

## Apprenticeship in Business & Administration

An Apprenticeship is a work-based training programme. As an administration apprentice you will be treated as an employee of the company. You will also complete training.

The term 'administration' covers roles that involve organising people and resources. As a business and administration apprentice your exact duties will depend on your employer. You may be typing up board meeting documents, putting financial information together in spreadsheets, sending the daily post or faxing and photocopying confidential documents.

### Entry Requirements

- Must be in paid work in an administration role for at least 16 hours a week.
- Previous qualifications/experience not necessary.

### Funding Eligibility

You won't have to pay for any training if you:

- are aged between 16–18 years old and
- have lived in the UK for 3 years or more, come from an EU member country or are a British Citizen.

### Duration

In most cases the Apprenticeship will take you 12 months, but we will work with you until you complete all the units.

### Career Opportunities

With a career in administration you are not restricting yourself to any particular industry, as correct administration is vital to all organisations. Jobs include:

- Administrative Assistant
- Clerical Assistant
- Data Entry Clerk
- Office Junior
- Contact Centre Operator
- Receptionist

You could progress to a career as a:

- Personal Assistant
- Office Manager.

### Further Study

Candidates can progress onto an Advanced Apprenticeship or an NVQ in Business & Administration Level 3.

Administration roles are an excellent starting point to move into management once you have more experience. You could then complete an NVQ in Management (Level 3 or 4) or go on to Higher education and complete a Diploma or Degree.

### Elements Covered

An Apprenticeship is made up of these 4 components:

#### Employment Rights & Responsibilities (ERR)

These exist to help apprentices and employers understand their employment rights and responsibilities and the safe learner concept, as well as their rights related to equal opportunities and health and safety.

The learner will meet all the ERR requirements through completion of the mandatory outcomes (included in the vocational framework for each sector) and an induction to the workplace.

#### Technical Certificate

This is an award given to you on answering essay type questions, in detail, about situations that might occur at work and how you would deal with them. These written assignments are marked by your tutor and are based on your experience at work.

#### Units to be completed

- Operate and follow policies and procedures.
- Work with others.
- Apply basic IT principles to business administration.

#### NVQ in Business & Administration Level 2

This is a nationally recognised vocational qualification. You are assessed in two ways, through observation and written work. You will build up a portfolio of evidence with your assessor based on your day-to-day activities. You will also be observed in the workplace, by your assessor, actually carrying out activities. Your assessor will provide you with one-to-one support to enable you to complete the NVQ.

#### Units to be completed

These include:

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

#### Key Skills

These are the English and maths skills you will need to enable you to carry out your roles and responsibilities to a high standard; they are English and maths skills in the context of your work environment. You will not have to complete this element if you got grades A–C in your English and Maths GCSEs.

### More Information

Call the course enquiries team on **0115 9599 544**, email [info@ctem.uk.com](mailto:info@ctem.uk.com) or visit [www.CTEM.uk.com](http://www.CTEM.uk.com).

