

# **Business and Administration Apprenticeship Level 2**

**Helping your organisation to be more effective, productive  
and competitive**

## **Contact Us**

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Apprenticeships are the proven way to train your workforce. Apprenticeships can make your organisation more effective, productive and competitive by addressing your skills gaps directly, even in uncertain economic times.

Every business needs effective Administration, and that need remains whatever else changes in terms of new products and services, new technologies and new organisational structures. The Business & Administration Apprenticeships Frameworks (BAA) are therefore based upon a combination of qualification outcomes, which together provide the breadth and depth of skills and knowledge needed to equip a young person for employment in Business and Administration.

The BAA Frameworks provide apprentices and employers with an excellent foundation for the training of future staff in Business & Administration.



## Delivery and Costs

The majority of the funded training is for 16 to 19 year olds. For those aged 19+ government funding is reduced and Employers are required to make a fee contribution.

South Thames College are offering a flexible approach to the delivery of this Apprenticeship which may include e-learning. Each apprentice will be assigned a tutor/assessor who will work with them in all aspects of their Apprenticeship.

## Course Duration

All Apprenticeships have a framework that has been developed specially for Business & Administration. This course will last up to 12 months.

## Apprenticeship Framework

There are a number of elements to each Apprenticeship and this is called the framework. This Apprenticeship framework has 3 main strands:

Competence Based Element	Knowledge Based Element	Function Skills
Level 2 Certificate in Business and Administration (QCF)	Level 2 Technical Certificate	Mathematics Level 1 English Level 2

## Course Content

Assessment of the Apprentice will be in the form of a portfolio of evidence for the Certificate; completion of on-screen multiple choice test for the Technical Certificate and an on-screen test for both Mathematics and English.

The following units are mandatory including:

- Manage own Performance in Business Environment.
- Improve own Performance in a Business Environment.
- Work in a Business Environment.
- Communicate in a Business Environment.

In addition to the Mandatory units candidates must achieve option units from the following:

- Store and Retrieve Information.
- Use Office Equipment.
- Make and Receive Telephone Calls.
- Use Diary Systems.
- Take Minutes.
- Provide Reception Services.
- Produce documents in a business environment.
- Support the organisation of a event or meeting.

(Candidates need to complete sufficient unit credits to gain the qualification)

## Progression

Upon completion of the Level 2 Apprenticeship candidates may wish to undertake Team Leading Level or Management Level 3.