



For **new** or **existing** staff

Business Administration Apprenticeship Level 2

Delivered by Gloucestershire College

This apprenticeship framework is designed to develop key skills in support functions, and is extremely flexible and can be tailored around any role with an administration function. Business administration apprentices can support a range of departments in performing administrative duties, such as drafting correspondence, scheduling appointments, providing information to customers and maintaining electronic and paper files. It is also an ideal stepping stone for those that want to develop skills to becoming a future leader or business manager.

Delivery model and duration:

Training will be delivered completely in the workplace. Time is required off the job to complete College work

Duration: 12 months

Ideal for:

- Administrators
- Office juniors
- Receptionists
- Personal Assistants

The apprenticeship will cover the following core areas:

- Communication
- Business administration
- Organisation
- Personal skills
- Working relationships
- Preparing business documents

Benefits to business

- Develop robust processes across the back office function
- Flexible routes designed around various roles
- Good progression opportunities to advanced and leadership level qualifications
- Upskill a range of departments

Qualification:
BTEC Level 2 Diploma in Business Administration

» **Completers may want to progress to Business Administration Apprenticeship Level 3**

Entry Criteria:

- Four GCSE grades A-C or 9-4 including English and maths

Benefits for learners

- Achieve a nationally recognised qualification
- Develop skills and knowledge in the world of business
- Build confidence and competence in the working environment
- You will have the support of an occupationally competent and qualified assessor



Why work with Gloucestershire College

We will work in partnership with you to help you achieve your business objectives by providing exceptional apprenticeship programmes, a comprehensive range of staff training and skills development courses and access to an unrivalled resource of motivated and work ready employees.

☎ 01452 563400

✉ business.hub@gloscol.ac.uk

🌐 www.gloscol.ac.uk/apprenticeships



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Components

- Level 2 Diploma in Business Administration
- Employee rights and responsibilities
- Functional Skills: Level 1 English, Level 1 mathematics and Level 1 ICT
- Personal learning and thinking skills

Unit	Overview
Communication in a Business Environment	Communication skills are an important part of any business and administration role, therefore communications run through all the units in this overall qualification. In this unit you will develop the knowledge and skills of communication needed in a business environment. You will explore different methods of how to communicate with others, including verbal and non-verbal communication and effective written business communication. You will also look at how to use spoken language appropriately, as well as body language.
Understand Employer Organisations	You will learn about the differences between the different types of organisations in the private sector, from the small to the large national and international organisations, those controlled by the Government in the public sector and those in the voluntary sector and how each type of organisation is set up against a specific legal structure. You will learn how the impact of political, economic, social, technological, legal and environmental change has on organisations.
Principles of Providing Administrative Services	In this unit you will learn how to develop your knowledge of a range of administrative support tasks. You will have an understanding of how to organise and administer different types of meetings. You will also need to understand how to organise travel and accommodation to meet the needs of the organisation. You will also need to understand the role good customer service has in a business environment.
Principles of Business Document Production and Information Management	In this unit you will learn how to prepare different types of business documents using different types of information communication technology. You will understand the regulatory requirements for producing, storing and distributing documents. You will also learn about the requirements for storing and distributing documents and how information is managed in business organisations.
Manage Personal Performance and Development	You will learn how to actively participate in developing your personal skills. Acquiring the habit of continuously learning new skills will be useful throughout your career and will help you to adapt to change. You will learn how to agree work objectives and the criteria for measuring success, and how to react when faced with a problem. You will learn how to use time management tools and about ways of minimising distraction from the job in hand.
Develop Working Relationships with Colleagues	The ability to form good working relationships with colleagues is very important for both your career and your enjoyment of work. In this unit you will learn the principles and benefits of effective team working, giving feedback to team members and dealing with conflict, problems and changes. You will show that you can put these principles into practice in the workplace through maintaining effective relationships with colleagues, managing decision making with others, minimising disruption to work and resolving problems. This unit will give you opportunities to reflect on your skills and knowledge in this area and support your further development.

There are over 40 optional units available on this apprenticeship programme, most people need to take around 4 or 5 to make up their credit value for the qualification. A selection of the optional units are:

- Provide Reception Services
- Collate and Report Data
- Employment Rights and Responsibilities
- Store and Retrieve Information
- Produce Business Documents
- Meet and Welcome Visitors in a Business Environment
- Use a Telephone and Voicemail System
- Use and Maintain Office Equipment
- Using Email

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