

# Business Administration

(framework)

## Level 2



## Course information

- 12 months total duration
- Total course credits: 45
- Awarding body: NCFE

## Recommended for

- Trainee Administrator
- Admin Assistant
- Receptionist

## Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at level 4 or above in the same area that you wish to study

## Entry requirements

Apprenticeship Connect is an inclusive training provider committed to widening participation in apprenticeships. There are no minimum entry requirements for this course, however candidates are expected to be proficient in English, Maths and ICT.

## Further study routes

- Business Administration Level 3
- Business Administration Level 4



# Course Overview

The Business Administration Level 2 course is ideal for learners directly involved in administrative roles who are looking to maximise their career opportunities by gaining new skills for autonomous or supervised tasks. This course is designed to develop technical and wider sector-related knowledge to underpin competence in administrative job roles. This includes understanding the principles, practices and responsibilities related to administrative job roles and business operations such as organisational structures, the use of research in business, equality and diversity and the legal context of business. This course also aims to develop communication skills, verbally and in writing, the ability to prepare business documents, organising and supporting meetings and managing information and diary systems.

## What's included?

### QCF

To be awarded the NCFE Level 2 Diploma in Business Administration learners must complete six mandatory units and a combination of optional units for their QCF award.

### Functional Skills

In addition to the QCF component, for Business Administration Level 2 learners must also achieve certificates in functional skills English, Maths and ICT. If you have already achieved GCSE grade C/grade 4 or above in English Literature, Maths and ICT, or equivalent, you may be exempt from this element of the syllabus. Our enrolment officers will discuss each case individually following the completion of initial assessments to determine the level at which you will study.

### Employee Rights and Responsibilities (ERR)

As part of the course syllabus, learners must complete the Employee Rights and Responsibilities component. This component covers the rights and responsibilities in the workplace under UK employment legislation.

### Personal Learning and Thinking Skills (PLTS)

Throughout the programme of study learners must also demonstrate six different Personal Learning and Thinking Skills (PLTS). These skills are essential for contributing and participating confidently in life, learning and work.

“ I applied to an apprenticeship role advertised online by Apprenticeship Connect as I wanted to complete a course that would allow me to gain work experience while learning. I felt that completing an apprenticeship would allow me to gain valuable skills that I could transfer to different industries after I had finished my course and give me better career options in the future. I'm extremely happy with the job placement that Apprenticeship Connect found for me. I enjoy the fact it's constantly busy and I'm learning new things about the health service and the recruitment industry which I didn't know before. I'm learning so many new skills that will help me develop in the future. ”

**Elizabeth Smith, Business Administration Level 2**



# Course Delivery

Our dedicated tutors are specialists in their fields and each learner has a tutor assigned to them upon enrolment based on their learning requirements, course, location and level. Our courses are delivered through a combination of face-to-face tutoring at the learner's place of work and virtual learning via online sessions. As part of every apprenticeship course, learners are required to spend 20% of their contracted working hours undertaking off-the-job training. Off-the-job training is training that is outside of usual workplace duties, but it may still be conducted at your place of work.

Course delivery styles may include:

- **The teaching of theory:** lectures, role playing, simulation exercises, online learning or manufacturer training
- **Practical training:** shadowing, mentoring, industry visits and attendance at competition
- **Coursework:** learning support and time spent writing assessments/assignments

Throughout the course, your progress will be assessed to determine your knowledge and competency. Typical methods of gaining evidence to assess performance may include:

- **On-the-job observations:** your tutor will observe you carrying out day-to-day tasks, assessing your competency in the workplace
- **Coursework:** throughout the course, your tutor will set you a variety of tasks to be completed following your one-to-one sessions; these tasks will help you acquire the skills and knowledge required to complete the syllabus
- **Witness testimonials:** we will gather a variety of witness testimonials from your line manager to evidence your performance at work, demonstrating your ability
- **Examinations:** some of our courses also require learners to sit an examination to formally assess knowledge and competency

## Funding information

Our training courses are either funded by the Government or by employers depending on their size. Learners are not required to contribute towards the cost of training in any way. To obtain our course price list, please contact [info@apprenticeshipconnect.co.uk](mailto:info@apprenticeshipconnect.co.uk). Further information about apprenticeship funding can be found on our website: [apprenticeshipconnect.co.uk](http://apprenticeshipconnect.co.uk).





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### QCF units

To be awarded the NCFE Level 2 Diploma in Business and Administration learners must achieve a minimum of 45 credits including:

- a total of 21 credits from Group A
- a minimum of 14 credits from Group B
- the remaining credits can come from Groups B, C or D – however, a maximum of 10 credits from Group C, and a maximum of 6 credits from Group D, can count towards achievement.

Group A: Mandatory units		
Unit No.	Unit Title	Credit Value
01	Communication in a business environment	3
02	Understand employer organisations	4
03	Principles of providing administrative services	4
04	Principles of business document production and information management	3
05	Manage personal performance and development	4
06	Develop working relationships with colleagues	3
Group B: Optional units		
Unit No.	Unit Title	Credit Value
07	Administer the recruitment and selection process	3
08	Handle mail	3
09	Organise business travel or accommodation	4
10	Provide reception services	3
11	Provide administrative support for meetings	4
12	Prepare text from notes using touch typing	4
13	Manage diary systems	2
14	Collate and report data	3
15	Contribute to the organisation of an event	3
16	Employee rights and responsibilities	2
17	Prepare text from shorthand	6
18	Buddy a colleague to develop their skills	3
19	Store and retrieve information	4
20	Administer finance	4
21	Prepare text from recorded audio instruction	4
22	Archive information	3
23	Administer human resource records	3
24	Produce business documents	3
25	Produce minutes of meetings	3
26	Meet and welcome visitors in a business environment	2
27	Health and safety in a business environment	2
28	Use a telephone and voicemail system	2
29	Contribute to the development and implementation of an information system	6

30	Monitor information systems	8
31	Develop a presentation	3
32	Deliver a presentation	3
33	Analyse and present business data	6
34	Maintain and issue stationery and supplies	3
35	Use and maintain office equipment	2
Group C: Optional units		
Unit No.	Unit Title	Credit Value
36	Using email	3
37	Bespoke software	3
38	Spreadsheet software	4
39	Data management software	3
40	Presentation software	4
41	Word processing software	4
42	Website software	4
43	Deliver customer service	5
44	Participate in a project	3
45	Processing customers' financial transactions	4
46	Payroll processing	5
47	Process information about customers	3
48	Develop customer relationships	3
Group D: Optional units		
Unit No.	Unit Title	Credit Value
49	Understand the use of research in business	6
50	Understand the legal context of business	6
51	Principles of marketing theory	4
52	Principles of digital marketing	5
53	Principles of customer relationships	3
54	Understand working in a customer service environment	3
55	Know how to publish, integrate and share using social media	5
56	Exploring social media	2
57	Understand the safe use of online and social media platforms	4
58	Principles of equality and diversity in the workplace	2
59	Principles of team leading	5

### Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

**Courses hotline:** 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

**Advice hotline:** 020 3829 6920

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