tchc
Group

BUSINESS ADMINISTRATION
LEVEL 2 APPRENTICESHIP

WHAT IS IT?

Administration is the key to the success of any business. An administrator handles the day-to-day tasks that make your business run smoothly. The Business Administration Apprenticeships ensures that your administrator is efficient, accurate and responsible, all the skills needed in this vital support role.

PROGRESSION ROUTES

Suitable for Administration Assistants / Clerks, and Receptionist etc and work across most sectors including Financial Services, Hospitality, Sport and Recreation, Health and Social Care, Travel and Tourism, Local Government, Power & Energy and Housing. Progression routes include an Advanced Apprenticeship, Level 3 Diploma areas such as administration executive/team leader, office supervisor, personal assistant etc secretary, administration roles.

TIMESCALE

Minimum of 12 months with a minimum of Total Qualification Time (TQT) of 450 hours including 229 hours of Guided Learning Hours (GLH).

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming Guided Learning Hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance. The delivery model for this qualification may be adjusted in accordance with learner needs and local circumstances.circumstances.

COURSE DETIALS

Entry requirements:
There are no prerequisites for this
qualification, however it may be helpful to have a keen interest in business and administration, a "can do" attitude and have basic numeracy and literacy skills. This qualification is suitable for learners aged 16+.

Course Length:
12 - 15 months

Qualification:
NFCE Level 2 Diploma in Business Administration

Functional Skills:
Functional skills level 2 English, Maths and ICT (if not already attained)

ACHIEVING THIS QUALIFICATION

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

- Group A - 21 exact credits
- Group B - 14 minimum credits
- Remaining credits from groups B,C or D, with a maximum of 10 credits from C and 6 from D

OCR Unit No	Unit title	Unit Reference No (URN)	Credit Value	Level	GLH
Group A: Mandatory units					
1	Communicate in a business environment	Y/506/1910	4	3	24
2	Resolve administrative problems	D/506/1956	6	4	56
3	Manage the work of an administrative function	T/506/1946	5	4	27
4	Manage personal and professional development	T/506/2952	3	3	12
Group B: Optional units					
5	Contribute to the design and development of an information system	A/506/1950	5	4	23
6	Manage information systems	F/506/1951	6	4	30
7	Support environmental sustainability in a business environment	R/506/1954	4	4	38
8	Prepare specifications for contracts	H/506/1957	4	4	23
9	Manage events	M/506/1959	6	4	49
10	Contribute to the improvement of business performance	D/506/1911	6	3	33
11	Negotiate in a business environment	H/506/1912	4	3	18
12	Develop a presentation	K/506/1913	3	3	11
13	Deliver a presentation	M/506/1914	3	3	17
14	Create bespoke business documents	T/506/1915	4	3	23
15	Monitor information systems	F/506/1917	8	3	43

OCR Unit No	Unit title	Unit Reference No (URN)	Credit Value	Level	GLH
Group B: Optional units (Continued)					
16	Evaluate the provision of business travel or accommodation	J/506/1918	5	3	30
17	Manage an office facility	K/506/1944	4	3	21
18	Analyse and present business data	M/506/1945	6	3	24
Group C: Optional units					
19	Develop and maintain professional networks	J/506/1949	3	4	15
20	Develop and implement an operational plan	Y/506/1955	5	4	24
21	Encourage learning and development	M/506/1962	3	4	16
22	Initiate and implement operational change	T/506/1980	4	4	19
23	Develop working relationships with stakeholders	F/506/1982	4	4	20
24	Manage physical resources	K/506/1989	4	4	26
25	Prepare for and support quality audits	K/506/1992	3	4	17
26	Conduct quality audits	T/506/1994	3	4	21
27	Manage a budget	A/506/1995	4	4	26
28	Manage a project	R/506/1999	7	4	38
29	Manage business risk	L/506/2004	6	4	27
30	Manage knowledge in an organisation	A/506/2032	5	4	34
31	Recruitment, selection and induction practice	R/506/2909	6	4	33
32	Establish business risk management processes	J/506/2048	5	5	29
33	Promote equality of opportunity, diversity and inclusion	R/506/2053	5	5	26
34	Design business processes	D/506/2055	5	5	23

OCR Unit No	Unit title	Unit Reference No (URN)	Credit Value	Level	GLH
Group C: Optional units (Continued)					
35	Optimise the use of technology	F/506/2064	6	5	29
36	Manage team performance	A/506/1821	4	3	21
37	Manage individuals' performance	J/506/1921	4	3	20
38	Chair and lead meetings	Y/506/1924	3	3	10
39	Encourage innovation	J/506/2292	4	3	14
40	Manage conflict within a team	K/506/1927	5	3	25
41	Procure products and/or services	M/506/1928	5	3	35
42	Implement and maintain business continuity plans and processes	K/506/1930	4	3	25
43	Collaborate with other departments	M/506/1931	3	3	14
44	Champion customer service	D/506/2153	4	4	17

APPRENTICESHIP FRAMEWORKS

An Apprenticeship framework is made up of several qualifications and elements:

KNOWLEDGE BASED QUALIFICATION (KBQ)

Some Apprenticeships will include an individual KBQ (also known as a Technical Certificate). This includes all of the theory and knowledge required for the relevant job role.

COMPETENCE BASED QUALIFICATION (CBQ)

To ensure you are competent within your field or job role, assessments are carried out in the workplace. This qualification ensures you have the skills to do the job.

FUNCTIONAL SKILLS

Functional Skills in Apprenticeships covers English and maths and in some cases ICT. These will be at level 1 or 2 depending upon the specific framework.

APPRENTICESHIP FRAMEWORKS CONTINUED

COMBINED QUALIFICATION (CQ)

Some Apprenticeship frameworks have a CQ, which includes both knowledge based and competence based elements, and covers the requirements of both the knowledge and competencies required to do the job.

EMPLOYMENT RIGHTS AND RESPONSIBILITIES (ERR)

This supports apprentices to understand employer and employee rights and responsibilities under Employment Law, and how employment rights can be affected by other legislation. The knowledge or competence area of the framework may cover this subject but sometimes there's a specific qualification within the Apprenticeship as well.

PERSONAL LEARNING AND THINKING SKILLS (PLTS)

Every apprentice is assessed on a range of 6 Personal Learning and Thinking Skills:

- Independent enquirers
- Reflective learners
- Self managers
- Creative thinkers
- Team workers
- Effective participants

CONTACT US

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