

Administration Assistant

LEVEL 2 APPRENTICESHIP PROGRAMME

Work-based training programme to teach essential admin skills such as IT, communication and customer service.

NEW

FOUNDATION APPRENTICESHIP

for 16-24 year olds

INVEST IN YOUR TEAM

- High Quality Training
- Industry Relevant Content
- Commitment to Excellence
- Expert Support and Mentoring
- Excellent Safeguarding and Wellbeing
- Focus on Personal and Professional Development

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PROGRAMME SUMMARY

2

Apprenticeship level
Level 2



Typical duration
12 months



Training method
Blended Learning



Assessment method
Portfolio



Cost/funding value
£0 / £4,000

ofqual

EPA organisation
Ofqual

About the Programme

The brand-new Level 2 Administration Assistant Apprenticeship has been launched to help tackle rising numbers of young people not in education, employment or training (NEET).

This programme is 100% government funded for 16-24 year olds available for both new recruits and existing employees and helps to develop the knowledge, skills and behaviours needed to provide effective administrative support across a wide range of sectors and industries.

Who is this programme for?

Designed specifically for individuals aged 16-24 working in entry-level administrative roles who support the day-to-day running of an organisation. It combines work-based training to teach essential skills such as office support, IT skills and customer service.

Employer Benefits

Hiring or upskilling an employee through the Level 2 Administration Assistant Apprenticeship can deliver a range of benefits for employers, particularly those looking to build strong administrative capability and develop future talent.

- **Develop a skilled and productive workforce:** Apprentices gain practical administrative skills in areas such as document management, digital systems, data handling and organisational processes, which can be applied immediately in the workplace.
- **Build a talent pipeline:** The programme provides a structured entry route into administration roles, helping employers attract, develop and retain future business support professionals.
- **Support local young people (NEET) :** Help develop local young talent (aged 16-24 years old) to unlock potential and grow careers.
- **Apprenticeship employer incentives:** The recent apprenticeship reform introduced a wide range of incentives for employers aimed at helping introduce young people into the workforce and reduce the number of NEETs. By hiring or upskilling a young person through this programme your organisation can benefit from incentives such as hiring incentive, funded training and National Insurance Contribution exemption.

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Typical Job Roles

Administration Assistant, Office Assistant, Administrative Support Assistant, Business Support Assistant, Receptionist, Customer Service Administrator, Data Entry Assistant.

Progression Routes

This apprenticeship programme support apprentices in developing to roles including Administrative Officer, Administrative Clerk, Business Support, Clerical Assistant, Data Clerk, Office Assistant, Executive Assistant, Team Leader or Business Administrator Level 3 Apprenticeship.

Career Pathways



Administration Assistant
Level 2



Business Operations Administrator
Level 3



Operations Manager
Level 5

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Learner Benefits



Gain Real-World, Transferable Skills - Develop essential business skills like communication, organisation, time management, customer service, and IT.



Earn While You Learn: you'll receive a salary while completing your qualification, so no need to worry about student debt.



Achieve a Recognised Qualification - Adds credibility to your CV and supports future academic or professional development.



Learn How a Business Really Works - Gain a broad understanding of how different departments operate—from HR and finance to marketing and operations.



Build Confidence and Professional Networks - Develop confidence in the workplace, including working with colleagues, managers, and clients.



Ongoing support: access to a LMP Tutor providing 1-2-1 support throughout your apprenticeship.



Career pathway: an Administration Assistant Apprenticeship, provides a pathway to career progression with opportunities for advancements within the company or industry upon completion.

What will you learn

This Administration Assistant Apprenticeship programme will help develop key skills such as handling data, handling and communicate information in line with organisational policies, procedures and security requirements and maintaining professional relationships with stakeholders. You will learn to use software packages and tools for example AI or automation to input and process data and information, to contribute to routine administration tasks in line with organisational policies and procedures.

In this comprehensive Level 2 programme you will develop your knowledge around topics such as principles of working safely, the sector landscape and its impact on the organisation and role for example technology, finance or compliance and how organisation structure, vision and function affect the role.



Off the job training

Off-the-job hours are a vital part of this apprenticeship. Training is directly relevant to the programme and can take many forms, including:

- Individual study time for reflection and growth
- Apprenticeship tutor sessions and webinars
- Group learning opportunities (like inset days)
- Shadowing experienced colleagues
- Mentoring from line managers
- 1:1 performance reviews and feedback
- Attending meetings and briefings
- Learning new policies
- Relevant YouTube/TV shows
- Professional development
- Online courses
- Enrichment activities
- Research and learning
- Collaborative planning/resource preparation

At LMP, the supportive tutors will work closely with you to create a personalised training plan that meets all requirements for this programme.



Striving for a Distinction - we provide distinction criteria for all apprentices and encourage everyone to strive for the best outcome.

End point assessment

End-point assessment (EPA) is **an independent assessment that takes place at the end of the apprenticeship training**. This is to test that the apprentice is competent in their occupation. All apprentices must complete an EPA. There are a variety of assessment methods to test apprentices' competency.

Gateway

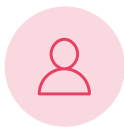
Gateway takes place before an EPA can start. LMP Education will work with the employer to **review their apprentice's knowledge, skills and behaviours**. This period of time is used to see if the apprentice has met the requirements of the apprenticeship set out in the apprenticeship standard, and they are ready to take the assessment.

Functional Skills

LMP Education provides functional skills support to all our learners. While functional skills are no longer a requirement for learners who are 19+, LMP still offers functional skills training for those who choose to take the qualification.

[Learn more about functional skills at LMP →](#)

MODULES INCLUDE



**Personal Development
Plan, Feedback and Self
Reflection**



**Equality, Diversity and
Inclusion**



Health and Safety



**Environment,
Sustainability and Digital
Footprint**



**You and Your
Organisation**



**Storing, Using and
Retrieving Records**



Ethics, Laws and Policies



Management Skills



**Technology, Software
Packages and Cloud
Services**



Importance of Quality



Communication



LMP EDUCATION
TRAINING PROVIDER

Why LMP Education

LMP Education is an award winning training provider. Our programmes are designed to support both learners and employers in training and upskilling talent across industries. We have a team of expert tutors to support learners at each step of the way on programme and beyond.



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TRAINING PROVIDER

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Our Learners Say

“Apprenticeship programmes are great for career development. They offer practical, hands-on experience, letting you apply what you learn directly to your job. This boosts your skills, confidence, and competence. Plus, you can earn a salary while you learn, making it financially beneficial”



**- Amie Johnson-Fenton, Atlas Hotels
Holiday Inn Express Exeter City Centre**

Work with Us

We can support you and your organisation to use the power of apprenticeships. LMP Education is a registered market leading training provider for finance apprenticeships. Our team can support you with recruiting an new apprentice or upskilling existing staff members. Benefit from our free recruitment service and book a discovery call today to find out more about this programme.



**Employers - book a discovery call
with an apprenticeship expert**
bit.ly/lmp-call



**Candidates - enrol today online
check website for cohort start date**
bit.ly/4pCpow7

