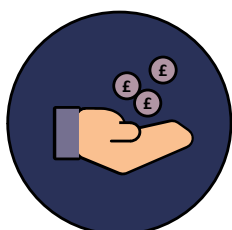


## Who should do this qualification?

Anyone who helps to keep businesses running.

Intermediate apprentices may work in roles such as:

- administrators
- office juniors
- receptionists/medical receptionists
- junior legal or medical secretaries

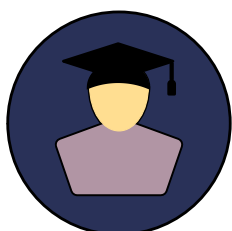


## Benefits to the Business

Skills shortages identified by organisations include:

- a lack of office and administration skills
- customer-handling skills
- technical and practical skills
- oral communication skills
- IT skills

all of these are covered within the Business Administration Apprenticeship framework.



## Benefits to the Learner

Business Administration Apprenticeships use employer led, up to date, flexible qualifications which meet the changing skills needs of employers. They build in softer-skills such as communication, team working, interpersonal skills and the ability to reflect on personal learning. They also ensure that the qualification is more Business focused by including many more business specific units.



## Components of the Apprenticeship

### Diploma in Business Administration Level 2

A total of **45 credits**

+

Functional Skills Maths	Level 1
Functional Skills English	Level 1
Functional Skills ICT	Level 1
Employee Rights and Responsibilities (ERR)	✓
Personal Learning and Thinking Skills (PLTS)	✓

## Mandatory Units

Title	Credit Value	Unit Level
Communication in a business environment	3	2
Principles of providing administrative services	4	2
Principles of business document production and information management	3	2
Understand employer organisations	4	2
Manage personal performance and development	4	2
Develop working relationships with colleagues	3	2

## Optional Group A

Title	Credit Value	Unit Level
Health and safety in a business environment	2	1
Use a telephone and voicemail system	2	1
Meet and welcome visitors in a business environment	2	1
Manage diary systems	2	2
Produce business documents	3	2
Collate and report data	3	2
Store and retrieve information	4	2
Produce minutes of meetings	3	2
Handle mail	3	2
Provide reception services	3	2
Prepare text from notes using touch typing	4	2
Prepare text from shorthand	6	2
Prepare text from recorded audio instruction	4	2
Archive information	3	2
Maintain and issue stationery and supplies	3	2
Use and maintain office equipment	2	2
Contribute to the organisation of an event	3	2
Organise business travel or accommodation	4	2
Provide administrative support for meetings	4	2
Administer human resource records	3	2
Administer the recruitment and selection process	3	2
Administer parking dispensations	3	2
Administer finance	4	2
Buddy a colleague to develop their skills	3	2
Employee rights and responsibilities	2	2
Develop a presentation	3	3
Deliver a presentation	3	3
Contribute to the development and implementation of an information system	6	3
Monitor information systems	8	3
Analyse and present business data	6	3

## Optional Group B

Title	Credit Value	Unit Level
Process information about customers	3	2
Develop customer relationships	3	2
Deliver customer service	5	2
Bespoke Software	3	2
Spreadsheet Software	4	2
Processing customers' financial transactions	4	2
Data Management Software	3	2
Using email	3	2
Presentation Software	4	2
Word Processing Software	4	2
Website Software	4	2
Payroll Processing	5	2
Participate in a project	3	3

## Optional Group C

Title	Credit Value	Unit Level
Understand working in a customer service environment	3	1
Understand the use of research in business	6	2
Principles of marketing theory	4	2
Principles of digital marketing	5	2
Exploring Social Media	2	2
Principles of customer relationships	3	2
Principles of team leading	5	2
Know how to publish, integrate and share using social media	5	2
Principles of equality and diversity in the workplace	2	2
Understand the safe use of online and social media platforms	4	2