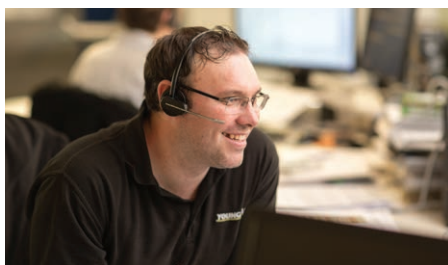


Business Administration

Level 2

Skills Training UK is a leading independent apprenticeships training provider with a proven track record in partnering with NHS Trusts.

We are committed to helping you understand and use the opportunity of the Apprenticeship Levy to develop and deliver training which effectively supports your plans for patient-centred care and CQI.



Why Skills Training UK?

Skills Training UK has a proven track record of providing apprenticeships and training for the NHS.

We are committed to helping our NHS Trust partners understand and use the opportunity of the Apprenticeship Levy and experience includes developing bespoke approaches for mental health, acute care and specialist trusts as well as for primary care and CCGs.

Our tailored apprenticeship programmes are designed to ensure staff have the skills for patient-centred care, while also allowing them to share ideas and spread innovation.

The approach results in a motivated workforce with proven improvements to overall performance.

Who is Business Administration Level 2 for?

Skills Training UK's bespoke Apprenticeship in Business Administration is for learners who work in, or who want to work in, business administration, in job roles such as Administrator, Business Support Officer or Office Junior Receptionist.

The Apprenticeship leads to a nationally-recognised BTEC Level 2 Diploma in Business Administration and also includes Functional Skills in Maths, English and ICT to Level 1.

What are the training objectives?

The Business Administration Apprenticeship gives the opportunity to:

- Develop and demonstrate technical and wider NHS specific knowledge, such as organisational structure and environment, equality and diversity and the legal context.
- Develop and demonstrate a range of technical skills and competencies. This includes communicating verbally and in writing, preparing documents, organising and supporting meetings and events, and managing information and diary systems.
- Develop personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS).
- To recognise existing skills.
- To achieve a nationally-recognised Level 2 Diploma.

How does the training work?

To achieve the BTEC Level 2 Diploma in Business Administration the individual must develop competence and knowledge across a broad range of Business Administration skills.



<< Our Trainer Assessor will make regular visits to the workplace to provide guided learning which progresses the apprentice through their Diploma.

All training materials are high quality and can be co-branded.

The training sessions are arranged conveniently with the apprentice to fit with their working day. Sessions can be timed around changing shift patterns or night shifts.

What is involved?

The apprentice must achieve a minimum number of credits (45) to complete their Level 2 Diploma. These comprise of six mandatory units and a minimum number of optional units which are chosen from groups B, C and D. See below.

Certain units are assignment or test-based and others are evidence-based, which involves providing evidence of competence and knowledge to undertake the tasks.

Mandatory parts of the Level 2 Business

Administration Diploma

Units 1-6 (a total of 21 credits) must all be achieved.

- Communication in a business environment
- Understand employer organisations
- Principles of providing administrative services
- Principles of document production and information management
- Manage personal performance and development
- Develop working relationships with colleagues

Group B options

A minimum of 14 credits must be achieved from Group B
Examples:

- Administer the recruitment and selection process
- Handle mail
- Organise work-related travel or accommodation
- Provide reception services
- Provide administrative support for meetings
- Manage diary systems
- Collate and report data

- Produce minutes of meetings
- Use a telephone and voicemail system
- Develop a presentation

The remaining 10 credits can be achieved from units in Group B, C or D

Group C options

A maximum of 10 credits can be achieved from Group C
Examples:

- Spreadsheet software
- Website software
- Payroll processing
- Develop customer relationships

Group D options

A maximum of 6 credits can be achieved from Group D
Examples:

- Principles of digital marketing
- Understand working in a customer service environment
- Know how to publish, integrate and share using social media
- Principles of equality and diversity in the workplace

Assessment

Each of the units is made up of specific elements applicable to a Business Administration role, such as using business software, and organising and co-ordinating events and diaries.

Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning.

A portfolio of evidence is produced to demonstrate that the employee can perform to the described level.

Employees will have a Trainer Assessor who will assist in the preparation of the portfolio.

Progression to the Business Administration Standard

Skills Training UK offers the opportunity to progress to the Level 3 Standard in Business Administration including the Level 3 Certificate in Business Administration