

Administration Assistant

☆ Level 2 £ £4,000 🗓 12 months

1. What the role entails

An administration assistant is an integral part of the team and organisation, responsible for supporting the efficient organisational functions and operations. They are responsible for assisting colleagues with routine duties that vary depending on the team structure and size of their business, such as routine data entry and providing support to team members to help ensure that daily activities are carried out within agreed timescales and quality expectations. They may also work, under supervision, more widely in the organisation to meet organisational priorities. They represent the organisation when dealing with internal and or external stakeholders.

In their daily work, an administration assistant interacts with colleagues, supervisors, senior managers, clients, customers, contractors, suppliers, service users, and government agencies. Within their organisation they may be asked to work with or act as a point of contact for other departments and colleagues within the organisation such as IT departments, finance and human resources. They must be able to take and respond to feedback from their supervisor in order to meet the needs of the organisation. Administration assistants are flexible, responding to organisational priorities and changing needs.



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2. On-programme

Apprentices for the Level 2 Administration Assistant will be restricted to under 25s. An apprentice will typically spend 12 months on-programme (this means in training before the gateway to completion) working towards occupational competence. They must spend a minimum of 8 months on-programme and complete the minimum required off the job training time, in line with the apprenticeship funding rules.

The apprentice must receive training to develop the occupational standard's knowledge and skills (K&S) criteria and achieve English and maths in line with the DfE apprenticeship funding rules, if required.

While on-programme, apprentices must compile a Portfolio to show how they have met the assessment criteria for this apprenticeship followed by a question and answer session (Q&A), which can only take place once the Portfolio has been submitted and marked. The Portfolio cannot be submitted before month 6 of the apprenticeship.

3. Gateway to completion requirements

Gateway to completion should be used as the final opportunity to check an apprentice has met all the requirements for completion. An apprentice can only be put forward for gateway to completion when the apprentice and their employer (in consultation with the training provider) are content they have attained the sufficient requirements to successfully complete the apprenticeship, and the apprentice has achieved their apprenticeship assessment.

For the Level 2 Administration Assistant, the requirements are:

- English and maths qualifications in line with the apprenticeship funding rules
- confirmation from the employer that the apprentice has met the behaviour requirements as set out in the apprenticeship assessment plan.

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4. Apprenticeship assessment

The apprenticeship assessment for Administration Assistant contains one method of assessment:

Portfolio with Question and Answer (Q&A)

This assessment method has two components:

- Portfolio
- Q&A.

Together, these components give the apprentice the opportunity to demonstrate the K&S mapped to this assessment method.

The Portfolio is compiled by the apprentice over the course of their apprenticeship. It will be submitted to NCFE to be assessed once the apprentice, in conjunction with their employer and ITP, agree that the Portfolio is complete and the apprentice is ready to complete this assessment and ready to undertake the Q&A. The Portfolio must not be submitted before the 6-month mark. The Q&A must only take place once the Portfolio has been marked.

The Q&A may last up to 1 hour to ensure the assessment remains proportionate, flexible, and responsive to the individual apprentice's evidence. The Portfolio is the primary assessed component and is reviewed and graded in advance. The Q&A is designed as a targeted supplement rather than a standalone assessment. The scope and depth of questioning will depend on the quality and completeness of the submitted Portfolio, and this allows the assessor to tailor the Q&A to focus on confirming evidence, addressing any gaps in K&S, building on any partial evidence, authenticating the apprentice's work, and exploring understanding where needed, particularly where evidence may support higher grading decisions.

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5. Grade aggregation information

The Portfolio with Q&A is graded fail, pass or distinction.

6. Completion and certification

Once NCFE verifies the apprentice has successfully completed all apprenticeship assessment methods and gateway to completion requirements, they will activate certification. Working with the apprenticeship certificate issuing authority, NCFE will ensure the apprentice receives their certificate.

7. What next?

Completion of the Administration Assistant apprenticeship may provide progression opportunities to more senior roles in the business sector. It may also be possible to progress to the Level 3 Business Administrator, Level 3 Leisure Duty Manager or Level 3 Team Leader apprenticeships.

Why NCFE?

We are an approved Assessment Organisation (AO) specialising in apprenticeship assessment across health, education, social care, business, active leisure and digital apprenticeship standards. NCFE offers flexible and reliable apprenticeship assessment solutions supported by sector expertise, guidance documents and proactive service and support.