



Business & Administration – Level 2

Apprenticeship Learning Programme

Organisation Responsible: Council for Administration (CfA)

Apprenticeship framework requirements:

NVQ:	Business & Administration Level 2
<i>Awarding Body: City & Guilds</i>	
Key Skills	Application of Number Level 1 Communication Level 2
<i>Awarding body: City & Guilds</i>	
Technical Certificate:	Level 2 Certificate in Business & Administration
<i>Awarding Body: City & Guilds</i>	
Employment Responsibilities and Rights:	Included in Technical Certificate

Certification: On completion of the above programme the Learner will receive a nationally recognised Certificate for each of the above disciplines.

Apprenticeship:

Apprenticeships are government backed training schemes which provide a structured learning route within a working environment.

An Apprenticeship is a great way for individuals to earn as they learn and for employers to discover skilled and talented employees.

They are intended to provide an integrated programme of learning leading to the acquisition and application of the skills, knowledge and understanding required by employers.

The completion of an Apprenticeship framework shows both current and potential employers that the holder has achieved competence in the skills covered by the Apprenticeship, has demonstrated the knowledge required by the Apprenticeship and has attained the level of transferable skills required by all Apprenticeships.

NVQ:

National Vocational Qualifications (NVQ's) are qualifications that reflect the skills, knowledge and understanding of individuals 'specific areas of work' – in this case Business Administration. They are expressed in terms of competences and are assessed in the workplace.

The NVQ in Business and Administration is gained by assessment of performance in the workplace. Learners will have to claim competence against the Standards for the work that they do. They will also have to reflect on what they do and identify opportunities for change and improvement. The



evidence they will need to generate mainly comes from everyday tasks. However, observation and witness statements from customers, peers and managers are also important pieces of evidence. To achieve the NVQ you will complete the two mandatory units and select, with the help of your assessor, any 3 from the 32 optional units.

Mandatory Units

- 201 - Carry out your responsibilities at work
- 202 - Work within your business environment

Optional Units

There are 24 general optional units, for example:

- 110 - Ensure your own actions reduce risks to health and safety
- 206 - Deal with visitors
- 208 - Operate credit control procedures
- 209 - Store, retrieve and archive information
- 222 - Prepare text from shorthand
- 225 - Work effectively with other people

Custodial Care

There are also 8 sector specific units for custodial care, including:

- 226 - Calculate critical dates for sentences
- 227 - Make administrative arrangements for the appearance of individuals at court
- 230 - Administer personal money for individuals in custody
- 232 - Make administrative arrangements for the release of individuals from custody

Technical Certificate:

Technical certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding and additional knowledge to facilitate progression to HE or higher levels of working. Technical certificates also cover Employment Responsibilities and Rights (ERR) and wider aspects of the occupation/sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment.

Units

- 201 - Supporting the business environment *(one assignment to cover both units)*
- 202 - Working effectively within the business environment

On-line Multiple Choice Test

Key Skills:

Mandatory

- Application of Number Level 1
- Communication Level 2

Optional (not required for the framework but will give additional certificates)

- Working with Others Level 2
- Improve Own Learning Level 2
- Problem Solving Level 2

Employment Responsibilities and Rights

The BA Advanced Apprenticeship framework makes provision for apprentices to undergo a period of initial assessment and induction to ensure they have time to settle into the programme and the job (if new to work). Employment Responsibilities and Rights will be covered and tested as part of the mandatory Business & Administration Technical Certificate and NVQ.

