

# Business Administration

Intermediate Apprenticeship and Level 2 Diploma



This qualification covers all aspects of working and communicating in a business environment and offers a choice of units covering different functional areas such as work responsibilities, document production, events and meetings, communications or customer service.

Your administrative staff will be better skilled in all aspects of their role to improve your overall business efficiency and profitability

## Factfile

### Aimed at:

Administrators and clerks plus roles in specific areas such as arranging meetings and customer service

### Length of Level 2 Qualification:

6 months

### Length of Intermediate Apprenticeship:

12 months

### Location:

Greater Manchester, Warrington, Merseyside

### Funding:

Usually part or fully Government funded

### Employer commitment:

Study time/access for training and development

### For enrolment:

Freephone: 0800 389 5283

Email: [apprenticeships@mantralearning.co.uk](mailto:apprenticeships@mantralearning.co.uk)

## The programme

The Level 2 Diploma comprises QCF credit rated units developed by the Council for Administration, the standards setting body for business skills. This qualification is designed for learners employed in administrative roles such as administrative assistants or team administrators, who need to develop or consolidate their skills.

The Level 2 Diploma in Business Administration is a combined qualification that forms both the knowledge element and the competence element of the Advanced Apprenticeship.

## Employer benefits

- 74 % of employers state that customer service has improved as a result of Mantra Learning
- 67 % of employers have experienced an improvement in productivity and growth
- 79 % of employers have reduced staff turnover and lower absenteeism following Mantra courses
- Access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

## Outcomes

This work-based qualification enables learners to develop knowledge, understanding and skills essential for working in a business and administration environment, such as communication skills, working with others and managing and improving own performance.

## Programme delivery

All Mantra Learning Training Advisors are industry professionals who are specialists in the area in which they teach.

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## Programme design

Learners must achieve a minimum of 45 credits, of which at least 36 credits must be selected from level 2 units.

## Mandatory units

Group A mandatory units - 21 credits must be completed	Credit	Level
Communications in a business environment	3	2
Principles of providing administrative services	4	2
Principles of business document production and information management	3	2
Understand employer organisations	4	2
Manage personal performance and development	4	2
Develop working relationships with colleagues	3	2

## Optional units

Group B optional units - a minimum of 14 credits must be completed	Credit	Level
Manage diary systems	2	2
Produce business documents	3	2
Collate and report data	3	2
Store and retrieve information	4	2
Produce minutes of meetings	3	2
Handle mail	3	2
Provide reception services	3	2
Prepare text from notes using touch typing	4	2
Prepare text from shorthand	6	2
Prepare text from recorded audio instruction	4	2
Archive information	3	2
Maintain and issue stationery and supplies	3	2
Use and maintain office equipment	2	2
Contribute to the organisation of an event	3	2
Organise business travel or accommodate	4	2
Provide administrative support for meetings	4	2
Administer human resource records	3	2
Administer the recruitment and selection process	3	2
Administer parking dispensations	3	2
Administer finance	4	2
Buddy a colleague to develop their skills	3	2
Employee rights and responsibilities	2	2
Health and safety in a business environment	2	1
Use a telephone and voicemail system	2	1
Meet and welcome visitors in a business environment	2	1
Develop a presentation	3	3
Deliver a presentation	3	3
Contribute to the development and implementation of an information system	6	3
Monitor information systems	8	3
Analyse and present business data	6	3

Group C optional units - a maximum of 10 credits may be completed	Credit	Level
Using email	3	2
Word processing software	4	2
Website software	4	2
Spreadsheet software	4	2
Presentation software	4	2

Group C optional units - a maximum of 10 credits may be completed	Credit	Level
Bespoke software	3	2
Data management software	3	2
Deliver customer service	5	2
Process information about customers	3	2
Develop customer relationships	3	2
Participate in a project	3	3
Processing customers' financial transactions	4	2
Payroll processing	5	2

Group D optional units - a maximum of 6 credits may be completed	Credit	Level
Understand the use of research in business	6	2
Understand the legal context of business	6	3
Principles of customer relationships	3	2
Principles of team leading	5	2
Principles of equality and diversity in the workplace	2	2
Principles of marketing theory	4	2
Principles of digital marketing	5	2
Understand working in a customer service environment	3	1
Know how to publish, integrate and sharing using social media	5	2
Exploring social media	2	2
Understand the safe use of online and social media platforms	4	2

## Additional Apprenticeship requirements

Functional skills at level 1 in English, mathematics and ICT
Employment rights and responsibilities
Personal learning and thinking skills

## Assessment

The Mantra Learning Advisor will use a range of assessment methods including observation, question and answer, video, professional discussion and written reports. Their visits usually take place once a month with progress assessed and reviewed every three months or sooner if necessary. We also arrange an Employer Review every six months to measure the impact on your business.

**For further information and  
to increase the value of your staff:  
FREEPHONE**

**0800 389 5283**

**www.mantralearning.co.uk**

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