

Business Administration

Level 2 Diploma

This qualification is designed for employed staff in any industry sector, you will be carrying out administrative operations and functions on a day to day basis. For example you may be an administration officer / executive, personal assistant, clerk, or call centre worker.

You'll gain practical and technical office skills you can use throughout your career and develop behaviours that supports competence in your role. It's a great opportunity to have existing skills recognised and achieve a nationally recognised qualification.

Mandatory units

- Communicate in a Business Environment
- Manage Personal and Professional Development
- Principles of Providing Administrative Services
- Principles of Business Document Production and Information Management
- Develop Working Relationships with Colleagues
- Understand Employer Organisations

Optional units

- Provide Administrative Support for Meetings
- Manage Diary Systems
- Collate and Report Data
- Contribute to Organising an Event
- Employee Rights and Responsibilities
- Produce Business Documents
- Use a Telephone and Voicemail System
- Develop/ Deliver a Presentation
- Analyse and Present Business Data
- Word Processing Software
- Using Emails
- Deliver Customer Service
- Payroll Processing
- Develop Customer Relationships
- Understand the Legal Context of Business
- Principals of Marketing Theory
- Understand Working in a Customer Service Environment
- Exploring Social Media
- Principles of Team Leading
- Principles of Equality and Diversity in the Workplace
- Data Management Software
- Participate in a Project
- Use and Maintain Office Equipment
- Maintain and Issue Stationery and Supplies
- Meet and Welcome Visitors in a Business Environment
- Administer Finance
- Store and Retrieve Information

Call us for more information:

01634 799950



How do our courses work?

- Work based learning gives you the opportunity to learn while you work and gain a qualification in your chosen profession
- Your qualification will last 12 months in most cases and can be started at any time of the year.
- Qualifications are available to most people over 16 years old employed for more than 16 hours a week
- An experienced, qualified assessor will visit your work place once a month for the duration of the course.
- Your assessor will assess your knowledge, competency and work skills via observations, professional discussions and setting work based projects.
- Gaining a Maths and English Functional Skills certificate makes up part of this Apprenticeship, however you may be exempt if you already have equivalent qualifications.

Why choose a work-based qualification?

- As part of an initiative to develop skills in the UK workforce the Government and EU Social Fund will pay for your qualification! (*Please check with ABM, as funding allocations do change*).
- This award is nationally recognised and will help enhance career progression.
- With our support and guidance you will enhance your skills and competency in your role.
- We work with you to decide the best time for you to be assessed and how you can complete the knowledge required for this qualification.
- Our courses are delivered at your workplace.

Why you should choose ABM Training

- We offer a learner centred service which means that we work around you and your workload.
- We have a family run culture, where our staff really care and go the extra mile to help enhance your skills and career development.
- We cover the Kent and London areas and have a team of experienced, qualified tutors.
- ABM have recently achieved the Matrix Quality Standard award, which is a fantastic achievement: "The Matrix Standard is the unique quality framework for organisations to assess and measure their information, advice and/or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals".

For more information please call one of the team on:

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www.abmtraining.co.uk

