



Educ8 Business Admin and Customer Service

Apprenticeships (NVQ/QCF) Levels 2, 3, and 4



Educ8 provides the following Qualifications...

Customer Service Level 2

Levels 2 and 3 are available on a **fully funded** basis for individuals within suitable job roles.

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- City & Guilds Level 2 QCF Diploma in Customer Service
- Essential Skills: Communication Level 1 and Application of Number Level 1
- Level 2 Apprenticeship in Customer Service

Customer Service Level 3

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- City & Guilds Level 3 QCF Diploma in Customer Service
- Essential Skills: Communication Level 2 and Application of Number Level 2
- Level 3 Apprenticeship in Customer Service

Business Admin Level 2

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- City & Guilds Level 2 QCF Diploma in Business Administration
- Essential Skills: Communication Level 1, Application of Number Level 1 and Digital Literacy Level 1
- Level 2 Apprenticeship in Business Administration

Business Admin Level 3

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- City & Guilds Level 3 QCF Diploma in Business Administration
- Essential Skills: Communication Level 2, Application of Number Level 2 and Digital Literacy Level 2
- Level 3 Apprenticeship in Business Administration

Business Admin Level 4

On completion of the Apprenticeship framework, candidates will receive the following certificates:

- QCF Level 4 Diploma in Business Administration
- Essential Skills Communication Level 2
- Essential Skills Application of Number Level 2
- Essential Skills Digital Literacy Level 2
- Level 4 Apprenticeship in Business Administration

Level 2 Business Admin

To achieve the Level 2 Business Admin, candidates must achieve all of the units from Mandatory Group A:

Unit Title	Credit	Level	Unit Title	Credit	Level
Communication in a business environment	3	2	Business document production	3	2
Principles of providing administrative services	4	2	Manage personal performance	4	2
Understand employer organisations	4	2	Develop working relationships with others	3	2

Candidates must also select an additional 13 credits from Optional Group B:

Unit Title	Credit	Level	Unit Title	Credit	Level
Manage diary systems	2	2	Organise business travel/lodgings	2	4
Produce business documents	3	2	Provide support for meetings	2	4
Collate and report data	3	2	Administer human resource records	2	3
Store and retrieve information	4	2	Support recruitment & selection process	2	3
Produce minutes of meetings	3	2	Administer parking dispensations	2	3
Handle mail	3	2	Administer finance	2	4
Provide reception services	3	2	Buddy a colleague/develop their skills	2	3
Prepare text from notes using touch typing	4	2	Employee rights and responsibilities	2	2
Prepare notes from shorthand	6	2	Health and safety in a business	1	2
Prepare text from recorded audio instruction	4	2	Use a telephone and voicemail	1	2
Archive information	3	2	Meet and welcome visitors to the business	1	2
Maintain and issue stationery and supplies	3	2	Develop a presentation	3	3
Use and maintain office equipment	2	2	Deliver a presentation	3	3
Contribute to the organisation of an event	3	2	Monitor information systems	8	3
Contribute to the development and implementation of an information system	6	3	Analyse and present business data	6	3

Candidates must also select a maximum of 10 credits from Optional Group C:

Unit Title	Credit	Level	Unit Title	Credit	Level
Using email	3	2	Deliver customer service	5	2
Word processing software	4	2	Process information about customers	3	2
Website software	4	2	Deliver customer service	5	2
Spreadsheet software	4	2	Process information about customers	3	2
Presentation software	4	2	Develop customer relationships	3	2
Bespoke software	3	2	Participate in a project	3	3
Data management software	3	2	Processing customers' transactions	4	2

And a maximum of 6 credits from Optional Group D:

Unit Title	Credit	Level	Unit Title	Credit	Level
Understand the use of research in business	6	2	Principles of digital marketing	5	2
Understand the legal context of business	6	3	Understand working in customer service	3	1
Principles of customer relationships	3	2	Using social media for work	5	2
Principles of team leading	5	2	Exploring social media	2	2
Principles of equality and diversity in the workplace	2	2	Understand the safe use of social media	4	2
Principles of marketing theory	4	2			

Level 3 Business Admin

To achieve the Level 3 Business Admin, candidates must achieve all of the units from Mandatory Group A:

Unit Title	Credit	Level	Unit Title	Credit	Level
Communication in a business environment	4	3	Principles of administration	6	3
Manage personal & professional development	3	3	Principles of business	10	3
Principles of business communication & information	4	3			

Candidates must also select an additional 13 credits from Optional Group B:

Unit Title	Credit	Level	Unit Title	Credit	Level
Contribute to improving business performance	6	3	Manage an office facility	4	3
Negotiate in a business environment	4	3	Analyse & present business data	6	3
Develop a presentation	3	3	Produce business documents	3	3
Deliver a presentation	3	3	Store & retrieve information	4	3
Create bespoke business documents	4	3	Produce minutes of meetings	3	3
Developing/implementing business systems	6	3	Handle mail	3	4
Monitor information systems	8	3	Prepare text from shorthand	6	3
Evaluate provision of business travel/lodgings	5	3	Prepare text from recorded audio	4	4
Provide administrative support in schools	5	3	Maintain/issue stationery & supplies	3	3
Administer parking/traffic challenges & appeals	5	3	Contribute to organising an event	3	2
Administer statutory parking/traffic appeals	6	3	Organise business travel/lodgings	4	2
Administer parking/traffic debt recovery	5	3	Provide support for meetings	4	3
Administer legal files	5	3	Administer human resource records	3	3
Build legal case files	5	3	Administer recruitment & selection	3	3
Manage legal case files	5	3	Administer parking dispensations	3	2
Administer finance	4	2	Support environmental sustainability	4	4
Buddy a colleague to develop their skills	3	2	Resolve administrative problems	6	4
Employee rights & responsibilities	2	2	Prepare specifications for contracts	4	4

Candidates must also select a maximum 10 credits from Optional Group C:

Unit Title	Credit	Level	Unit Title	Credit	Level
Promote equality and diversity in the workplace	3	3	Manage physical resources	4	4
Manage team performance	4	3	Prepare for and support quality audits	3	4
Manage individual's performance	4	3	Manage a budget	4	4
Manage individual's development in the workplace	3	3	Manage a project	7	4
Chair and lead meetings	3	3	Manage a business risk	6	4
Encourage innovation	4	3	Recruitment, selection and induction practice	6	4
Procure products/services	5	3	Organise and deliver customer service	5	3
Implement change	5	3	Resolve customers' complaints	4	3
Implement/maintain business continuity processes	4	3	Using email	3	3
Participate in a project	3	3	Word processing software	6	3
Develop/maintain professional networks	3	4	Website software	5	3
Develop and implement an operational plan	5	4	Spreadsheet software	6	3
Presentation software	6	3	Database software	6	3

And a maximum of 8 credits from Optional Group D:

Unit Title	Credit	Level	Unit Title	Credit	Level
Principles of leadership & management	8	3	Principles of marketing stakeholder relations	3	3
Principles of market research	5	3	Understand customer service environments	5	3
Principles of marketing & evaluation	7	3	Principles of digital marketing & research	7	3

Level 4 Business Admin

Candidates must complete the following mandatory units:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Communication in a business environment	4	301	Manage the work of an administrative function	5	401
Manage personal and professional development	3	345	Resolve administrative problems	6	406

As well as the mandatory units, learners will also complete at least 26 credits from Optional Group A:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Contribute to the improvement of business performance	6	302	Manage an office facility	4	321
Negotiate in a business environment	4	303	Analyse and present business data	6	322
Develop a presentation	3	304	Contribute to the design and development of an information system	5	403
Deliver a presentation	3	305	Manage information systems	6	404
Create bespoke business documents	4	306	Support environmental sustainability in an organisation	4	405
Monitor information systems	8	308	Prepare specifications	4	407
Evaluate the provision of business travel or accommodation	5	309	Manage events	6	408

Candidates must also select a minimum 3 and a maximum 13 credits from Optional Group B:

Unit Title	Credit	Unit	Unit Title	Credit	Unit
Manage team performance	4	333	Develop working relationships with stakeholders	4	414
Manage individuals' performance	4	334	Manage physical resources	4	415
Chair and lead meetings	3	336	Prepare for and support quality audits	3	416
Encourage innovation	4	338	Conduct quality audits	3	417
Manage conflict within a team	5	339	Manage a budget	4	418
Procure products and/or services	5	340	Manage a project	7	419
Implement and maintain business continuity plans and processes	4	342	Manage business risk	6	420
Collaborate with other departments	3	343	Manage knowledge in an organisation	5	421
Champion customer service	4	409	Recruitment, selection and induction practice	6	422
Develop and maintain professional networks	3	410	Establish business risk management processes	5	501
Develop and implement an operational plan	5	411	Design business processes	5	503
Encourage learning and development	3	412	Optimise the use of technology	6	504
Initiate and implement operational change	4	413			

Level 2 Customer Service

To achieve the Level 2 Customer Service, candidates must achieve all of the units from Mandatory Group A:

Unit Title	Credit	Level	Unit Title	Credit	Level
Deliver customer service	5	2	Understand employer organisations	4	2
Understand customers	2	2	Manage personal performance	4	2
Principles of customer service	4	2			

Candidates must also select an minimum of 3 credits from Optional Group B:

Unit Title	Credit	Level	Unit Title	Credit	Level
Communicate verbally with customers	3	2	Communicate with customers in writing	3	2

Candidates can also select a maximum of 16 credits from Optional Group C:

Unit Title	Credit	Level	Unit Title	Credit	Level
Deal with incoming telephone calls from customers	3	2	Develop customer relationships	3	2
Make telephone calls to customers	3	2	Support customer service improvements	3	2
Promote additional products/services to customers	2	2	Deliver online customer service	3	2
Process information about customers	3	2	Support customers through self-service	3	2
Exceed customer expectations	3	2	Customer service through social media	3	2
Deliver customer service on customers' premises	4	2	Deliver post transaction customer service	5	2
Carry out customer service handovers	3	2	Resolve customer complaints	4	3
Resolve customer service problems	5	2	Gather/analyse/interpret customer feedback	5	3
Deliver customer service to challenging customers	3	2			

And a maximum of 7 credits from Optional Group D:

Unit Title	Credit	Level	Unit Title	Credit	Level
Health & safety procedures in the workplace	2	2	Processing sales orders	2	2
Manage diary systems	2	2	Meeting customers' after sales needs	3	2
Provide reception services	3	2	Handling objections and closing sales	3	2
Contribute to the organisation of an event	3	2	Deal with incidents through a contact centre	7	2
Buddy a colleague to develop their skills	3	2	Carry out direct sales activities in a contact centre	5	2
Employee rights and responsibilities	2	2	Negotiate in a business environment	4	3
Develop working relationships with colleagues	3	2	Bespoke software	3	2
Principles of equality & diversity in the workplace	2	2			

Level 3 Customer Service

To achieve the Level 3 Customer Service, candidates must achieve all of the units from Mandatory Group A:

Unit Title	Credit	Level	Unit Title	Credit	Level
Organise and deliver customer service	5	3	Resolve customers' problems	4	3
Understand the customer service environment	5	3	Principles of business	10	3
Understand customer and customer retention	4	3	Manage personal and professional development	3	3

Candidates can also select a minimum of 15 credits from Optional Group B:

Unit Title	Credit	Level	Unit Title	Credit	Level
Develop resources to support consistency of customer service delivery	5	3	Use service partnerships to deliver customer service	3	3
Resolve customer complaints	4	3	Support customer service improvements	3	2
Gather, analyse and interpret customer feedback	5	3	Support customers online	3	2
Monitor the quality of customer service interactions	5	3	Support customers using self service	3	2
Communicate verbally with customers	3	2	Use social media to deliver customer service	3	2
Communicate with customers in writing	3	2	Provide post transaction customer service	5	2
Promote additional products/services to customers	2	2	Champion customer service	4	4
Exceed customer expectations	3	2	Build/maintain effective customer relations	6	4
Deliver customer service on customers' premises	4	2	Manage a customer service award programme	4	4
Deliver customer service to challenging customers	3	2	Manage the use of technology to improve customer service	4	4
Develop customer relationships	3	2	Develop a social media strategy for customer service	5	4

And a minimum of 9 credits from Optional Group C:

Unit Title	Credit	Level	Unit Title	Credit	Level
Negotiate in a business environment	4	3	Contribute to the organisation of an event	3	2
Promote equality, diversity and inclusion in the workplace	3	3	Provide reception services	3	2
Manage team performance	4	3	Buddy a colleague to develop their skills	3	2
Manage individuals' performance	4	3	Employee rights and responsibilities	2	2
Collaborate with other departments	3	3	Processing sales orders	2	2
Negotiating, handling objections and closing sales	4	3	Bespoke software	4	3
Obtaining and analysing sales-related information	4	3	Manage diary systems	2	2
Buyer behaviours in sales situations	3	3	Lead direct sales activities in a contact	4	3
Manage incidents referred to a contact centre	6	3			

Before you apply...

You might find the following information helpful before applying.

1

Delivery Methods

You will be allocated a qualified and competent Assessor who will visit you in the workplace on a monthly basis to conduct observations of your work and set you tasks to complete. Assessor visits last approximately 2 hours per session. Learners may also be required to attend workshops to cover some of the knowledge units within their qualification but these will be planned in advance.

2

Recognition of Prior Learning (RPL)

If you have previously completed any work-based qualifications or units, any relevant work (evidenced by copies of certificates) can be mapped across to this qualification to avoid duplication of work. Your allocated Assessor will go through RPL with you in more depth during your induction.

3

E-Portfolio

To help you manage your course we use an online portfolio system called Smart Assessor which allows you to log on and see how you are progressing. Smart Assessor also allows you to upload evidence and interact with your Assessor in-between visits. You can access Smart Assessor at any time and submit queries, questions or even work for your Assessor to review.

4

Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Therefore, Communication, Digital Literacy and Application of Number qualifications are an integral element to the funded Apprenticeship frameworks. These are usually delivered via workshops at one of Educ8's centres and will be planned well in advance.

**N.B If you have completed Essential Skills previously or are able to provide other suitable proxies, you may be exempt from completing these qualifications.*

Get in Touch!

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