

L2 Business and Administration Apprenticeship Framework

What is an Apprenticeship

An apprenticeship is a form of vocational training that allows individuals to gain the skills necessary to succeed in their chosen career. Whilst working, apprentices will be able to ‘Earn while they Learn’. We offer a day release formal business training programme to ensure business skills are developed quickly and enhance apprenticeship skills to support employers. See Apprenticeship Day Release Programme attached.

Who should participate – Employers and Apprentices

The course is designed to reflect the work of administration staff across a wide range of industries and types of organisations. It is aimed at participants who work as part of a team to ensure the provision of information and resources to others. Employers are essential, because an apprenticeship cannot be undertaken unless apprentices are employed in the workplace. Support to the apprentice and employer is provided by Stratford upon Avon College’s work based learning arm Stratford Business Services.

- **L2 NVQ Certificate in Business and Administration**

The course is made up of a number of units:

Mandatory Units

Carry out your responsibilities at work
Work within your business environment

Plus three of the following optional units:

Health and Safety	Work processing software L2
Maintain customer relations	Spreadsheet software L2
Organise business travel and accommodation	Database software L2
Deal with visitors	Presentation software L2
Process customer financial transactions	Specialist or bespoke software L2
Operate credit control procedures	Use a telephone system
Store, retrieve and archive information	Operate office equipment
Research and report information	Prepare text from notes
Organise and support meetings	Prepare text from recorded audio instruction
Use IT systems L2	Produce documents
Use IT to exchange information L2	Work effectively with other people

In addition the framework consists of:

- **Technical Certificate in Business and Administration**
- **Key Skills Level 2 Communication**
- **Key Skills Level 1 Application of Number**
- **Minimum wage to the apprentice of £95 per week**
- **All apprentice training - both to the employer and apprentice is free of charge**

For more information please contact:

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