

Business Administration (Intermediate) (Level 2)

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development
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college

This apprenticeship develops the knowledge, skills and behaviours required for business administration roles including administrator, business support officer, office junior or receptionist.

Why study this course?

- Do you want to progress in business administration?
- Is there a requirement for you to help your organisation work more effectively in business?
- Do you currently have a role that would allow you to develop the skills and knowledge within this qualification?
- Do you currently work in a business administration role but are not yet qualified?

Who is the course aimed at?

Due to the varied nature of business administration there are many job roles that apply to business administration intermediate apprentices. Examples of these include:

- Receptionist
- Business support officer
- Hospital/GP clerk
- School administrator
- Office junior
- PA
- Secretary

What you will study

The Level 2 Diploma in Business Administration skills in:

- Verbal and written communication
- Making and receiving telephone calls
- Producing documents
- Using electronic message systems and office equipment.
- Handling mail
- Contributing to the organisation of events
- Knowledge and Skills you will develop
- Providing excellence in business administration support
- Communicating verbally and written
- Storing and retrieving business information
- Using business systems and processes
- Contributing effectively in the workplace.
- Producing documents and using office equipment

Behaviours you will develop

Working in business administration requires good communication skills, IT skills and an understanding of the business environment, all of which are covered by this qualification.

Entry requirements

You will need to complete initial assessments in maths and English and take part in an interview with a member of our Assessment Team.

You will need to be working in an environment that will provide you with the opportunities to learn and develop administration skills.

How long will it last?

12 - 18 months

How will it be delivered?

- The Diploma will be delivered in your workplace on a one-to-one basis with your assessor. This will be assessed through the completion of a portfolio of evidence and online tests.
- Maths and English development will be delivered on a flexible basis to suit the Apprentice and employer.
- Employment rights and responsibilities will be delivered as part of the Diploma.
- You and your employer must demonstrate a commitment to off the job training to support completion of this apprenticeship

Qualifications gained

- Level 2 Diploma Business Administration
- Level 1 Maths, English and ICT Functional Skills
- Employment Rights and Responsibilities
- Working towards Level 2 English and maths

Progression to further study

Intermediate Apprentices, with support and opportunities in the workplace, can progress onto:

- Advanced Apprenticeship in Business and Administration – general administrative medical or legal pathways
- Advanced Apprenticeships in Customer Service or Management
- Further education to undertake management, business related or other qualifications
- With additional training, you may be able to progress in your career to roles including administration executive, administration team leader, office supervisor, personal assistant, secretary or a wide range of other Business and Administration roles.

Further details

Further details on this framework can be found at:
<http://www.afo.sscalliance.org>

Who to contact

For more information about apprenticeships, funding and training, please contact our Business Development Team on 01704 392817 or email on employer@southport.ac.uk

Apprenticeships at Southport College