

Business Administration

Intermediate Apprenticeship and Level 2 Certificate



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:

9 – 12 months

Length of Intermediate Apprenticeship:

12 – 16 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

The programme

The Level 2 Certificate 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 Certificate in Business Administration forms the competence element of the Intermediate 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 and are members of the Institute for Learning.

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Programme design

Learners are required to take mandatory units which cover aspects of working and communicating in a business environment. Learners then have a choice of option units covering different functional areas such as work responsibilities, document production, events and meetings, communications or customer service. There is a wide range of option units allowing learners to choose units to meet the needs of their own work role.

Learners must achieve a minimum of 21 credits, of which at least 14 credits must be selected from level 2 units:

9 credits must be completed from Group A mandatory units; and,

a minimum of 7 credits from Group B optional units

a maximum of 5 credits from Group C optional units

Mandatory units

Group A mandatory units
Manage own performance in a business environment
Improve own performance in a business environment
Work in a business environment
Communicate in a business environment

Optional units

Group B optional unit subgroups
Work responsibilities
Project management
Document production
Events and meetings
Communications
Customer service
Manage information and data
Business resources
Innovation and change
Specialised business support services – human resources
Specialised business support services – parking

Group C optional unit subgroups
Health, Safety and Security of People Premise and Property
IT including word processing, spreadsheets, presentations, databases etc.

Additional Apprenticeship requirements

Key skills at level 1 - literacy, application of number and ICT
Employment rights and responsibilities workbook
Personal learning and thinking skills
City and Guilds Level 2 Certificate in Principles of Business and Administration – 3 mandatory units (11 credits) and an additional 2 credits from a choice of 8 units

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.

Opportunities for further development

Learners can progress to:

- IT User Skills Level 2 Diploma or Intermediate Apprenticeship (ITQ)
- Customer Service Level 3 Diploma or Advanced Apprenticeship

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

0800 389 5283

www.mantralearning.co.uk



ENABLING PEOPLE TO TRANSFORM BUSINESS