

Overview of our Business Apprenticeship Levels 2, 3 and 4

The University of Exeter Business Apprenticeship Scheme will elevate your career within the business environment. Upon completion of the apprenticeship you will have gained qualifications in business administration and a diverse range of work experience within a Russell Group, UK top 10, University.

Apprenticeships are available at levels 2, 3 and 4, and are a perfect opportunity for you to learn about our organisation and develop your business and transferable skills.

You could be working in one of our six colleges or professional services teams supporting college administration, finance, legal, procurement, research, student experience, marketing, or design.

You will receive an excellent educational experience from our training providers, and will be immersed in real time on the job training at the University of Exeter whilst in your day to day role.

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. Your role will involve working independently and as part of a team and will involve developing, implementing, maintaining and improving administrative services.

You will develop key skills and behaviours to support your career progression towards management responsibilities.

Responsibilities of the role include supporting and engaging with different parts of the University and interacting with internal and external customers (academic and professional services staff, students, visitors etc).

With a focus on adding value, your role contributes to the efficiency of the University, through support of functional areas, working across teams and resolving issues as requested. Flexibility and responsiveness is required to enable you to develop a wide range of skills.

Business administrators are expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. You will also be expected to show initiative, managing priorities and your own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

What are the entry requirements?

Applicants will need at least 5 GCSEs at grade C/4 or above including English and Maths (desirable ICT). Entry requirements may vary depending on the level of apprenticeship.

What is the duration of my apprenticeship?

Dependent on the role you apply for at the University, your Business Apprenticeship will last between 12 to 36 months.

What Qualifications will I achieve?

- **Level 2:** Level 2 Diploma in Business Administration, Employee Rights and Responsibilities, Personal Learning and Thinking Skills
- **Level 3:** Level 3 NVQ Diploma in Business Administration, Employee Rights and Responsibilities, Personal Learning and Thinking Skills
- **Level 4:** level 4 combined diploma in Business Administration

What topics could I study?

The business administration courses consists of a number of mandatory units and a range of optional units to suit your job role. Course delivery will consist of a number of class-based and work based learning units, which vary depending on the level you apply for, including:

- Communicating, events and meetings in a business environment
- Principles of providing administrative services
- Principles of business document production and information management
- Understanding employer organisations
- Managing personal performance and development
- Developing working relationships with colleagues
- Principles of business communication and information
- Develop and deliver a presentation
- Create bespoke business documents
- Understand the customer service environment
- Managing facilities
- Risk and sustainability
- Communication systems within an organisation
- People and performance management
- Manage information and data
- Business support and resources
- Innovation and change

Pathways include:

- Reception
- General Administration
- Data Input
- Personal Assistant
- Human Resources
- Marketing

When on your college day-release, you will be supported by your Skills Trainer/tutors. You will spend the remainder of the week in the workplace. Whilst at work, your Skills Officer will visit you and carry out assessments.

What is it like to study and how will I be assessed?

This apprenticeship is aimed at people wanting a career in an office based role and who wish to specialise in business and administration functions.

If you are training as an apprentice you will have a full time job with the University of Exeter and will study with one of our training providers (Exeter College/Cornwall College Group) on either a day release basis or block release.

During your time studying with our training provider you will be taught by your tutor or skills officer and you will spend the remainder of the week working at the University of Exeter where you will put your new skills into practice. Whilst at work, your skills officer will visit you and carry out assessment in a variety of styles: observing you, completing knowledge questions and setting practical tasks.

What can my apprenticeship lead on to?

Your Business Administration apprenticeship at the University of Exeter will help you progress in your career through senior administration into a management role. On successful completion of your apprenticeship there may be opportunities to take up a permanent role at the University.

As your career develops, you may wish to continue your studies and enrol in an apprenticeship in customer service, team leading, people management or leader management.

This could lead your career towards studying for an FdA Business or FdA E-Business Management, followed by a BA (Hons) Business with our training providers.