3	3
311	Deliver a presentation	3	3
312	Design and produce documents in a business environment	3	4
313	Prepare text from notes using touch type (60 wpm)	3	4
314	Prepare text from shorthand (80 wpm)	3	8
315	Prepare text from recorded audio instruction (60 wpm)	3	4
316	Support the design and development of an information system	3	7
317	Monitor information systems	3	7
318	Analyse and report data	3	6
319	Order products and services	3	5
320	Plan and organise an event	3	4
321	Co-ordinate an event	3	4
322	Plan and organise meetings	3	5
326	Contribute to innovation in a business environment	3	4
327	Contribute to running a project	3	5
328	Deliver, monitor and evaluate customer service to internal customers	3	3
329	Deliver, monitor and evaluate customer service to external customers	3	3
330	Agree a budget	3	4
Unit	Group C	Level	Credit
112	Use occupational health and safety guidelines when using keyboards	1	2
114	Word processing software	1	3
115	Bespoke software	1	2
116	Data management software	1	2
117	Database software	1	3
118	Improving productivity using IT	1	3
119	IT security for users	1	1
120	Presentation software	1	3
121	Set up a IT system	1	3
122	Spreadsheet software	1	3
123	Using collaborative technologies	1	3
124	Website software	1	3
232	Bespoke software	2	3
233	Data management software	2	3
234	Database software	2	4
235	Improving productivity using IT	2	4
236	IT security for users	2	2
237	Presentation software	2	4
238	Set up a IT system	2	4
239	Spreadsheet software	2	4
240	Using collaborative technologies	2	4
241	Website software	2	4
242	Word processing software	2	4

