

Intermediate Apprenticeship in Business Administration

The function of Business Administration is an important support role within any business or organisation. Administrators handle the day-to-day tasks in an office and make sure things run smoothly – 97% of employers say that effective administration is essential to their business.

The term ‘administration’ covers a variety of roles that involve organising people and resources including Executive Assistants, Secretaries, Administration Assistants, Data Entry Clerks and Office Juniors. Without them information would be hard to find, meetings would be missed and businesses would be less productive.

As a Business and Administration apprentice, your exact duties will depend on your employer. It’s likely that you’ll be working with a team and handling various tasks. You may be typing up board meeting documents, putting financial information together, sending the daily post, or faxing and photocopying confidential documents. This sort of work requires a strong sense of responsibility, accuracy and attention to detail.

Job Roles

Administrator/Business Support Officer • Office Junior • Receptionist • Junior Legal Secretary • Junior Medical Secretary • Medical Receptionist

<p>Qualifications</p>	<p>The Apprenticeship framework programme consists of two elements:</p> <ul style="list-style-type: none"> • Level 2 Diploma in Business Administration • Functional Skills <p>The Qualifications and Credit Framework (QCF) is the new framework for recognising accredited qualification in England, Wales and Northern Ireland. It is a flexible credit-based qualifications framework that enables qualifications to be tailored to meet individual requirements.</p> <p>On completion of the two elements above you will be accredited with an Intermediate Apprenticeship Certificate.</p>
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Units covered

Level 2 Diploma in Business Administration

You will complete a supporting qualification to ensure you have the required knowledge to work in your chosen sector. For this part of your programme you will complete a number of assignments.

- Learners must complete a minimum of 45 Credits:
- A minimum of 14 credits from Group B Optional Units
- A maximum of 10 credits from Group C Optional Units
- A maximum of 6 credits from Group D Optional Units

6 Mandatory Units

Learners must complete the following mandatory units:

- Communication in a business environment (3 Credits)
- Principles of providing administrative services (3 Credits)
- Principles of business document production and information management 3 Credits)
- Understand employer organisations (3 Credits)
- Manage personal performance and development (3 Credits)
- Develop working relationships with colleagues (3 Credits)

From the optional units, learners must achieve a minimum of 24 credits

A Minimum of 14 Credits from Group B Optional Units:

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

<p>Units covered</p>	<p>A Maximum of 10 Credits from Group C Optional Units:</p> <ul style="list-style-type: none"> • Using email (3 Credits) • Word Processing Software (4 Credits) • Website Software (4 Credits) • Spreadsheet Software (4 Credits) • Presentation Software (4 Credits) • Bespoke Software (3 Credits) • Data Management Software (3 Credits) • Deliver customer service (5 Credits) • Process information about customers (3 Credits) • Develop customer relationships (3 Credits) • Participate in a project (3 Credits) • Processing customers' financial transactions 4 Credits) • Payroll Processing (5 Credits) <p>A Maximum of 6 Credits from Group D Optional Units:</p> <ul style="list-style-type: none"> • Understand the use of research in business (6 Credits) • Understand the legal context of business (6 Credits) • Principles of customer relationships (3 Credits) • Principles of team leading (5 Credits) • Principles of equality and diversity in the workplace (2 Credits) • Principles of marketing theory (4 Credits) • Principles of digital marketing (5 Credits) • Understand working in a customer service environment (3 Credits) • Know how to publish, integrate and share using social media (5 Credits) • Exploring Social Media (2 Credits) • Understand the safe use of online and social media platforms (4 Credits)
<p>Functional Skills Maths Level 1 Functional Skills English 1 Functional Skills ICT Level 1</p>	<p>If you do not hold the relevant GCSE grades in Maths and English, you will complete a total of three functional skills which will be assessed in the workplace and you may be required to take an exam depending on your current qualifications in:</p> <ul style="list-style-type: none"> • English Level 1 • Maths Level 1 • ICT Level 1 <p>Practical assessment & External Computer Based Exam</p>
<p>Additional Information</p>	<p>You will also achieve Personal Learning and Thinking skills which will be embedded into the qualifications above.</p> <p>Every employee is required have an understanding of their rights and responsibilities.</p>
<p>Entry requirements</p>	<p>No previous experience is required but applicants must enjoy working in an administration role and be able to demonstrate the potential for developing good communication, organisation and computing skills. Employed in a related job role for at least 30 hours/week.</p>
<p>Who is it for?</p>	<p>Anyone working in an office environment who wants to achieve a recognised qualification to develop their skills or gain recognition for their workplace achievements. One of the great things about business and administration is that you can work almost anywhere. With your transferable skills, you could be working in a record company or a charity. Administration roles are also an excellent starting point to move into management once you have more experience.</p>

Cost	<p>Aged 16-18</p> <p>Fully funded</p> <p>Aged 19 and over</p> <p>Buckinghamshire Adult Learning require employers to make a contribution towards the cost for all learners aged 19 years and over, embarking on an Apprenticeship or Advanced Apprenticeship programme. For more information please contact us on 01296 383470.</p>
Duration	12 months
Start date	Available throughout the year
Assessment method	<ul style="list-style-type: none"> • Work Based Evidence • Multiple choice exam and assessment
Personal qualities	<ul style="list-style-type: none"> • Ability to work on their own between sessions to practice and complete homework and exam questions • To be able to work under exam conditions • Attention to detail and methodical approach
Further progression	<p>Intermediate apprentices, with support and opportunities in the workplace, can progress onto:</p> <ul style="list-style-type: none"> • the Level 3 Advanced Apprenticeship in Business & Administration – general administrative, legal or medical pathways • other level 3 Advanced Apprenticeships such as Customer Service or Management <p>With additional training, intermediate apprentices may be able to progress in their careers to roles including Administration Executive, Administration Team Leader, Office Supervisor, Personal Assistant, Secretary or a wide range of other Business & Administration roles.</p>