

APPRENTICESHIP AND ADVANCED APPRENTICESHIP IN BUSINESS AND ADMINISTRATION

APPRENTICESHIP		ADVANCED APPRENTICESHIP	
LEVEL 2 NVQ – Five Units		LEVEL 3 NVQ – Six units	
2 MANDATORY AND 3 OPTIONAL UNITS		2 MANDATORY; 1 FROM GROUP A AND 3 FROM GROUP B	
Mandatory: Core		Mandatory: Core	
201	Carry out your responsibilities at work	301	Carry out your responsibilities at work
202	Work within your business environment	302	Work within your business environment
Group A (32 Units) Choose 3		Group A (9 units) Choose 1	
110	Ensure your own actions reduce risks to health and safety	110	Ensure your own actions reduce risks to health and safety
203	Maintain Customer Relations	204	Manage diary systems
204	Manage diary systems	205	Organise business travel and accommodation
205	Organise business travel and accommodation	212	Use IT systems 2
206	Deal with visitors	213	Use IT to exchange information 2
207	Process customer financial transactions	216	Database software 2
208	Operate credit control procedures	217	Presentation software 2
		218	Specialist or bespoke software 2
209	Store, retrieve and archive information	221	Prepare text from notes
210	Research and report information	Group B (22 units) Choose 3	
211	Organise and support meetings	303	Supervise an office facility
212	Use IT systems 2	304	Procure products and services
213	Use IT to exchange information 2	305	Manage and evaluate customer relations
214	Word processing software 2	306	Manage the payroll function
215	Spreadsheet software 2	307	Complete year-end procedures
216	Database software 2	308	Monitor information systems
217	Presentation software 2	309	Plan and run projects
218	Specialist or bespoke software 2	310	Research, analyse and report information
219	Use a telephone system	311	Plan, organise and support meetings
220	Operate office equipment	312	Make a presentation
221	Prepare text from notes	313	Organise and co-ordinate events
222	Prepare text from shorthand	314	Word processing software 3
223	Prepare text from recorded audio instructions	315	Spreadsheet software 3
224	Produce documents	316	Website software 2
225	Work effectively with other people	317	Artwork and imaging software 2
Key Skills		318	Design and produce documents
Application of Number at Level 1		319	Plan and implement innovation and change
Communications at Level 2		320	Develop productive working relationships with colleagues.
Certificate in Business Administration Level 2		321	Provide leadership for you team
		323	Prepare text from shorthand
		324	Prepare text from recorded audio instructions
		Key Skills	
		Application of Number at Level 2	
		Communications at Level 2	
		Certificate in Business Administration Level 3	