

Apprenticeship in Business Administration

This is the nationally recognised learning framework for those working in an office-based business administration role.

The programme develops and recognises a broad range of practical business administration skills – providing a foundation for personal development and career progression.

Learners complete a ‘framework’ of individual qualifications in order to achieve their Apprenticeship.

- Programme duration: 52 weeks
- Vocational Skills are assessed through observation, written worksheets, workplace evidence and on-screen tests
- Functional Skills are assessed through either paper-based or on-screen tests
- Apprentices are supported with a range of flexible learning resources and workshops

Framework element	Duration
Functional Skills in English, Mathematics and ICT Level 1*	Week 1–18
BTEC Level 2 Diploma in Business Administration	Week 19–52
Personal Learning and Thinking Skills	Week 19–52

**Learners will be exempt from the equivalent Functional Skills qualification if they have achieved: GCSE in Maths or English (with enhanced functional content) at grade E or above at any time prior to starting the Apprenticeship*

GCSE grade B/C or A-Level or AS-Level grade B/C/D/E in Maths or English before September 2012 and within 5 years of starting the Apprenticeship

GCSE grade A or A or A-Level or AS-Level grade A in Maths or English at any time prior to starting the Apprenticeship.*

Highlights

- Develops essential workplace skills
- Structured onsite induction session for all learners
- Full support materials provided
- Assessed in the workplace by experienced assessors
- 90–120 minutes per week study & preparation time
- Must have employed status – at least 30 hours per week
- Funding available through the Skills Funding Agency – *subject to individual eligibility*

Progression

Successful learners may progress to an Advanced Apprenticeship on completion of the programme.

BTEC Diploma in Business Administration

The BTEC Level 2 Diploma in Business Administration develops skills and confidence and gives valuable professional recognition for operational level personnel.

It is based on recognised occupational standards and is jointly certificated by Best Practice and Pearson – the leading Awarding Organisation for vocational qualifications.

- Course duration: 9 – 12 months
- Assessed through observation, written worksheets, workplace evidence and onscreen tests
- Supported by e.learning and optional in-company workshops

Learners must achieve a total of 45 credits: 21 credits from mandatory units and at least 24 credits from optional units. At least 14 credits from Group B and no more than 10 credits from Group C.

* These units are assessed through onscreen tests. Credit values are shown below in brackets.

Level 2

Mandatory units – Group A	
■ Communicate in a business environment (3)	
■ Principles of providing administrative services (4) *	
■ Principles of business document production and information management (3) *	
■ Understand employer organisations (4) *	
■ Manage personal performance and development (4)	
■ Develop working relationships with colleagues (3)	
Optional units – Group B	
■ Manage diary systems (2)	■ Maintain and issue stationery & supplies (3)
■ Produce business documents (3)	■ Use and maintain office equipment (2)
■ Collate and report data (3)	■ Contribute to the organisation of an event (3)
■ Store and retrieve information (4)	■ Organise business travel or accommodation (4)
■ Produce minutes of meetings (3)	■ Provide administrative support for meetings (4)
■ Handle mail (3)	■ Administer finance (4)
■ Provide reception services (3)	■ Employee rights and responsibilities (2)
Optional units – Group C	
■ Using email (3)	■ Spreadsheet software (4)
■ Word processing software (4)	■ Presentation software (4)

Highlights

- 60 – 90 minutes per week study & preparation time
- Assessed in the workplace by experienced assessors

Progression

Successful learners may progress to a Level 3 Diploma in Business Administration.