

QUALIFICATION NAME

LEVEL 2 APPRENTICESHIP – BUSINESS AND ADMINISTRATION

AREAS COVERED

There are six mandatory units which will cover:

- Personal and professional development
- Communication
- Working with others
- Employment rights and responsibilities

Optional units include:

- Using the telephone system
- Reception duties
- Managing diary systems
- Handling post
- Collating and reporting data
- Producing minutes for meetings
- Producing documents
- Processing customer information and financial transactions
- Using bespoke systems

COURSE CONTENT

- The main qualification is the Level 2 NVQ Diploma in Business and Administration
- A number of units that relate to your individual job role will be completed and evidenced in a portfolio. A portfolio will consist of work based evidence including written statements, product evidence, observations, witness testimonies and professional discussion
- Training must include **20% off the job training**, which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's normal place of work, but must not be delivered as part of their normal working duties
- Apprentices will also achieve level 2 functional skills in maths and English, if required

DURATION / COURSE FORMAT

- You will be assessed in the workplace by your personal assessor
- Apprentices can be based in either the public or private sector and have an ambition to progress to a more senior position

Further information can be obtained from the apprenticeship department: 0161 908 6608

Apply online: www.tameside.ac.uk

QUALIFICATION NAME

LEVEL 3 ADVANCED APPRENTICESHIP – BUSINESS AND ADMINISTRATION

AREAS COVERED

There are five mandatory units which will cover:

- Personal and professional development
- Communication
- Working with others
- Employment rights and responsibilities

Optional units include:

- Contribute to the improvement of business performance
- Negotiate in a business environment
- Develop and/or deliver a presentation
- Monitor an information system
- Analyse and present business data
- Resolve customer complaints
- Chair and lead meetings
- Procure products and/or services
- Participate in a project
- Specialist units for parking and legal administration

COURSE CONTENT

- The main qualification is the Level 3 NVQ Diploma in Business and Administration
- A number of units that relate to your individual job role will be completed and evidenced in a portfolio. A portfolio will consist of work based evidence including written statements, product evidence, observations, witness testimonies and professional discussion
- Training must include **20% off the job training**, which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship. This can include training that is delivered at the apprentice's normal place of work, but must not be delivered as part of their normal working duties
- Apprentices will also achieve level 2 functional skills in maths and English, if required

DURATION / COURSE FORMAT

- This apprenticeship will take 12 months to complete
- You will be assessed in the workplace by your personal assessor
- Apprentices can be based in either the public or private sector and have an ambition to progress to a

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