

# 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.

You will be better skilled in all aspects of your role to improve your overall job performance and boost your career prospects

## 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

### Learner commitment:

Motivation and enthusiasm

### For enrolment:

Freephone: 0800 389 5283

Email: [apprenticeships@mantralearning.co.uk](mailto: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. The knowledge element is the City & Guilds Level 2 Certificate in Principles of Business Administration

## Learner benefits

- Gain a recognised qualification that will boost your career prospects and enable you to progress onto higher level qualifications
- Develop practical skills to help you do your job better
- Develop your problem solving, communication, team working, personal learning and thinking skills
- Build your self-confidence
- The apprenticeship will also develop your English, maths and IT skills

## Outcomes

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

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## 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.

## 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 how you are contributing to the success of the business.

## Opportunities for further development

You can progress to:

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

For further information:  
**FREEPHONE**

**0800 389 5283**

**www.mantralearning.co.uk**



ENABLING PEOPLE TO TRANSFORM BUSINESS