**The
Sheffield
College**

**4 Excellent Campuses
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Business Administration

Apprenticeship
Level 2

Every organisation needs skillful business administration. As an employer, you need to be confident that anyone undertaking administration for you is competent and knowledgeable, as well as able to meet the requirements of your particular organisation. Employing an apprentice is a great way to ensure that you train and develop an administrator to fit with your way of working – either upskilling an existing member of staff into the role or bringing in new talent.

The Business Administration Apprenticeship Level 2 covers a wide variety of roles and offers a range of optional units to customise the qualification to the needs of your organistion, or the specific job role.

Quick Information:

New Apprenticeship Standard designed by employers for employers

Sector:
Relevant to all employment sectors

Who is it for?
New recruits and existing staff

Start date:
Flexible to suit employers

Level:
Level 2

Duration:
Minimum 12 months

How does it work?
Delivered in your workplace with one day a week at College for 15 weeks and tutor visits every 6 weeks

Content:
Key competence and knowledge to suit your organisation

Assessment:
Work-based assessments throughout the course

Qualification:
Level 2 Diploma in Business Administration

Key Areas of Study

Your apprentice will cover essential knowledge skills and behaviours in their mandatory units. They will also be able to select from a full menu of optional units (detailed below), and you can select the areas of most importance for your organisation.

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Mandatory Areas of Study

Competence Units:

- Communication in a business environment
- Manage personal performance and development
- Develop working relationships with colleagues

Knowledge Units:

- Principles of providing administrative services
- Principles of business document production and information management
- Understand employer organisations

Optional Areas of Study

Group B

- Manage diary systems
- Produce business documents
- Collate and report data
- Store and retrieve information
- Produce minutes of meetings
- Handle mail
- Provide reception services
- Prepare text from notes using touch typing
- Prepare text from shorthand
- Prepare text from recorded audio instruction
- Archive information
- Maintain and issue stationery and supplies
- Use and maintain office equipment
- Contribute to the organisation of an event
- Organise business travel or accommodation
- Provide administrative support for meetings
- Administer human resource records
- Administer the recruitment and selection process
- Administer parking dispensations
- Administer finance
- Buddy a colleague to develop their skills
- Employee rights and responsibilities
- Health and safety in a business environment
- Use a telephone and voicemail system
- Meet and welcome visitors in a business environment
- Develop a presentation
- Deliver a presentation
- Contribute to the development and implementation of an information system
- Monitor information systems
- Analyse and present business data

Group C

- Using email
- Word Processing software
- Website software
- Spreadsheet software
- Presentation software
- Bespoke software
- Data management software
- Deliver customer service
- Process information about customers
- Develop customer relationships
- Participate in a project
- Processing customers' financial transactions
- Payroll Processing

Group D

- Understand the use of research in business
- Understand the legal context of business
- Principles of customer relationships
- Principles of team leading
- Principles of equality and diversity in the workplace
- Principles of marketing theory
- Principles of digital marketing
- Understand working in a customer service environment
- Know how to publish, integrate and share using social media
- Exploring social media
- Understand the safe use of online and social media platforms

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Training, Tutoring and Assessment

The whole programme takes a minimum of 12 months to complete. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training and one-to-one tutoring is also a key part.

Whilst at College, your apprentice will receive knowledge input to cover the mandatory units of the qualification. They will also start to build up their portfolio of evidence and this will generally be captured using an e-portfolio. In the workplace, we will offer support to you and your apprentice throughout the whole of their apprenticeship, set objectives for development, carry out reviews and assist the apprentice to build up the portfolio of evidence, focusing on their chosen optional units.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio to track their learning and development throughout the apprenticeship.

The apprentice's portfolio of evidence will be assessed to determine whether the individual has the required underpinning knowledge and competency to undertake the job role.

Functional Skills

Part of the framework for the Business Administration Level 2 is that learners must have or achieve Level 1 Functional Skill in English, Maths and ICT, depending on the apprentice's previous qualifications in these subjects. Classes are offered in College or online learning is available to help learners prepare for these tests if required.

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Apprenticeship Entry Requirements

Apprentices will be required to have four GCSE A-D or grade 4-9, including Maths and English.

Future / Other Opportunities

Business Administration Apprenticeship Level 3

Business Administration Apprenticeship Level 4

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email **employer@sheffcol.ac.uk** or call **0114 260 2600** to speak to one of our friendly employer advisors.

Get In Touch

Email:
employer@sheffcol.ac.uk

Call:
0114 260 2600

Twitter:
@sheffcol

Facebook:
facebook.com/thesheffieldcollege

LinkedIn:
linkedin.com/company/the-sheffield-college

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.