



Business Administration  
Level 2

# Overview

## Apprenticeship: Business Administration

**Qualification:** Level 2

**Duration:** 12 months

This qualification is made up of 6 mandatory units and optional units are based on the apprentice's job role that they will undertake on a daily basis such as: handling mail, using email, using social media, storing information, producing minutes of meetings and using office equipment. This diploma is aimed at people in an administrative role who wants to develop their skills. Apprentices will be able to demonstrate how they work and communicate in an office environment, whilst using a range of administrative tasks.



### Type of job roles the programme is for

- Administration Assistant
- Clerical Assistant
- Junior Secretary

### Qualifications

- Level 2 Diploma in Business Administration
- Functional Skills in Maths
- Functional Skills in English

### Progression opportunities

- Business Administrator Level 3

### Core competencies

- Team working
- Communication
- Attention to detail
- ICT skills
- Organisational skills

# Training Process

## Apprenticeship:

## Business Administration

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- New learners are assessed by a Skills Coach to ensure their suitability for the programme
- After this, they will complete an initial assessment and scoping to identify areas of improvement, and development goals for the apprenticeship
- An apprenticeship induction is then held for new learners, where they will be introduced to the schedule of study

## Modules

Ongoing Skills Development Coach Support

### 1 - Understanding Employer Organisations

- Classroom: 1 day

### 2 - Managing Personal Performance and Development

- Classroom: 1 day

### 3 - Communication in a Business Environment

- Classroom: 1 day

### 4 - Develop Working Relationships with Colleagues

- Classroom: 1 day

### 5 - Principles of Providing Administrative Services

- Classroom: 1 day

### 6 - Principles of Document Production and Information

- Classroom: 1 day

# Pathway

## Apprenticeship: Business Administration

There is a clear GC Education & Skills career pathway for the apprentice once they've completed the Level 2 Business Administration course.

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### Business Apprenticeship Routes

#### Level 2

Business Administration Level 2

Customer Service Practitioner Level 2

#### Level 3

Business Administrator Level 3