

Administration Assistant Level 2 Programme Plan

Duration: 8-12 Months + End-Point Assessment (EPA)



CORE PROGRAMME DELIVERY

The programme combines administrative knowledge, workplace learning and professional development to support occupational competence.

The Organisation and the Administrative Role

- Organisational structures
- Departments and functions
- Internal and external customers
- Administrative responsibilities
- The role of administration within organisations

Information Management and Data Protection

- Information handling
- Data protection and GDPR
- Confidentiality
- Record management
- Data security

Administrative Processes and Planning

- Time management
- Planning and prioritisation
- Diary management
- Scheduling
- Workload organisation

Communication and Customer Service

- Professional communication
- Customer service principles
- Written communication
- Telephone skills
- Active listening

Compliance, Security and Risk

- Workplace policies and procedures
- Health and safety
- Compliance requirements
- Risk identification
- Reporting processes

Quality and Continuous Improvement

- Quality assurance
- Accuracy and attention to detail
- Feedback and improvement
- Error reduction
- Continuous improvement

Professionalism and Development

- Professional behaviours
- Teamwork and collaboration
- Equality, diversity and inclusion
- Personal development
- Wellbeing in the workplace

Digital Skills and Administration Tools

- Microsoft Office applications
- Email systems
- Digital communication tools
- Document management
- Workplace systems and technology

PROGRAMME STRUCTURE

The Administration Assistant Level 2 apprenticeship develops the knowledge, skills and behaviours required to provide effective administrative support within a range of organisations and sectors.

The programme is designed for individuals responsible for supporting day-to-day business operations, managing information, communicating with colleagues and customers, and contributing to the efficient running of administrative systems and processes.

The apprenticeship is delivered through:

- Interactive workshops
- Workplace-based learning
- Portfolio-based assessment through OneFile
- One-to-one coaching and support
- Formal progress reviews
- Workplace projects and development activities

Learning is applied directly within the workplace to develop practical administrative skills and professional confidence.

ASSESSMENT METHODS

Assessment is portfolio-based and demonstrates competence in both knowledge and workplace practice.

Examples include:

- Knowledge workbooks
- Professional discussions
- Reflective accounts
- Workplace observations
- Witness testimonies
- Portfolio evidence
- Practical tasks and activities
- Skills reviews



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Total off the Job Hours: 278

OFF-THE-JOB LEARNING ACTIVITIES

Learners complete off-the-job learning throughout the apprenticeship during paid working hours to support the development of apprenticeship knowledge, skills and behaviours. The required off the job hours for this apprenticeship is 278 hours.

Activities may include:

Core Learning

- Interactive workshops
- Independent research
- Reflective practice
- Portfolio development
- Professional discussions

Workplace Learning

- Shadowing colleagues
- Team meetings
- Administrative support activities
- Customer service activities
- Cross-departmental learning

Professional Development

- Personal development planning
- Feedback and coaching activities
- Equality and diversity learning
- Communication development
- Professional skills reviews

Digital Development

- Microsoft Office training
- Email management
- Digital record keeping
- File management
- Workplace software and systems

END-POINT ASSESSMENT (EPA)

The apprenticeship concludes with a period of End-Point Assessment preparation, including portfolio reviews, mock discussions and evidence consolidation.

Assessment activities typically include:

- Portfolio Review
- Professional Discussion
- Assessment of Workplace Competence

Successful learners achieve the nationally recognised:
Administration Assistant Level 2 Apprenticeship Standard.

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver effective administrative support
- Manage information accurately and securely
- Communicate professionally with colleagues and customers
- Use workplace systems and digital technologies confidently
- Organise and prioritise workloads effectively
- Apply workplace policies and procedures
- Contribute to quality improvement activities
- Demonstrate professional behaviours within the workplace
- Support efficient business operations

PROGRESSION OPPORTUNITIES

Following successful completion, learners may progress to:

- Business Administrator Level 3 Apprenticeship
- Customer Service Specialist Level 3 Apprenticeship
- Team Leader and Supervisor pathways
- Office Administrator roles
- Executive or Personal Assistant pathways
- Specialist administration positions
- Wider business support and operational roles

