



LEVEL 2 **ADMINISTRATION ASSISTANT**

www.learningcurvegroup.co.uk





The Course

The broad purpose of the occupation is to carry out routine administration tasks that support operations. The work is carried out under supervision following set procedures for tasks.

An assistant administrator is an integral part of the team and organisation responsible for supporting the efficient organisational functions and operations. The assistant administrator is responsible for assisting colleagues with routine duties.



Full tutor support



12 months duration



Blended delivery approach



Funding - £4,000

- This programme is only for learners aged 16-24
- Blended approach to delivery which could include online learning, Microsoft Teams, face to face, webinar online learning, face-to-face and telephone.
- Development of the learner's knowledge, skills and behaviour relevant to the job role.
- Learners aged 16-18 must achieve Maths and English at Level 1 or 2, depending on the standard, unless exempt.
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End Point Assessment.



What your employees will learn

Knowledge:

An Administration Assistant develops an understanding of how organisations operate and the importance of providing effective administrative support. They gain knowledge of business processes, customer service, digital systems, data protection, information security and workplace policies, enabling them to work confidently, professionally and efficiently within a modern business environment.

Skills:

An Administration Assistant learns how to carry out a wide range of administrative tasks using digital technologies and business software. They develop practical skills in communication, organising workloads, maintaining accurate records, managing information, supporting meetings and collaborating with colleagues, while delivering excellent customer service and contributing to the smooth running of the organisation.

Behaviours:

An Administration Assistant demonstrates professionalism, reliability and a positive attitude in everything they do. They communicate effectively, work collaboratively with others, adapt to changing priorities and embrace new technologies. They take ownership of their work, maintain confidentiality, act with integrity and are committed to delivering high-quality service while continuously developing their skills.

How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore, we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified. The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

The learner journey

1. 12 months on-programme - This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development.

From 1st August 2025, apprentices must complete at least 187 hours off-the-job (OTJ) training over a minimum of 8 months, which some standards requiring more of those without prior learning. Learn more about [OTJ training hours](#).

2. Gateway – After 12 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours.



Employer Grants & Incentives

Helping employers create opportunities for young people through apprenticeships and employment.

£1,000

YOUNG APPRENTICE INCENTIVE

Employers can receive £1,000 for hiring an apprentice aged between 16 and 18, or aged 19 to 24 years old with an Education, Health and Care (EHC) plan or who is a care leaver.

- ✓ All sizes of employer
- ✓ Available Now

£2,000

FOUNDATION APPRENTICESHIP INCENTIVE

Employers offering foundation apprenticeships to young people aged 16–21, or eligible 22–24-year-olds, can receive up to £2,000. The funding helps support progression into a further apprenticeship.

- ✓ All sizes of employer
- ✓ Available Now

£2,000

NON-LEVY JOBS GRANT

As of October 2026, non-levy paying employers can receive up to £2,000 for recruiting an apprentice aged 16–24 who joined the organisation within the last three months.

- ! Only for non-levy employers
- ! Available from October 2026

£3,000

YOUTH JOBS GRANT

From June 2026, businesses can receive £3,000 for hiring an individual aged 18 to 24 who has been receiving Universal Credit and looking for work for six months or more.

- ✓ All sizes of employer
- ! Available from June 2026

National Insurance Contributions

Employers pay no National Insurance contributions for apprentices under 25, or employees aged 21 and under earning below £50,270 (2025/26).

Funding for under 25s

Non-levy employers pay no training fees for apprentices under 25. For those aged 25 and over, a 5% employer contribution applies - reduced to zero via a levy transfer.

Care Leaver's Bursary

Apprentices aged 16–24 who meet the eligibility criteria may be entitled to a tax-free £3,000 government payment in addition to their salary.



✓ Verified

It was a great course...

It was a great course and I felt the information was easy to understand, well displayed and my tutor/assessor was full of information and encouraging feedback.

Date of experience: June 2026



✓ Verified

A great opportunity to complete a free course...

A great opportunity to complete a free course during my maternity leave. Very supportive tutor and telephone operators.

Date of experience: June 2026



✓ Verified

The tutor was always quick to respond...

The tutor was always quick to respond to any questions I had always helpful. I never felt under pressure and it was great to study at a steady pace. I enjoyed this so much that I am ready to enrol on another course!!

Date of experience: June 2026



✓ Verified

Amazing online course...

Fantastic support throughout the course. Learnt so much and well worth doing. Will make my job a lot easier and understand as much as I can what people with Dementia go through on a daily basis.

Date of experience: June 2026



☎ +441388439233

✉ training@learningcurvegroup.co.uk

🌐 www.learningcurvegroup.co.uk

TRANSFORMING
LIVES THROUGH
LEARNING.