

Business Administration Level 2

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individuals and as part of a team.



Why Skills Training UK?

- We are a market leader in the field of employee development, helping to develop productive, well-motivated employees who make an effective contribution to performance.
- Our success is built on delivering proven results for employers including increased workplace efficiency, higher levels of customer service and reduced costs.
- Our Trainer Assessors have relevant experience and achieve the right balance of classroom and workplace learning.

Who is Business Administration for?

Skills Training UK's bespoke Apprenticeship in Business Administration is for learners who work in, or who want to work in, business administration, in job roles such as Administrator, Business Support Officer or Office Junior Receptionist.

The Apprenticeship leads to a nationally-recognised BTEC Level 2 Diploma in Business Administration and also includes Functional Skills in Maths, English and ICT to Level 1.

What are the training objectives?

The Business Administration Apprenticeship gives the opportunity to:

- Develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job. This includes wider work-related knowledge such as organisational structure and environment, the use of research in business, equality and diversity and the legal context of business.
- Develop and demonstrate a range of technical skills and competencies. This includes communicating verbally and in writing, preparing business documents, organising and supporting meetings and events, and managing information and diary systems.
- Develop personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS).
- Have existing skills recognised.
- Achieve a nationally-recognised Level 2 Diploma.

“Trainers give learners very good personal and professional support... visits are frequent and timed flexibly.” **Skills Training UK 2014 OFSTED Report**



<< How does the training work?

To achieve the BTEC Level 2 Diploma in Business Administration the individual must develop competence and knowledge across a broad range of Business Administration skills.

Our Trainer Assessor will make regular visits to the workplace to provide guided learning which progresses the apprentice through their Diploma.

All training materials are high quality and can be co-branded with any employer.

The training sessions are arranged conveniently with the apprentice to fit with their working day. Sessions can be timed around changing shift patterns or night shifts.

What is involved?

The apprentice must achieve a minimum number of credits (45) to complete their Level 2 Diploma. These comprise of six mandatory units and a minimum number of optional units which are chosen from groups B, C and D. See below.

Certain units are assignment or test-based and others are evidence-based, which involves providing evidence of competence and knowledge to undertake the tasks.

Mandatory parts of the Level 2 Business Administration Diploma

Units 1-6 (a total of 21 credits) must all be achieved.

- Communication in a business environment
- Understand employer organisations
- Principles of providing administrative services
- Principles of business document production and information management
- Manage personal performance and development
- Develop working relationships with colleagues

Group B options

A minimum of 14 credits must be achieved from Group B

Examples:

- Administer the recruitment and selection process
- Handle mail
- Organise business travel or accommodation
- Provide reception services
- Provide administrative support for meetings
- Manage diary systems

Training in a different class

- Collate and report data
- Produce minutes of meetings
- Use a telephone and voicemail system
- Develop a presentation

The remaining 10 credits can be achieved from units in Group B, C or D

Group C options

A maximum of 10 credits can be achieved from Group C

Examples:

- Spreadsheet software
- Website software
- Payroll processing
- Develop customer relationships

Group D options

A maximum of 6 credits can be achieved from Group D

Examples:

- Principles of digital marketing
- Understand working in a customer service environment
- Know how to publish, integrate and share using social media
- Principles of equality and diversity in the workplace

Assessment

Each of the units is made up of specific elements applicable to a Business Administration role, such as using business software, and organising and co-ordinating events and diaries.

Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning.

A portfolio of evidence is produced to demonstrate that the employee can perform to the described level. Employees will have a Trainer Assessor who will assist in the preparation of the portfolio.

Progression to BTEC Level 3 (Advanced) Business Administration

Skills Training UK offers the opportunity to progress to Level 3 (Advanced) Business Administration on completion of the Level 2 (Intermediate) Diploma.