



Business & Administration Apprenticeship Programme

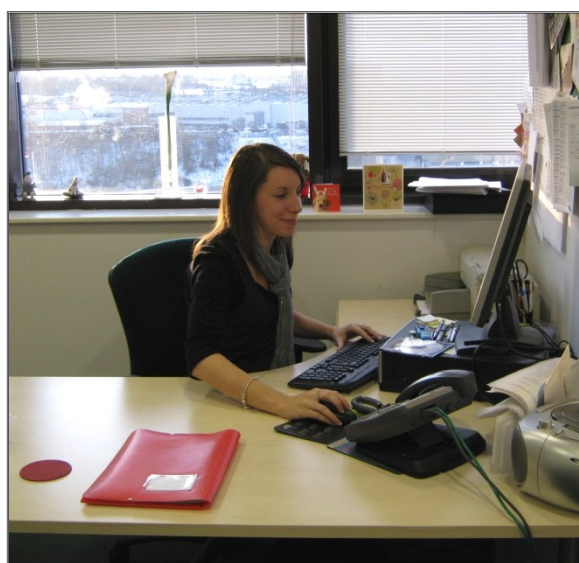


The Business and Administration Sector

Do you enjoy carrying out a variety of administrative tasks, such as distributing and organising the post, answering the telephone and directing calls, organising and supporting meetings and typing letters? If so, a business and administration qualification could be right for you!

Did you know that:

- * 97% of all employers state that business administration is critical to the effective function of their business
- * There are over 4.7 million people in the UK currently working in Business, Administration and Governance
- * A further 10 million people are working in roles that require administration skills on a daily basis?
- * 40% say they find it a challenge to recruit suitably trained administration staff
- * Over 15% of all further education learners in the UK study for Business & Administration qualifications
- * If you chose a career that involves business and administration, you could be earning up to £19,000 a year as an administrator, up to £25,000 as a secretary and up to £30,000 as an office manager!



We are proud to be a locally owned and managed organisation with well established links to local employers and a knowledge of the recruitment needs of the area.

Apprenticeship Programmes

Apprenticeships are open to anyone aged between 16+ but to succeed as an Apprentice you need to be flexible, hard working, confident and always up for a challenge.

- * Earn while you learn – gain a qualification and earn a wage at the same time
- * Gain a nationally- recognised qualification
- * Opportunity to learn in the workplace at your own pace
- * Ongoing support from your own Training Assessor

We offer both Apprenticeships and Advanced Apprenticeships at Milltech. Apprenticeships are a national programme, suitable whether you are already in work or are looking for your first job.

We will help you secure a suitable position with a local employer who will support you throughout your apprenticeship and you will be paid a wage. This will be negotiated with your employer at the start of your apprenticeship but will be a minimum of £2.65 per hour.

After completing your Level 2 you may be able to progress onto an Advanced Apprenticeship in Business Administration at level 3

All of our Business & Administration Apprenticeship qualifications are recognised by employers everywhere and are accredited by the awarding body EDI.

For more information about EDI qualifications log on to their website at:
<http://www.ediplc.com/background.asp>

For more information about CfA Business Skills at Work log on to their website at:
<http://www.cfa.uk.com/qualifications/index.html>

Milltech offer Apprenticeship Programmes in:

Business & Administration Level 2

Business & Administration Level 3

Whichever route you chose, within the Apprenticeship programme you will receive high quality off-the-job training at Milltech to support you at work and help you to achieve your qualifications.

Why choose Vocational Training?

As well as working towards a nationally recognised qualification, you will also be developing skills directly relevant to your chosen career.

Not only do vocational qualifications get your career off to a great start, they can also be a route into further education.

You will become more effective in your job role and vocational training will help you develop your skills and improve your productivity to gain a real advantage when competing for promotions.

Business and Administration

Level 2 Programme

The Level 2 programme runs for a 12 -15 month period. You will be working with your employer and will attend Milltech on a fortnightly day release basis. The Apprenticeship framework consists of:

The NVQ Certificate in Business & Administration

NVQs are made up of vocational and knowledge based units. The vocational units focus on the practical skills needed to do the different parts of your job whilst the knowledge units ensure you understand why your job is done the way it is.

There are 4 mandatory units in the Business & Administration NVQ Level 2 which cover:

- * **Manage own performance in a business environment**
- * **Improve own performance in a business environment**
- * **Work in a business environment**
- * **Communicate in a business environment**

Plus optional units (example of the types of units you could chose from below):

- * **Store and retrieve information**
- * **Use office equipment**
- * **Solve business problems**
- * **Produce documents in a business environment**
- * **Support the organisation of meetings**
- * **Use electronic message systems**
- * **Use a diary system**
- * **Take minutes**
- * **Meet and welcome visitors**

Key Skills/Functional Skills

All jobs require a number of key skills to ensure it is done well. Therefore the framework includes:

- * **Communication/English at Level 2**
- * **Application of number/Maths at Level 1**

EDI Level 2 Certificate in Principles of Business & Administration

Used to test your knowledge and understanding of the industry you work in.

Level 3 Programme

The Level 3 programme runs for up to 15 months. As before you will work with your employer and attend Milltech on a fortnightly day release basis. The Apprenticeship framework consists of:

The NVQ Diploma in Business & Administration

The 4 mandatory units from the NVQ Level 3 which cover:

- * ***Manage own performance in a business environment***
- * ***Evaluate and improve own performance in a business environment***
- * ***Work in a business environment***
- * ***Communicate in a business environment***

Plus optional units (example of the types of units you could chose from below):

- * **Solve business problems**
- * **Supervise an office facility**
- * **Plan and organise meetings**
- * **Develop a presentation**
- * **Use customer service as a competitive tool**
- * **Monitor and solve customer service problems**
- * **Order products and services**

Key Skills/ Functional Skills

- * **Communication/English Level 2**
- * **Application of number/Maths Level 2**

EDI Level 3 Certificate in Principles of Business & Administration

Used to test your knowledge and understanding of the industry you work in.

All learners will be given the opportunity to use an e-portfolio system which can be accessed and managed remotely at any time of the day or night. It provides learners with a secure online portfolio improving the flexibility and security of assessment procedures.

For more information about e-portfolio log on to their website at:

<http://www.ediplc.com/e-portfolio.asp>

What are the entry requirements?

There are no minimum entry requirements for any of the apprenticeship programmes but in order to succeed up to Level 3 it is likely that an apprentice will be capable of achieving at least GCSE Grade C or above in Maths and English. Learners do however enter apprenticeships with lower grades than this and succeed.

Apprentices are required to demonstrate that they can achieve a certain level in Functional Skills. If you have not achieved this level at school Milltech can help you to develop literacy and numeracy skills to the level needed in the Business and Administration Sector.

How can I apply to join an Apprenticeship programme with Milltech?

Telephone us on 0191 5100414 and ask for an application form or you can call in and pick one up. Connexions also have copies of our application forms.

What happens after I have completed an apprenticeship?

You could continue in your job and even gain promotion. You may be able to progress to a higher level of NVQ or progress to higher education courses at college or university e.g. foundation degrees or degree.

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Milltech is a short walking distance from both Park Lane Interchange and Sunderland Central Metro station. There is access at the rear of the building for those who have mobility difficulties.

This publication can be supplied in large print on request.

