



THE MODERN APPRENTICESHIP IN ADMINISTRATION FRAMEWORK

To achieve the qualification the candidate must complete the following,

SVQ/NVQ LEVEL 2 In Administration

CORE SKILLS

Numeracy	SCQF 3	F429 04
Information Technology	SCQF 3	F42D 04

All of the above core skills must be separately assessed and certificated. The candidate may have achieved core skills while at school and if they are at the required level they will be exempt.

ONE ADDITIONAL UNIT

These can be taken from the following,

Other optional units within the level 2 OR 3 Admin.

Units from other relevant S/NVQs at Level 2 IT, Customer Service, Accounting and Finance

A unit from any other relevant SNVQ agreed to in writing by the CFA/provider

One Core Skills at a higher level than specified in the framework

Relevant short courses at a suitable level with a ,minimum of 10 Guided Learning Hours

Employer-devised training programmes endorsed by the CFA

A Unit from PC Passport, ECDL or part ECDL (three modules or more of ECDL)

SVQ Level 2 Business and Administration 8 Units must be achieved

Mandatory Core Units (These 3 units must be achieved)

FD8W04/S201	Agree how to manage and improve own performance in a business environment
FD8X04/S202	Undertake work in a business environment
F93W04/S205	Prepare to communicate in a business environment

Optional Group A (3-5 units to be selected)

FD8Y04/S203	Plan how to solve business problems
FD9004/S204	Work with other people in a business environment
F93T04/S211	Produce documents in a business environment (a)
FD9W04/S212	Prepare text from notes (b)
FD9X04/S213	Prepare text from notes using touch typing 40 wpm (b)
FD9T04/S214	Prepare text from shorthand 60 wpm (c)
FD9V04/S215	Prepare text from recorded audio instructions 40 wpm (d)
FD9N04/S222	Support the organisation and co-ordination of events (e)
FD9P04/S223	Support the organisation of business travel or accommodation (f)
FD9R04/S224	Support the organisation of meetings (g)
FD9I04/S206	Use electronic message systems
FD9204/S207	Use a diary system
FD9304/S208	Take minutes
FD9404/S209	Handle mail
F93X04/S210	Provide reception services
FD9604/S250	Meet and welcome visitors
FD9704/S216	Organise and report data
FD9804/S217	Research information
F93Y04/S218	Store and retrieve information
FD9904/S219	Provide archive services
FD9A04/S226	Support the management of an information system
F93V04/S220	Use office equipment
FD9C04/S221	Maintain and issue stationery stock items
FD9F04/S225	Respond to change in a business environment
FD9G04/S227	Administer HR records
FD9H04/S228	Administer the recruitment and selection process
FD9J04/S251	Administer parking dispensations
F9AP04/S236 ^a	Bespoke software 2 (h)
F9AV04/S236 ^b	Specialist software 2 (h)
F9C204/S237	Data management software 2 (i)
F9C504/S238	Database software 2 (j)
F99E04/S239	Improving productivity using IT 2 (k)
F99T04/S240	IT security for users 2 (l)
F9CT04/S241	Presentation software 2 (m)
F99K04/S242	Set up an IT system 2 (n)
F9D104/S243	Spreadsheet software 2 (o)
F9A704/S244	Using collaborative technologies 2 (p)
F9D404/S245	Website software 2 (q)
F9D704/S246	Word processing software 2 (r)
FD9K04/S247	Control Payroll
FD9L04/S248	Account for income expenditure
FD9M04/S249	Draft financial statements

Optional Group B (0-2 units to be selected)

FE0904/S342	Contribute to running a project
FE0X04/S311	Design and produce documents in a business environment (a)
FE1104/S312	Prepare text from notes using touch typing 60 wpm (b)
FE0Y04/S313	Prepare text from shorthand 80 wpm (c)
FE1004/S314	Prepare text from recorded audio instruction 60 wpm (d)
FE0T04/S319	Organise and co-ordinate events (e)
FE0V04/S320	Plan and organise meetings (g)
FE0W04/S321	Organise business travel and accommodation (f)
F93N04/S106	Make and receive telephone calls
FE0D04/S309	Develop a presentation
FE0E04/S310	Deliver a presentation
FE0A04/S325	Deliver, monitor and evaluate customer service to internal customers
FE0C04/S326	Deliver, monitor and evaluate customer service to external customers
FE0F04/S315	Support the design and development of information systems
FE0G04/S316	Monitor information systems

FE0H04/S317 Analyse and report data
FE0M04/S329 Provide administrative support in schools
FE0N04/S330 Administer parking and traffic challenges, representations and civil parking appeals

FE0P04/S331 Administer statutory parking and traffic appeals
FE0R04/S332 Administer parking and traffic debt recovery
FD8P04/S112 Use occupational and safety guidelines when using keyboards
F9AN04/S114_a Bespoke software 1 ^(h)
F9AT04/S114_b Specialist software 1 ^(h)
F9C104/S115 Data management software 1 ⁽ⁱ⁾
F9C404/S116 Database software 1 ^(j)
F99D04/S117 Improving productivity using IT 1 ^(k)
F99R04/S118 IT security for users 1 ^(l)
F9CR04/S119 Presentation software 1 ^(m)
F99J04/S120 Set up an IT system 1 ⁽ⁿ⁾
F9D004/S121 Spreadsheet software 1 ^(o)
F9A604/S122 Using collaborative technologies 1 ^(p)
F9D304/S123 Website software 1 ^(q)
F9D604/S124 Word processing software 1 ^(r)
FD8V04/S125 Calculate pay

Either unit S211 or S311 may be selected but not both. ^(a)
Only one unit may be selected from S212, S213 or S312. ^(b)
Either unit S214 or S313 may be selected. ^(c)
Either unit S215 or S314 may be selected. ^(d)
Either unit S222 or S319 may be selected. ^(e)
Either unit S223 or S321 may be selected. ^(f)
Either unit S224 or S320 may be selected. ^(g)
Only one unit may be selected from S236_a, S236_b, S114_a or S114_b. ^(h)
Either unit S237 or S115 may be selected. ⁽ⁱ⁾
Either unit S238 or S116 may be selected. ^(j)
Either unit S239 or S117 may be selected. ^(k)
Either unit S240 or S118 may be selected. ^(l)
Either unit S241 or S119 may be selected. ^(m)
Either unit S242 or S120 may be selected. ⁽ⁿ⁾
Either unit S243 or S121 may be selected. ^(o)
Either unit S244 or S122 may be selected. ^(p)
Either unit S245 or S123 may be selected. ^(q)
Either unit S246 or S124 may be selected. ^(r)