

Foundation Apprenticeship in Business & Administration Level 2

This programme is aimed at those who have a supporting role in an office environment, requiring some supervision but also with scope of working with autonomy. The candidate will be working as part of a team ensuring the provision of information and resources to others. The candidates working role will provide the opportunity to be involved in a range of administration activities, for example: managing customer relations, managing diary systems, organising business travel and accommodation, organising and supporting meetings, using various software, preparing text from a variety of sources.

On completion of this apprenticeship you will achieve the following:

- Foundation Apprenticeship in Business & Administration
- OCR Level 2 NVQ Certificate in Business and Administration (QCF)
- C&G Level 2 Certificate in Principles of Business and Administration (QCF)
- Essential Skills Wales - Application of Number Level 1, Communication Level 1 and ICT Level 1

Competence component OCR Level 2 NVQ Certificate in Business and Administration (QCF)

To achieve a Level 2 NVQ Certificate in Business and Administration, you will complete a minimum of 7 units. This comprises of 4 mandatory units and a minimum of 2 units from optional Group B and a further unit from Group B or C.

course details

Mandatory Units - Group A

- Unit 201 Manage own performance in a business environment
- Unit 202 Improve own performance in a business environment
- Unit 203 Work in a business environment
- Unit 206 Communicate in a business environment

Optional Units – Group B

- Unit 204 Solve business problems
- Unit 205 Work with other people in a business environment
- Unit 327 Contribute to running a project
- Unit 212 Produce documents in a business environment
- Unit 213 Prepare text from notes
- Unit 214 Prepare text from notes using touch typing (40 wpm)
- Unit 215 Prepare text from shorthand (60 wpm)
- Unit 216 Prepare text from recorded audio instruction (40 wpm)

- Unit 312 Design and produce documents in a business environment
- Unit 313 Prepare text from notes using touch typing (60 wpm)
- Unit 314 Prepare text from shorthand (80 wpm)
- Unit 315 Prepare text from recorded audio instruction (60 wpm)
- Unit 223 Support the organisation of an event
- Unit 224 Support the co-ordination of an event
- Unit 225 Support the organisation of business travel or accommodation
- Unit 226 Support the organisation of meetings
- Unit 320 Plan and organise an event
- Unit 321 Co-ordinate an event
- Unit 322 Plan and organise meetings
- Unit 107 Make and receive telephone calls
- Unit 207 Use electronic message systems
- Unit 208 Use diary systems
- Unit 209 Take minutes
- Unit 310 Develop a presentation
- Unit 311 Deliver a presentation
- Unit 210 Handle mail

Unit 211 Provide reception services
 Unit 256 Meet and welcome visitors
 Unit 328 Deliver, monitor and evaluate customer service to internal customers
 Unit 329 Deliver, monitor and evaluate customer service to external customers
 Unit 217 Organise and report data
 Unit 218 Research information
 Unit 219 Store and retrieve information
 Unit 220 Archive information
 Unit 228 Support the management and development of an information system
 Unit 316 Support the design and development of an information system
 Unit 317 Monitor information systems
 Unit 318 Analyse and report data
 Unit 221 Use office equipment
 Unit 222 Maintain and issue stationery stock items
 Unit 319 Order products and services
 Unit 330 Agree a budget
 Unit 227 Respond to change in a business environment
 Unit 326 Contribute to innovation in a business environment
 Unit 229 Administer human resources records
 Unit 230 Administer the recruitment and selection process
 Unit 257 Administer parking dispensations

Optional Units – Group C

Unit 113 Use occupational and safety guidelines when using keyboards
 Unit 115 Bespoke software
 Unit 116 Data management software
 Unit 117 Database software
 Unit 118 Improving productivity using IT
 Unit 119 IT security for users
 Unit 120 Presentation software
 Unit 121 Set up an IT system
 Unit 122 Spreadsheet software
 Unit 123 Using collaborative technologies
 Unit 124 Website software
 Unit 125 Word processing software
 Unit 238 Bespoke software
 Unit 239 Data management software
 Unit 240 Database software
 Unit 241 Improving productivity using IT
 Unit 242 IT security for users
 Unit 243 Presentation software
 Unit 244 Set up an IT system
 Unit 245 Spreadsheet software
 Unit 246 Using collaborative technologies
 Unit 247 Website software
 Unit 248 Word processing software

Course Delivery:

An Assessor will visit the candidate at their workplace, at least once a month for a minimum of one hour. Targets will be agreed for you to complete between each assessment visit.

Knowledge component C&G Level 2 Certificate in Principles of Business and Administration (QCF)

To achieve a Level 2 Certificate in Principles of Business and Administration, you must complete a total of 5 units, comprising of 3 mandatory and 2 optional units:

course units

Mandatory Units

- 201 Principles of personal responsibilities and working in a business environment
- 202 Principles of providing administrative services
- 203 Principles of managing information and producing documents

Optional Units

- 204 Principles of supporting change in a business environment
- 205 Principles of supporting business events
- 206 Principles of maintaining stationery stock
- 207 Principles of working in the public sector
- 305 Principles of project management
- 306 Principles of contributing to innovation and change

Course Delivery:

An Assessor will visit the candidate at their workplace, guiding the candidate through the learning outcomes and prepare them for a series of timed assignments to achieve each unit.

Essential Skills Wales

There are two areas which you will complete through a combination of work-based assessments and assignments:

- Application of Number Level 1
- Communication Level 1
- ICT Level 1

Recommended Time on Framework:

The recommended time to complete the Foundation Apprenticeship framework is 15 months.