



This qualification is for learners who work in, or who want to work in Business Administration in job roles such as:

- Administrator
- Business Support Officer
- Office Junior
- Receptionist

It gives learners the opportunity to develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job roles stated above.

This includes the principles and practices underpinning the core tasks and responsibilities related to the job roles above as well as 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.

Also to develop and demonstrate a range of technical skills and behaviours, this includes communicating verbally and in writing, preparing business documents, organising and supporting meetings and events and managing information and diary systems.



Course Delivery

Assessment will take place via blended learning and you will be supported by a training officer who has industry experience. You and your training officer will have a session at least once per month, which will include online training sessions or on site visits for up to 4 hours, we tailor the course to your needs. If you need to do your essential skills this will be done towards the beginning of your course and can include weekly visits from an essential skills tutor.

Entry Requirements

If an apprentice has not already achieved Level 1 English, Level 1 Maths and Level 2 Digital Literacy they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices ability to use English, Maths and Digital Literacy.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

Recommended time on programme

15 Months

Course Units

A minimum of 45 credits must be achieved at level 2 or above.

MANDATORY UNIT	CREDITS	UNIT TITLE
1	3	Communicate in a business environment
2	3	Understand employer organisations
3	4	Principles in providing administrative services
4	4	Principles of business document production and information management
5	4	Manage personal performance and development
6	3	Develop working relationships with colleagues
GROUP B – OPTIONAL UNITS: MINIMUM OF 14 CREDITS		
7	3	Administer the recruitment and selection process
8	3	Handle mail
9	4	Organise business travel or accommodation
10	3	Provide reception services
11	4	Provide administrative support for meetings
12	4	Prepare text from notes using touch typing
13	2	Manage diary systems
14	3	Collate and report data
15	3	Contribute to the organisation of an event
16	2	Employee rights and responsibilities
17	6	Prepare text from shorthand
18	3	Buddy a colleague to develop their skills
19	4	Store and retrieve information
20	3	Administer parking dispensations
21	4	Administer finance
22	4	Prepare text from recorded audio instruction



23	3	Archive information
24	3	Administer human resource records
25	3	Produce business documents
26	3	Produce minutes of meetings
27	2	Meet and welcome visitors in a business environment
28	2	Health and safety in a business environment
29	2	Use a telephone and voicemail service
30	6	Contribute to the development and implementation of an information system
31	8	Monitor an information system
32	3	Develop a presentation
33	3	Deliver a presentation
34	6	Analyse and present business data
35	3	Maintain and issue stationery supplies
36	2	Use and maintain office equipment
GROUP C – OPTIONAL UNITS: MAX OF 10 CREDITS		
37	3	Using email
38	3	Bespoke software
39	4	Spreadsheet software
40	3	Data management software
41	4	Presentation software
42	4	Word processing software ²⁷
43	4	Website software
44	5	Deliver customer service
45	3	Participate in a project
46	4	Processing customers' financial transactions
47	5	Payroll processing
48	3	Process information about customers
49	3	Develop customer relationships
GROUP D – OPTIONAL UNITS: MAX OF 6 CREDITS		
50	6	Understand the use of research in business
51	6	Understand the legal context of business
52	4	Principles of marketing theory
53	5	Principles of digital marketing
54	3	Principles of customer relationships
55	3	Understand working in a customer service environment
56	5	Know how to publish, integrate and share using social media
57	2	Exploring social media
58	4	Understand the safe use of online and social media platforms
59	2	Principles of equality and diversity in the workplace
60	5	Principles in team leading