

Level 2 Apprenticeship in Business Administration

Support Operations | Develop Office Skills | Start Your Business Career

This apprenticeship is ideal for individuals working in or entering administrative roles across a range of industries. It provides a solid foundation in key office skills, enabling learners to operate efficiently, communicate professionally and support business functions effectively.

Learners will gain confidence and capability across a variety of administrative tasks while contributing to the smooth running of their organisation.



About the Apprenticeship

Designed for administrators, office juniors, receptionists, and business support officers, this programme equips learners with essential tools for success in modern business environments.

- **Duration:** Typically 15 months
- **Delivery:** Work-based learning, guided practice, and real-world administrative tasks
- **End-Point Assessment:** Portfolio of evidence, observation, and Essential Skills completion

What You Will Learn

- **Administrative and Office Support Skills** – Learn how to handle mail, maintain records, use office equipment, and support everyday operations.
- **Communication in the Workplace** – Develop written and verbal communication for use in calls, emails, and meetings.
- **Meeting and Event Support** – Gain experience in organising meetings, processing travel requests, and arranging schedules.
- **Digital Tools and Business Systems** – Use electronic messaging systems and digital platforms to support internal processes.
- **Essential Skills in English, Maths and IT** – Achieve qualifications in Communication, Application of Number, and Digital Literacy.

Who is it for?

- Individuals starting out in administration roles
- School leavers or career changers seeking a structured entry route into business
- Employees in support roles who want to gain a formal qualification

Career Progression

- Progress to a Level 3 Apprenticeship in Business Administration or Team Leading
- Move into roles such as Personal Assistant, Office Manager, or Executive Support
- Specialise in sectors such as HR, finance, marketing, or operations

