

This programme is aimed at those who have a supporting role in an office environment, requiring some supervision but also with scope of working with autonomy. The candidate will be working as part of a team, ensuring the provision of information and resources to others. The candidate's working role will provide the opportunity to be involved in a range of administration activities, for example: managing customer relations, managing diary systems, organising business travel and accommodation, organising and supporting meetings, using various software, preparing text from a variety of sources.

On completion of this framework you will achieve the following:

- ERR Workbook
- Foundation Apprenticeship in Business Administration
- Level 2 Diploma in Business Administration (QCF)
- Essential Application of Number Skills Level 1, Essential Communication Skills Level 1 and Essential Digital Literacy Skills Level 1

To Achieve the Foundation Apprenticeship in Business Administration the Candidate must achieve a minimum of 45 credits. You will be assessed through a mix of knowledge and performance units relevant to your job role.

Below are some of the units that could be selected

course units	Mandatory 21 credits	Optional Group A (Select from..)	Optional Group B min of 14 credits (Select from..)	Optional Group C min of 10 credits (Select from..)
	Communicate in a business environment	Manage diary systems	Using email	Principles of customer relationships
	Principles of providing administrative services	Provide reception services	Participate in a project	Principles of team leading
	Principles of business document production and information management	Maintain and issue stationery and supplies	Deliver customer service	Principles of equality and diversity in the workplace
	Understand employer organisations	Buddy a colleague to develop their skills	Word processing software	
	Manage personal performance and development	Use and maintain office equipment	Spreadsheet Software	
	Develop working relationships with colleagues	Employee rights and responsibilities	Contribute to meetings in a business environment	

Essential Skills

There are three skills areas that you will develop through a variety of controlled tasks and confirmatory tests. The controlled task must be completed within 8 weeks of its start date:

- Essential Application of Number Skills Level 1
- Essential Communication Skills Level 1
- Essential Digital Literacy Skills Level 1

Course Delivery

An Assessor will visit a candidate at their workplace at least once a month for a minimum of 1 hour. In between visits learners will be expected to complete work to ensure progress is made.

Recommended Time on Framework

The recommended time to complete the Foundation Apprenticeship framework is 13 months.