

Administration Assistant (Level 2)

Duration: 8-12 months



Why Organisations Choose This Programme

- Develop confident and capable administration staff
- Improve the efficiency and effectiveness of administrative services
- Build strong organisational and communication skills
- Support staff to develop professional workplace behaviours
- Provide a structured route into a career in administration
- Create progression opportunities into Level 3 apprenticeships and further development

How Is The Apprenticeship Delivered?

- Online Interactive workshops
- Structured taught learning
- Workplace-based learning and development
- Practical application of knowledge and skills
- Regular support and progress reviews
- E-portfolio evidence collection
- Gateway preparation and End-Point Assessment

Who Is This For?

- Administration Assistants
- Office Assistants
- Junior Administrators
- Reception and administrative support staff
- Staff supporting business operations
- New employees beginning a career in administration
- Existing employees looking to develop their administrative skills

End-Point Assessment

The assessment typically includes:

- Portfolio Review
- Professional Discussion
- Assessment of Workplace Competence

Successful learners achieve the nationally recognised:

**Administration Assistant Level 2
Apprenticeship Standard**

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This apprenticeship is designed for individuals working in administrative roles who provide essential support to their organisation. Apprentices develop the practical knowledge, skills and behaviours needed to work effectively in an office or administrative environment while applying their learning directly in the workplace.

Apprentices Will Be Able To:

- Provide effective administrative support
- Communicate professionally with colleagues and customers
- Organise and prioritise their workload
- Use digital systems and workplace technology
- Handle information and maintain accurate records
- Produce and process workplace documents
 - Follow organisational procedures and relevant requirements
 - Develop professional behaviours and confidence in the workplace

Progression Outcomes

Successful apprentices 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 role

Off-The-Job Learning (278 Hours)

Examples include:

- Attending workshops
- Shadowing colleagues
- Administrative support activities
- Customer service activities
- Microsoft Office training
- Email management
- Equality and diversity learning
- Communication development

Get in touch!

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