Learn to provide excellent admin support within a business or organisation. Start a Business Admin Apprenticeship with Uxbridge College and earn while you learn!

Key Information

<table>
<thead>
<tr>
<th>Level</th>
<th>2 (Framework)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>Typically 1 to 2 years</td>
</tr>
</tbody>
</table>
| Entry requirements | - 16 years or over  
                    | - GCSE English & maths or equivalent  
                    | - Basic skills assessment in literacy & numeracy |
| Delivery       | A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus |
| Typical job titles | Administrator / business support officer, marketing support, office junior, receptionist, junior legal secretary, junior medical secretary and medical receptionist. |
| Key responsibilities | Administrators handle the day-to-day tasks in an office and make sure things run smoothly – 97% of employers say that effective administration is essential to their business, so they do a crucial job. The term ‘administration’ covers roles that involve organising people and resources, including, executive assistants, secretaries, administration assistants, data entry clerks and office juniors. Without them, information would be hard to find, meetings would be missed and businesses would be less productive. |
| Progression    | If you complete a Level 2 Apprenticeship, you may be able to progress on to Level 3 apprenticeship. After completing Level 3, you may be able to go on to further training in similar areas. |

Choose West Met Skills

- We are a top provider in London with consistently high success rates
- We are the largest college provider of apprenticeships in west London
- We work with major companies including British Airways, Brunel University London & Menzies etc.
- Most of our apprentices secure employment at the end of their apprenticeship
- Discounted travel with an Apprentice Oyster card
- Discounts on shopping with an NUS Apprentice Extra Card

Qualifications:
- Technical Certificate
- NVQ Qualification
- Functional Skills (Level 1 English, maths & ICT)
- Employer Rights & Responsibilities (ERR)

01895 853622/ 0208 909 6328
apprenticeships@uxbridgecollege.ac.uk
apprenticeships@hcuc.harrow.ac.uk
www.westmetskills.co.uk
@WestMetSkills
Sample Modules and Content

Technical Certificate

**Mandatory unit**
- Manage and improve own performance in a business environment
- Work in a business environment.

**Optional unit**
- Document production
- Events and meetings
- Communications
- Customer service
- Manage information and data
- Business records
- Innovation and change
- Specialised business support services – Human Resources
- Specialised business support services – parking policies and procedures
- Bespoke software.

**Common Modules for all Apprenticeships:**
- Application of Number – Level 1 or 2
- Information Communication Technology – Level 1 or 2
- Communication – Level 1 or 2.

**Personal Learning and Thinking Skills (PLTS)**
Generic skills - essential to life, learning and work. PLTS have a significant impact on a person’s ability to make a confident contribution, both within and outside of their working environment.

**Frequently Asked Questions**

**How am I assessed?**
Assessments are carried out in your workplace. Our assessor will come and assess you in your job role.

**Do I already need to have a job to start an apprenticeship?**
You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job: [www.uxbridgecollege.ac.uk/apprenticeships](http://www.uxbridgecollege.ac.uk/apprenticeships) or [www.harrow.ac.uk/apprenticeships](http://www.harrow.ac.uk/apprenticeships)

**Can I start an apprenticeship after Year 11?**
Yes, you can! Young people in England must stay in education or training until they turn 18. If you’re looking for a different option after Year 11, an apprenticeship could be the answer for you!

**How much does an apprenticeship cost?**
There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

**View our vacancies to apply**
[www.uxbridgecollege.ac.uk/apprenticeships](http://www.uxbridgecollege.ac.uk/apprenticeships)  
[www.harrow.ac.uk/apprenticeships](http://www.harrow.ac.uk/apprenticeships)

**Already working?**
Turn your job into an apprenticeship. Call us on 01895 853622 / 0208 909 6328 to get you started.
## Key Information

<table>
<thead>
<tr>
<th>Level</th>
<th>3 (Standard)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>12 - 18 months</td>
</tr>
<tr>
<td>Entry requirements</td>
<td>16 years or over. The requirement will be decided by each employer, but usually five GCSEs are required</td>
</tr>
<tr>
<td>Delivery</td>
<td>A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus</td>
</tr>
<tr>
<td>Typical job titles</td>
<td>Administration officer / executive, marketing assistant, administration team leader / office supervisor, personal assistant, secretary, legal secretary and medical secretary.</td>
</tr>
<tr>
<td>Key responsibilities</td>
<td>The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.</td>
</tr>
<tr>
<td>Qualifications</td>
<td>- End-point assessment</td>
</tr>
<tr>
<td></td>
<td>- Level 2 English and maths</td>
</tr>
<tr>
<td>Progression</td>
<td>The administration role may be a gateway to further career opportunities, such as management or senior support roles.</td>
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- End-point assessment
- Level 2 English and maths

### Employers involved in creating this standard:

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Skills

What is required?

<table>
<thead>
<tr>
<th>Decision making</th>
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<tbody>
<tr>
<td>Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.</td>
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</table>

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<th>Interpersonal skills</th>
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<tbody>
<tr>
<td>Understand who customers are &amp; the difference between internal &amp; external customers &amp; their different needs &amp; priorities of your customers &amp; the best way to manage their expectations &amp; recognising &amp; knowing how to adapt style</td>
</tr>
</tbody>
</table>

Knowledge

What is required?

<table>
<thead>
<tr>
<th>The organisation</th>
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</thead>
<tbody>
<tr>
<td>Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>External environment factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understands relevant external factors e.g. market forces, policy &amp; regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.</td>
</tr>
</tbody>
</table>

Behaviours

What is required?

<table>
<thead>
<tr>
<th>Personal qualities</th>
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<tbody>
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<td>Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.</td>
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</table>

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<th>Managing performance</th>
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<tbody>
<tr>
<td>Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.</td>
</tr>
</tbody>
</table>

Frequently Asked Questions

What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will ‘sign-off’ the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the ‘gateway’.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

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