

ADMINISTRATION ASSISTANT LEVEL 2



Blended learning



Course duration
12 months



EPA Organisation
Steadfast



Training time
Approx. 33 sessions



Funded learning
Funded via the Apprenticeship Levy



Apprenticeship level 2

OVERVIEW

This apprenticeship is designed for individuals who are new to the workplace or starting their career in an administrative role. Learners will develop the knowledge, skills and behaviours required to carry out routine administrative tasks under supervision, while building confidence in professional working practices.

The programme focuses on supporting learners to understand how organisations operate, how their role contributes to team and business priorities, and how to work accurately, securely and professionally within a structured environment. Delivery is structured to support progression, confidence and employability, preparing learners for further development into Level 3 roles.

WHAT TO EXPECT

- As an apprentice, you will have approximately 33 educator sessions throughout the duration of your apprenticeship.
- You will see your educator every 2 weeks for your online sessions. These appointments will be used to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment. You will also have access to virtual learning modules, knowledge masterclasses, and our AI Smart videos.

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week.

- If a candidate is 16-18 they must have achieved maths and English at Level 2 prior to completion of the course, this is something that can be completed with us if needed.
- If a candidate is 19-24 and hasn't achieved in Maths and English GCSE before enrolling, it is up to the employer to decide whether these qualifications should be attempted.
- The candidate must be employed in a suitable role.
- **This apprenticeship is only available for 16-24 year olds.**

TYPICAL JOB ROLES

- Administrative Assistant
- Office Assistant
- Admin Support Assistant
- Apprentice Administrator
- Junior Administrator
- Administration Apprentice
- Trainee Administrator

COURSE CONTENT

Organisational Awareness & Knowledge

Understand the organisation, its structure, and stakeholders. As well as how their role contributes to outcomes.

Communication Skills

Handle and communicate information in line with organisational policies, procedures and security requirements.

Decision-Making & Problem-Solving

Analyse information, make informed decisions, and apply critical thinking to resolve issues effectively.

Data and Information

Handle and communicate information in line with organisational policies, procedures and security requirements.

Quality, Performance & Professional Behaviours

Develop professional behaviours including reliability, teamwork and accountability.

EMPLOYER & LEARNER SATISFACTION

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*

YOUR COMPLETE CAREER PATHWAY

Administration
Assistant
Level 2



Business
Admin
Level 3

ADDED VALUE - AI SMART

Heart of England Training is helping learners and employers stay ahead with artificial intelligence. Through our AI Smart approach, part of the HOET Knowledge Boost, every apprentice develops practical AI skills that can be applied directly in the workplace. Learners are trained to use AI tools effectively and responsibly, helping them solve real business challenges, drive innovation, and add measurable value to your organisation.

We also offer AI-led videos aimed at employers to help explain elements of the apprenticeship and guide people through the process seamlessly.

What are the benefits?

- Flexible, adaptive learning to meet learner and workplace needs
- Confidence using AI to work smarter and more efficiently
- Digital capability that keeps your workforce ahead
- Gain knowledge through online resources that can be applied to real-life situations

