



Level 2 Administration Assistant

For individuals starting their career in administration or looking to develop their skills in a professional workplace, this qualification provides a strong foundation in essential administrative tasks. Participants will develop practical skills in communication, organisation, data handling and using digital systems. From maintaining records and processing information to supporting colleagues, managing calendars and responding to stakeholders, apprentices will gain an understanding of the key functions that help an organisation run effectively. The qualification also supports the development of professionalism, confidence, adaptability and positive workplace behaviours.

An Administration Assistant will acquire a diverse set of competencies, including:

Knowledge Development

- Understand workplace policies, procedures, legislation and confidentiality requirements
- Understand how information and records should be handled, stored and protected
- Develop knowledge of digital software and systems used for administration
- Understand effective communication methods when working with different stakeholders
- Understand how to organise tasks, manage time and maintain quality in the workplace

Skills Enrichment

- Use digital software and systems to complete a range of administrative tasks
- Process, record and store information and data accurately
- Communicate professionally with colleagues, customers and stakeholders
- Organise and prioritise tasks to meet deadlines and support the wider team
- Identify and report issues, errors or concerns and seek support when required



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Functional Skills

Maths and English qualifications are an integral element of the apprenticeship standards.

These are implemented by Haddon Training's dedicated Functional Skills team and will be delivered either as individual or group sessions, depending on the learner's requirements. Functional Skills in maths and English for those aged 16-18 years old are a mandatory part of apprenticeships in England unless learners already hold a qualification in these areas at the required level.

For learners aged 19 and over, Functional Skills are optional.

Functional Skills	
Learners will need to complete:	
English	Level 1
Maths	Level 1

Qualification Overview

To achieve the Level 2 Business Administration Assistant qualification, the learner must complete:

- All mandatory modules.
- All core behaviours.
- The Apprenticeship Assessment, in which all components must be passed.

The apprenticeship is awarded through the successful completion of an Apprenticeship Assessment.

The qualification will take a minimum of 12 months (plus 3 months to complete assessment) to complete, dependent on a learner's prior knowledge and skills recorded on a skill scan and individual learning plan.

Mandatory Modules Overview

Knowledge and skills outline
Working with internal and external stakeholders
Using appropriate communication methods
Following workplace policies, procedures and legislation
Using digital software and administrative systems
Processing and maintaining accurate data and records
Problem solving and decision making
Identifying and escalating issues when required

Core Behaviours

Personal and employability skills
Works effectively as part of a team
Responds positively to changing requirements
Acts on feedback and commits to personal development
Values equality, diversity and inclusion
Demonstrates professionalism

For an in-depth view of the knowledge, skills, behaviours for the Business Administrator apprenticeship, please visit: <https://skillsengland.education.gov.uk/apprenticeship-standards/st1472>

*Please note employers will be assessed before the qualification commences to ensure that they can meet the requirements of any chosen pathway listed above. Please discuss your options further with our team to find out more.

Progression

If you are in a suitable role, you could progress to:

- Level 3 Business Administrator
- Level 3 Customer Service Specialist
- Level 4 Associate Project Manager