

Foundation Modern Apprenticeship in Business and Administration Level 2

This qualification is aimed at individuals in a basic administration role such as Administrators and Receptionists with little autonomy within their role.

On completion of the framework the candidate will receive the following qualifications:

- City and Guilds Level 2 Certificate in Business and Administration
- OCR Level 2 NVQ in Business and Administration
- Business and Administration Foundation Modern Apprenticeship
- Key Skills - Application of Number Level 1 and Communication Level 2

Level 2 National Vocational Qualification in Business and Administration

course details

Mandatory Units (2)

- Carry out your responsibilities at work
- Work within your business environment

Optional Units (3)

- Ensure your own actions reduce risks to health and safety
- Manage diary systems
- Deal with visitors
- Operate credit control procedures
- Research and report information
- Use IT systems
- Word processing software
- Database Software
- Specialist or bespoke software
- Operate office equipment

- Prepare text from shorthand
- Produce documents
- Manage customer relations
- Organise business travel and accommodation
- Process customer financial information
- Store, retrieve and archive information
- Organise and support meetings
- Use IT to exchange information
- Spreadsheet software
- Presentation Software
- Use a telephone system
- Prepare text from notes
- Prepare text from recorded audio instruction
- Work effectively with other people

Course Delivery:

An Assessor will visit the candidate at their workplace at least once a month for a minimum of one hour. In addition to this, they will be set approximately 4 hours worth of work to complete before the next months meeting.

Technical Certificate:

City and Guilds Level 2 Certificate in Business and Administration

The Technical Certificate at level 2 consists of 2 units and an online multiple choice test.

workshop outlines

201. Supporting the business environment

The aim of this unit is to provide candidates with knowledge to competently work as a business administrator within an organisation by following its laid down policies and procedures, meeting organisational requirements and ensuring a good understanding of related legislation and the impact of this on to the work role.

202. Work Effectively within the business environment

The aim of this unit is to provide candidates with the knowledge to work effectively within an organisation by planning and prioritising their work, effectively communicating using electronic and paper-based systems and by continuously improving themselves and, wherever possible, the organisation.

Course Delivery:

Candidates will be required to complete a comprehensive workbook and paper-based written assignment within their place of work which covers aspects of both units detailed above. Candidates will also be required to complete an online multiple choice test which also covers aspects of both units detailed above. The online test will be held at our training centre in Newport.

Key Skills

course units

Key Skills are a range of essential skills that are critical to succeed in the workplace today. There are two Key Skill areas (including Communications and Application of Numbers) which participants complete through a combination of work-based assessments and assignments.

Mandatory Units

- Application of Number (Level 1)
- Communication (Level 2)

Delivery

Key Skills will be completed during the assessor visits

Recommended Time on Framework:

The recommended time to complete the Modern Apprenticeship framework is approximately 18 months.