

Business & Administration Modern Apprenticeship at Level 2

Who Are Business & Administration Level 2 Modern Apprenticeships For?

Business & Administration Level 2 Modern Apprenticeships are aimed at staff working in administration across all occupations and sectors of employment.

How Do I Achieve A Level 2 Modern Apprenticeship?

Like all N / SVQs, this qualification is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. Candidates plan a programme of development and assessment with their assessor and compile a portfolio of evidence to prove that they are competent and knowledgeable in their work role.

How Do I Know What Level of NVQ Is Best For Me?

Who Should Do Level 2?

The Level 2 qualification is intended for individuals whose role involves carrying out a range of administrative activities, requiring a limited amount of supervision and working with some autonomy. The individual will be working as part of a team ensuring the provision of information and resources to others. The individual's work situation will provide the opportunity to be involved in a range of administration activities. For example, communicating verbally and in writing with colleagues, customers and clients, using IT to process and present information, dealing with visitors, providing effective customer service and dealing with financial information. This qualification is very flexible in its structure enabling the organisation and individual to choose the optional units which best suit their work situation and job role.

What Units Do I Have To Complete?

Level 2

In order to achieve a full Level 2 qualification, candidates must complete 5 units of competence, including 2 mandatory unit and 3 optional units.

Mandatory Unit

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

Optional Units

Unit 110	Ensure your own actions reduce risks to health and safety
Unit 203	Manage customer relations
Unit 204	Manage diary systems
Unit 205	Organise business travel and accommodation
Unit 206	Deal with visitors
Unit 207	Process customers' financial information
Unit 208	Operate credit control procedures
Unit 209	Store, retrieve and archive information
Unit 210	Research and report information
Unit 211	Organise and support meetings
Unit 212	Use IT systems
Unit 213	Use IT to exchange information
Unit 214	Word processing software
Unit 215	Spreadsheet software
Unit 216	Database software
Unit 217	Presentation software
Unit 218	Specialist or bespoke software
Unit 219	Use a telephone system
Unit 220	Operate office equipment
Unit 221	Prepare text from notes
Unit 222	Prepare text from shorthand
Unit 223	Prepare text from recorded audio instructions
Unit 224	Produce documents
Unit 225	Work effectively with other people
Unit 226	Calculate critical dates for sentences
Unit 227	Make administrative arrangements for the appearance of individuals at court
Unit 228	Make administrative arrangements for the movement of individuals outside the custodial establishment
Unit 229	Administer documentation for the appeals process
Unit 230	Administer personal money for individuals in custody
Unit 231	Prepare documentation to help authorities decide the conditions on which to release individuals from custody
Unit 232	Make administrative arrangements for the release of individuals from custody
Unit 233	Contribute to maintaining security and protecting individuals' rights in the custodial environment

Business & Administration Level 2 Modern Apprenticeship

You Must Achieve

Level 2 Business & Administration (5 units)

Plus The following Core Skills:

Communication	-	Level 3 (fully embedded in units 201 and 202)
Numeracy	-	Level 3
Problem Solving	-	Level 4 (fully embedded in units 201 and 202)
Information Technology	-	Level 3
Working with Others	-	Level 4 (fully embedded in units 201 and 202)