

Business & Administration Apprenticeship

NVQ

Business & Administration NVQ Level 2

The qualification consists of 5 units in total. These are drawn from 2 mandatory core units and 3 optional units from group A.

The CfA recommends that BA Apprentices complete at least one IT related unit from the optional units within the NVQ.

Qualification Structure

Mandatory Core (2 units)

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

Group A (24 units)

- Unit 110 Ensure your own actions reduce risks to health and safety (ENTO)
- 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 customer financial transactions (FSSC)
- Unit 208 Operate credit control procedures (FSSC)
- Unit 209 Store, retrieve and archive information
- Unit 210 Research and report information
- Unit 211 Organise and support meetings
- Unit 212 Use IT Systems (IT User)
- Unit 213 Use IT to exchange information (IT User)
- Unit 214 Word processing software (IT User)
- Unit 215 Spreadsheet software (IT User)
- Unit 216 Database software (IT User)
- Unit 217 Presentation software (IT User)
- Unit 218 Specialist or bespoke software (IT User)
- 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

Key Skills

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce.

The Key skills requirements for the BA Apprenticeship are as follows:

Communication Level 2

Application of Number Level 1

Business & Administration Apprenticeship candidates who have achieved a good

(A*-C) GCSE in English (or Welsh in Wales) or Maths need not be asked to attempt levels 1 or 2 key skill qualifications in communication or application of number. Where GCSE A*-C English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme).

Key Skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the Business & Administration Apprenticeship framework. Please note that there is a strict three-year time limit from the date of award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the Key Skills qualification (as appropriate). More information on Key Skills relaxations and proxies is available from the QCA website www.qca.org.uk. Please note that Key Skill external tests are not required in Wales.

Technical Certificate

Technical Certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding and additional knowledge to facilitate progression to HE or higher levels of working. Technical Certificates also cover Employment Rights and Responsibilities (ERR) and wider aspects of the occupation/sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work based learning and off-the-job provision.

All BA Apprentices are required to complete a Business & Administration Technical Certificate at Level 2.

There may be instances where an apprentice will be exempt from achievement of a Technical Certificate as part of their apprenticeship, for example, if they have already achieved an award that is one of the recognised qualifications that meet the requirements for a Technical Certificate and has been agreed by the CfA, or if the apprentice has achieved an award that is a level higher than that required by the framework. To avoid any difficulties at the point of claiming the Business & Administration Apprenticeship completion certificates, providers must gain written agreement to any exemptions during the initial development of the apprentice's individual apprenticeship/learning plan from the CfA. Where an apprentice is exempt from the Technical Certificate, they may be encouraged to achieve an alternative acceptable qualification or one at a higher level that meets the requirement for a Technical Certificate.

Additional Employer Requirements

There are no mandatory additional employer requirement or enhancements as part of this framework. However the CfA does encourage the use of additional employer requirements or enhancements as part of this framework where necessary.

The CfA are working with awarding bodies to identify proxy qualifications for some technical NVQ units e.g. word processing and audio transcription. The CfA encourages this added value approach as employers appreciate single subjects as part of an administrator's qualification portfolio.

Employment Rights and Responsibilities

The BA Apprenticeship framework makes provision for apprentices to undergo a period of initial assessment and induction to ensure they have time to settle into the programme and the job (if new to work).

Employment Rights and Responsibilities will be covered and tested as part of the mandatory Business & Administration Technical Certificate and NVQ.