

# Level 2 Administration Assistant Apprenticeship



## Course Overview

The Administration Assistant Apprenticeship is designed for people who are new to office or business administration, or who are already working in an admin role and want to build their skills and confidence.

This course develops practical, real-world skills that are used in offices across many sectors. Learners gain experience in communication, organisation, problem solving, and professional behaviour while working in a real job role.

Learning is workplace based, supported by blended learning, which may include online sessions, one-to-one support, and guided learning activities. Alongside technical admin skills, learners also build confidence, time-management, teamwork, and professional communication skills that support long-term career progression.

## What You Will Study

Learners will develop knowledge and skills in areas such as:

- Business administration systems and processes
- Professional communication (written, verbal, and digital)
- Time management and organisation skills
- Customer service and stakeholder support
- Using IT systems and digital tools in the workplace
- Managing information and documents securely
- Working effectively as part of a team
- Personal development and workplace behaviours

All learning is linked directly to the learner's job role.

## Attendance Expectations

This apprenticeship uses a blended learning model. You can expect:

- Online workshops (e.g., through Microsoft Teams)
- 1:1 coaching session with your tutor
- Workplace-based learning, including needs analysis, delivery, and evaluation
- Off-the-job training each week
- Progress reviews every 12 weeks with your tutor and employer

### START DATE

Various

### LEVEL

Level 2

### STUDY MODE

Full-time

### DURATION

12 months

### LOCATION

Blended Learning



For further information about this course, including Entry Requirements, Assessments and Further Study, scan the QR code.

## Need More Information?

For additional course information please contact the Course Information Team on **01924 789111** or email [courseinfo@heartofyorkshire.ac.uk](mailto:courseinfo@heartofyorkshire.ac.uk).

To learn more about the Heart of Yorkshire Education Group, our facilities and how we can support you please visit our website [www.heartofyorkshire.ac.uk](http://www.heartofyorkshire.ac.uk).

## Quick Links



**How to  
Apply**



**Student  
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**Virtual  
Tours**



## How You Will Be Assessed

Assessment is ongoing and practical, including:

- Workplace evidence and observations
- Completed tasks and activities
- Professional discussions
- Reflective accounts
- An end-point assessment to confirm overall competence

## Entry Requirements

The apprentice must normally be age 16 to 24 at the start of their apprenticeship.

Be willing to complete the required off the job training within paid working hours

Employment in a role that supports training, learning, or staff development

Employer support to complete the apprenticeship

English and Maths at Level 1 or GCSE Grade 3

Initial skills assessments may also be required.

## Further Study

On successful completion, learners may progress to:

- Level 3 Business Administrator Apprenticeship
- Other business, customer service, or management qualifications
- Enhanced responsibility or progression within their organisation

