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# Business Administration

Apprenticeship

2  
Level

## Foundation Apprenticeship in Business Administration Level 2

This programme is aimed at those who want to work in, or who work in Business Administration job roles such as: Administrator, Business Support Officer, Office Junior, and Receptionist.

On completion of this Apprenticeship you will achieve the following qualifications:

- Level 2 Diploma in Business Administration (QCF)
- Essential Skills - Application of Number (AON) Level 1 \*
- Essential Skills - Communication Level 1 \*
- Essential Skills – Digital Literacy Level 1
- Foundation Apprenticeship in Business Administration

### Course Delivery

An assessor will visit the candidate at their workplace, once a month for a minimum of one hour. In addition to this, they will be set approximately four hours of work to complete before the next meeting.

Three one day workshops cover the three knowledge units. The three workshop titles are: Understanding employer organisations, principles of providing administrative services, principles of business document production and information management. These will all take place, depending on availability, at ACT's head office and will be arranged with your assessor.

The Essential Skill Qualifications (if required) consist of controlled tasks, tests and group collaboration. These will be done through workshops held at ACT or your workplace and will help develop your numeracy, literacy and digital literacy skills.

### Recommended Time in Framework

The recommended time to complete the Foundation Apprenticeship framework is 13 months.

### Level 2 Diploma in Business Administration (QCF)

To achieve the Level 2 Diploma in Business Administration, you will need to achieve all **6 mandatory** units plus approximately **6 optional** units. The units chosen should reflect the learner's job role. If the learner/employer wishes for the learner to complete a unit that is not currently part of their job role, then the employer must facilitate opportunities for the learner to complete that activity on a regular basis throughout the course.

**Mandatory Units - Group A**

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

**Optional Units - Group C**

Using Email  
 Bespoke Software  
 Spreadsheet Software  
 Data Management Software  
 Presentation Software  
 Work Processing Software  
 Website Software  
 Deliver Customer Service  
 Participate in a Project  
 Processing Customers' Financial Transactions  
 Payroll Processing  
 Process Information about Customers  
 Develop Customer Relationships

**Optional Units - Group B**

Administer the Recruitment and Selection Process  
 Handle Mail  
 Organise Business Travel or Accommodation  
 Provide Administrative Support for meetings  
 Prepare Text from Notes Using Touch Typing  
 Manage Diary Systems  
 Collate and Report Data  
 Contribute to the Organisation of an Event  
 Employee Rights and Responsibilities  
 Prepare Text from Shorthand  
 Buddy a Colleague to Develop their Skills  
 Store and Retrieve Information  
 Administer Parking Dispensations  
 Administer Finance  
 Prepare Text from Recorded Audio Instruction  
 Archive Information  
 Administer Human Resource Records  
 Produce Business Documents  
 Produce Minutes of Meetings  
 Meet and Welcome Visitors in a Business Environment  
 Health and Safety in a Business Environment  
 Use a Telephone and Voicemail System  
 Contribute to the Development and Implementation of an Information System  
 Monitor Information System  
 Develop a Presentation  
 Deliver a Presentation  
 Analyse and Present Business Data  
 Maintain and Issue Stationery and Supplies  
 Use and Maintain Office Equipment

**Optional Units - Group D**

Understand the Use of Research in Business  
 Understand the Legal Context of Business  
 Principles of Marketing Theory  
 Principles of Digital Marketing  
 Principles of Customer Relationships  
 Understand Working in a Customer Service Environment  
 Know how to Publish, Integrate and Share  
 Using Social Media  
 Explore Social Media  
 Understand the Safe Use of Online and Social Media Platforms  
 Principles of Equality and Diversity in the Workplace  
 Principles of Team Leading

\*As part of your Apprenticeship, you are required to undertake a framework of qualifications which include Essential skills. You may already hold qualifications that could be used to 'proxy' for these if you wish. These include:

Essential Skill	Proxy
Communication level 1	GCSE G or above, key skills or Essential skills Wales
Communication level 2	GCSE C or above, key skills or Essential skills Wales
Communication level 3	AS/A level E or above or Essential Skills Wales
AON level 1	GCSE G or above, key skills or Essential skills Wales
AON level 2	GCSE C or above, key skills or Essential skills Wales
AON level 3	AS/A level E or above or Essential Skills Wales
Digital Literacy	IT Essential Skill

### Have any questions about the qualification?

We are here to help. If you have any learner related questions or enquiries about this qualification, please contact:

**Lucy Wilkinson**

**07720594825**

**lucywilkinson@acttraining.org.uk**

Lucy will be able to provide you with information and advice you need regarding this qualification.

