

Business Administration Level 2

Good business administration is a critical requirement common to all industries and sectors, both public and private. Our courses will benefit both the employer and employee through enhanced abilities gained whilst the employee achieves a recognised qualification, thereby improving all-round administration services. To achieve the full Apprenticeship, awarded by the Council for Administration, the Apprentice will need to prove competency by completing the NVQ, Key Skills and Technical Certificate.

NVQ Administration (CITY & GUILDS)



MANDATORY UNITS:
2 mandatory units must be completed.

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

OPTIONAL UNITS:
3 optional units must be completed from the following:

- Ensure your own actions reduce risks to health and safety
- Manage customer relations
- Manage diary systems
- Organise business travel and accommodation
- Deal with visitors
- Process customers' financial information
- Operate credit control procedures
- Store, retrieve and archive information
- Research and report information

NVQ Administration (CITY & GUILDS)

- Organise and support meetings
- Use IT Systems
- Use IT to exchange information
- Work processing software
- Spreadsheet software
- Database software
- Presentation software
- Specialist or bespoke software
- Use a telephone system
- Operate office equipment
- Prepare text from notes
- Prepare text from shorthand
- Prepare text from recorded audio instructions
- Produce documents
- Work effectively with other people
- Calculate critical dates for sentences
- Make administrative arrangements for the appearance of individuals at court
- Make administrative arrangements for the movement of individuals outside the custodial establishment
- Administer documentation for the appeals process
- Administer personal money for individuals in custody
- Prepare documentation to help authorities decide the conditions on which to release individuals from custody
- Make administrative arrangements for the release of individuals from custody
- Contribute to maintaining security and protecting individuals' rights in the custodial environment

KEY SKILLS

Key Skills are the skills we all need and use in everyday life. They are a key to any training undertaken and help us to perform better in everyday tasks.

Key Skills taught and tested are:

Application of Number Level 1

- Multiple choice test
- Portfolio Building

Communication Level 2

- Multiple choice test
- Portfolio Building



TECHNICAL CERTIFICATE

Technical certificates are knowledge tested qualifications, structured to meet the requirements of the Business Administration sector and include.

- **Employment Rights & Responsibilities**