

This Apprenticeship is ideal for those working in senior administration roles or progressing for a level 2 apprenticeship.

Learners will need to achieve the following four NVQ mandatory units:

Manage own performance in a business environment

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Evaluate and improve own performance in a business environment

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Work in a business environment

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Communicate in a business environment

And complete four of the following NVQ optional units:

Produce documents in a business environment

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Deliver, monitor and evaluate customer service

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Take minutes

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Supervise a team in a business environment

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Plan and organise meetings

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Monitor and solve customer service problems

Learners completing the Non-management pathway will need to complete the following optional units:

Produce documents in a business environment

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Take Minutes

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Work with other people in a business environment

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Plan and Organise Meetings

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Deliver, monitor and evaluate customer service to internal customers

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Monitor and Solve Customer Service Problems

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Deliver, monitor and evaluate customer service to external customers



Funded learners will also complete the following:

Functional Skills in English

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Functional Skills in Maths

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Functional Skills in ICT

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Level 3 Certificate in Principles of Business and Administration