

## Apprenticeships in Business & Administration

This Apprenticeship aims to enable learners to develop specific administration skills and apply them in practical situations in the workplace.

The programme offers young people the opportunity to achieve City & Guilds and EDI qualifications in administration and designated Key Skills whilst gaining practical work experience.

At the same time employers benefit from well-trained and motivated members of staff who can make a significant contribution to the company.

Apprentices follow an approved framework of training at Level 2 or Level 3 that will meet the different needs of both small and large organisations.

The framework consists of:

### **A National Vocational Qualification (NVQ) in Administration at Level 2 and/or Level 3**

NVQs are nationally recognised qualifications; they are work-based and work relevant and build on practical experience gained in the workplace.

### **Technical Certificate**

These awards are designed to contribute to the knowledge and understanding for the NVQ whilst containing additional skills and knowledge which go beyond the scope of the NVQ standards.

Assessment is by two on line tests (Level 2) and externally marked written tests (Level 3).

### **Key Skills**

- Communication
- Application of Number

Key Skills are transferable skills that enhance not just the young person's contribution in the workplace but also in everyday life. An external test may require to be taken by the young person depending on GCSE grades previously achieved.

### **Entry requirements**

All learners will have an initial assessment to determine appropriate level of qualification to be undertaken. A job analysis will also be completed to ensure the relevant workplace evidence can be gathered.



## Content to be covered

### NVQ Level 2 in Business & Administration

Two core units:

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

*Plus three additional units from a wide selection of topics including:*

Dealing with visitors, Use IT systems, Research and report information, Manage diary systems.

### NVQ Level 3 in Business & Administration

Two core units:

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

*Plus four additional units from a wide selection of topics including:*

Plan, organise and support meetings, Make a presentation, Design and produce documents, Manage and evaluate customer relations.

### Technical Certificates/Key Skills

Half day release (maximum 6) to cover the underpinning knowledge and preparation for completing portfolios and testing.

### Staffing

Learners are visited regularly in the workplace by occupationally qualified Training Consultants for one to one coaching and assessment.

## Resources

- > Occupationally competent staff.
- > Technical Certificate and Key Skills training sessions at Prescott Street including practice sessions for tests.

## Recommended reading

**NVQ Level 2** – Administration 2nd Edition  
By Carol Carysforth Heinemann ISBN: 0-435-45148-0

**NVQ Level 3** – Administration 3rd Edition  
By Carol Carysforth and Maureen Rawlinson  
Heinemann ISBN: 0-435-45166-9

## Duration of programme

Depending on age and experience:

**Level 2** – up to 18 months

**Level 3** – up to 24 months

## Venue

- > 1:1 coaching and assessment carried out in the workplace.
- > Training facilities, at Prescott Street.

**For further information please contact us on:**

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