



Administration is a fundamental part of commercial operations, the backbone of any business. Without a clear understanding of benchmarked business administration processes, how can you be sure they are running as an efficient support function?

This qualification will **improve communication and IT proficiency**, supporting every day vital functions within the rest of the business.

Qualification aim

The Level 2 Certificate recognises the **skills and competencies** of those in a supporting role in an **office environment**. Optional units provide opportunity to show understanding and skills in a variety of areas, including basic finance, IT and contributing to events.

Who is this qualification suitable for?

People employed in administrative roles, for example **administrative assistants** or **team administrators**, who need to develop or consolidate their skills. It's ideal for those interested in progression to management roles.

Learners will be assessed in their workplace and so it is essential that their current role allows them to demonstrate the required administrative tasks.

What is involved?

There are two mandatory units which cover aspects of **working and communicating in a business environment**.

Learners then have a choice of optional units covering different functional areas such as work responsibilities, document production, events and meetings, communications or customer service. There is a wide range of optional units allowing learners to choose those that **meet the needs of their own work role**.

Example units

- Work in a business environment
- Communicate in a business environment
- Provide reception services
- Support the organisation of meetings
- Data management software
- Solve business problems
- Prepare text from recorded audio instruction (40 wpm)
- Store and retrieve information
- Handle mail
- Take minutes
- Make and receive telephone calls

Qualification and progression

This Certificate can form part of the Business Administration Apprenticeship; check with your training provider at the point of registration if the learner is to be enrolled onto the Certificate only or an apprenticeship programme.