



Educ8 Training Business Administration and Customer Service

Apprenticeships Standards and Frameworks Levels 2, 3, & 4



Educ8 Training provides the following Business Administration and Customer Service Qualifications

Customer Service Practitioner Level 2 Standard

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

- Functional Skills English Level 1
- Functional Skills Maths Level 1
- Functional Skills ICT Level 1
- Institute of Apprenticeships Level 2 in Customer Service Practitioner

Business Administration Level 3 Standard

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

- Functional Skills: English Level 2
- Functional Skills: Maths Level 2
- Institute of Apprenticeships Level 3 Apprenticeship in Business Administration

Business Administration Level 4 Framework

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

- Level 4 Diploma in Business Administration
- Functional Skills English Level 2
- Functional Skills Maths Level 2
- Functional Skills ICT Level 2
- Level 4 Apprenticeship in Business Administration

What are the timeframes?

The time it takes to complete the Standard/Framework depends entirely on your commitment and motivation to complete the required tasks. Generally, learners complete within 12 months for a Level 2 or 3 standard (18 months for Level 4). Our high quality Trainer/Coaches provide individuals with all the support they need to achieve the Apprenticeship Standard/Framework.

Level 4 Business Administration

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			

Additional Information

You might find the following information helpful

1

Delivery Methods

You will be allocated a qualified and competent Trainer/Coach who will visit you in the workplace on a monthly basis to conduct observations of your practical work, set you tasks to complete and fully prepare you for your EPA. Trainer/Coach visits last approximately 2 hours per session. Please ensure you are fully prepared for your visits to ensure you get the most out of your time with your Trainer/Coach.

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 Trainer/Coach 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 Trainer/Coach in-between visits. You can access Smart Assessor at any time and submit queries, questions or even work for your Trainer/Coach to review.

4

Functional Skills

The Government is committed to raising the levels of Functional Skills across England. Therefore, English and maths are an integral element to the funded Apprenticeship Standards. These are delivered by your Trainer/Coach within the workplace and fully embedded into your vocational sector.

**N.B If you have completed Functional 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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