



APPRENTICESHIP

Business Administration

Level 2

2

1

Apprenticeship Framework

The aim of the Business Administration apprenticeships is to cater to individuals actively engaged in administrative tasks as their main job function.

The programme prepares learners for roles such as:

- Administrator
- Business Support Officer
- Office Junior
- Receptionist

Who is this apprenticeship for?

This Business Administration Level 2 qualification is suitable for individuals who are involved in administration as their primary work activity and wish to receive recognition for their experience or, if new to a career in administration, wish to take the next steps towards a professional qualification. It provides a flexible approach to learning through the selection of units and credits.

On completion of this apprenticeship, you will achieve the following:

- Level 2 Diploma in Business Administration
- Level 1 Essential Skills Communication
- Level 1 Essential Skills Application of Number
- Level 1 Essential Skills Digital Literacy



Benefits of the apprenticeship programme:

Accelerate Your Career Growth: With the Level 2 Business Administration, you'll fast-track your career by gaining invaluable hands-on experience alongside theoretical knowledge. You'll be empowered with the skills to thrive as a business administration professional and drive positive change within your organisation.

Industry-Recognised Certification: Upon successful completion of this programme, you'll earn a prestigious industry-recognised certification, providing you with a competitive edge in the job market. Employers value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

Practical and Real-World Learning: Our programme emphasises practical, real-world learning. You will practice skills in a classroom environment and be able to apply within your workplace, collaborating with experienced colleagues who will guide you through every step of the process.

Tailored Curriculum: Our comprehensive curriculum is crafted to align with the dynamic needs of the business administration field. Throughout the programme, you will explore fundamental topics essential to effective administration, including communication strategies, record keeping, business technology utilisation and customer relationship management.

Experienced and Knowledgeable Advisors: Throughout your apprenticeship, you'll have access to a network of experienced advisors who will provide guidance, support, and feedback. Learn from industry experts with a wealth of knowledge and experience.

Course Delivery

- Typical duration of 15 months.
- Induction session for apprentices and for their line managers.
- Supported by self-study online resources.
- One to One tutor coaching and assessment support sessions
- 6 Essential skills assessment days. (3 Preparation Day and 3 Live Task Day) **
- 2 hour long essential skills confirmatory tests. **

***Essential Skills activities are not applicable to apprentices with exemptions.*



Level 2 Diploma in Business Administration

Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

Qualification Structure Summary

The Level 2 Diploma in Business Administration consists of 6 mandatory units with a total of 21 credits plus a minimum of 10 optional credits.

Please note: at least 36 credits must be at Level 2 or above.

Unit rules of combination.

- Mandatory Units (Learners must achieve all 6 units) – 21 credits.
- Optional B units – minimum 14 credits.
- Optional C units – minimum 10 credits
- Optional D units – minimum 6 credits
- The same unit may not be selected at Level 2 and Level 3 (e.g., Specialist Software Level 2 and Specialist Software Level 3)

What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business).

A brief overview of these units is below.

Mandatory Units

Unit Title	Level
Communication in a Business Environment	2
Understand Employer Organisations	2
Principles in Providing Administrative Services	2
Principles of Business Document Production and Information Management	2
Manage Personal Performance and Development	2
Develop Working Relationships with Colleagues	2

Optional units B (minimum 14 credits)

Unit Title	Level	Credit
Administer the Recruitment and Selection Process	2	3
Handle Mail	2	3
Organise Business Travel or Accommodation	2	4
Provide Reception Services	2	3
Provide Administrative Support for Meetings	2	4
Prepare Text from Notes Using Touch Typing	2	4
Manage Diary Systems	2	2
Collate and Report Data	2	3
Contribute to the Organisation of an event	2	3
Employee Rights and Responsibility	2	2
Prepare Text from Shorthand	2	6
Buddy a Colleague to Develop their Skills	2	2
Store and Retrieve Information	2	4
Administer Parking Dispensations	2	3

Administer Finance	2	4
Prepare Text from Recorded Audio Instruction	2	4
Archive Information	2	3
Administrator Human Resource Records	2	3
Produce Business Documents	2	3
Produce Minutes of Meetings	2	3
Meet and Welcome Visitors in a Business Environment	1	2
Health and Safety in a Business Environment	1	2
Use a Telephone and Voicemail System	1	2
Meet and Welcome Visitors in a Business Environment	1	2
Develop a Presentation	3	3
Deliver a presentation	3	3
Contribute to the Development and implementation of an information System	3	6
Monitor Information Systems	3	8
Analyse and Present Business Data	3	6

Optional units C (minimum 10 credits)

Unit Title	Level	Credit
Using email	2	3
Word Processing Software	2	4
Website Software	2	4
Spreadsheet Software	2	4
Presentation Software	2	4
Bespoke Software	2	3
Data Management Software	2	3
Deliver Customer Service	2	5
Process Information about Customers	2	3
Develop Customer Relationships	2	3
Participate in a Project	3	3
Processing Customers' Financial Transactions	2	4
Payroll Processing	2	5

Optional units D (minimum 10 credits)

Unit Title	Level	Credit
Understand the Use of Research in Business	2	6
Understand the Legal Context of Business	3	6
Principles of Marketing Theory	2	4
Principles of Digital Marketing	2	5
Principles of Customer Relationships	2	3
Understand Working in a Customer Service Environment	1	3
Know How to Publish, Integrate and Share Using Social Media	2	5
Exploring Social Media	2	2
Understand the Safe Use of Online and Social Media Platforms	2	4
Principles of Equality and Diversity in the Workplace	2	2
Principles of Team Leading	2	5

Have any questions about our Level 2 Diploma in Business Administration?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at info@alstraining.org.uk



Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill. All applications for exemption will be checked and confirmed at the start of your apprenticeship. This will be discussed with you before you sign up with and will be followed up by your assessor before your first visit.

Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact info@alstraining.org.uk