

Apprenticeship in Business & Administration

This is an intermediate qualification for learners who wish to or who are already working in an office environment. Business & Administration apprentices may work in roles such as administrators, office juniors, receptionists/medical receptionists, junior legal secretaries or junior medical secretaries. This scheme is funded by the Skills Funding Agency*.

The Business and Administration Apprenticeship Framework consists of a City and Guilds Level 2 Certificate in Business and Administration, Level 2 Technical Certificate in Principles of Business and Administration and Functional Skills in English, Maths and ICT.



All training is delivered in the work place, at convenient times tailored to your organisation's needs. Training is flexible but learners and employers are required to commit to a minimum of 3 hours every month.

To register your interest, or find out more, call freephone **0808 2000 129** or email your contact details to enquiries@cadcentreuk.com

Apprenticeship in Business and Administration Qualification Framework:

This framework meets the needs of learners who are already employed in an administrative role. The framework provides learners with a cohesive suite of qualifications that will enable them to develop a solid understanding of how to work and communicate in any business environment. The framework will help learners to generate the required knowledge alongside practical skills to ensure reliable standards of competence and skills that are relevant and specific to the organisation. The framework includes three components (A) Certificate in Business and Administration, (B) Technical Certificate in the Principles of Business and Administration and (C) Functional Skills.

(A) Level 2 Certificate in Business & Administration

This qualification gives the learner the opportunity to develop a broad skill set that will facilitate progression in the workplace and/or onto further learning. This qualification includes Mandatory and Optional units.

Mandatory Units

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 204 – Communicate in a business environment

Optional Units - a minimum of 12 credits must be gained from the following:

Unit 207 – Use electronic message systems (1 credit)

Unit 208 – Use a diary system (3 credits)

Unit 209 – Take minutes (4 credits)

Unit 210 – Handle mail (3 credits)

Unit 211 – Provide reception services (3 credits)

Unit 221 – Use office equipment (4 credits)

Unit 226 – Support the organisation of meetings (4 credits)

Unit 229 – Meet and welcome visitors (3 credits)

Unit 234 – Use database software (4 credits)

Unit 235 – Improve productivity using IT (4 credits)

Unit 236 – IT security for users (2 credits)

Unit 237 – Use presentation software (4 credits)

Unit 238 – Set up an IT system (4 credits)

Unit 239 – Use spreadsheet software (4 credits)

Unit 240 – Using collaborative technologies (4 credits)

Unit 241 – Use website software (4 credits)

Unit 242 – Use word processing software (4 credits)

(Further units are available for assessment please speak to your assessor for further information)

(B) Technical Certificate in Principles of Business & Administration

This certificate meets the needs of learners wishing to work or already working in an administrative support role. This certificate allows the learner to develop the essential knowledge of how to carry out everyday as well as more complex administrative tasks. These tasks include managing information and supporting events as well as giving learners the opportunity to gain an understanding of project management and change in the business environment. This technical certificate includes Mandatory and Optional units.

Mandatory Units

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

Optional Units - a minimum of 2 options must be chosen from the following:

- Principles of supporting change in a business environment
- Principles of supporting business events
- Principles of maintaining stationery stock
- Principles of working in the public sector
- Principles of project management
- Principles of contributing to innovation and change

(C) Functional Skills in English, Maths and ICT

These skills have an important role to play in helping learners increase their employability skills and complete their learning program effectively.