

Administration Assistant L2 Apprenticeship

Skills Scan OTJT Plan



Learning Area	Learning Outcome	Learning outcome description	Limited	Reasonable	High
Information Management and Data Handling	K8*	Software packages and their technical applications such as databases, spreadsheets presentation and communication tools.			
	K9*	Principles of information and data retrieval, maintaining records and respecting confidentiality, in line with organisational policies and legislation.			
	K11	Principles of data and information handling and storage including the importance of retention dates, systematic storage, backing-up and filing structure.			
	K16	Information and data retrieval. Required processes to undertake tasks for example compliance, GDPR, retention and deletion.			
	K24	The benefits of cloud services and platforms.			
Administrative Task Delivery and Workflow Management	K2	How organisation structure, vision and function affect the role.			
	K3	The role, responsibilities and impact this has on deliverables, stakeholders and key performance indicators.			
	K4	The sector landscape and its impact on the organisation and role for example technology, finance or compliance.			
	K15*	Principles of time management and tools used to organise workload to meet deadlines.			
	K17*	Quality assurance processes and how they impact on the role and organisation.			
Stakeholder Communication and Relationship Management	K25	Methods to seek clarification and help to complete assigned tasks within agreed timeframes.			
	K12*	Types and frequency of written communication with stakeholders and the impact on outputs. For example mass texts, mailshots, formal letters or emails.			
	K13*	Principles of verbal communication. For example over the phone, in a meeting both on line and virtual, formal presentations.			
	K18*	Sources of information. Methods to fact check, use and share information following processes, legislation or policy.			
	K19	Feedback mechanisms. How to receive feedback.			
Compliance, Security, and Risk Awareness	K1*	Industry regulations, codes of practice, organisational policies, workplace practices, confidentiality, licences and legal requirements that might affect the organisation such as social media guidelines, security threats, data protection and GDPR.			
	K6	Approaches to diversity, equity, inclusion and the impact on stakeholders and organisational activity.			
	K7	The impact of sustainability and environmental good practice on organisational activity.			
	K10	Principles of working safely, such as online, on site, venues and organisational premises, to meet requirements.			
	K22	Escalation processes such as security, software, customer service and complaints.			
Professionalism, Wellbeing, and Continuous Development	K23	Digital footprint. The impact of online activity and how this can make an individual or organisation vulnerable.			
	K5	Principles of corporate social responsibility (CSR) and ethics relating to the role.			
	K14*	Approaches to maintaining up-to-date knowledge of existing and evolving tools and trends.			
	K20	The benefits of wellbeing and good working practices.			
	K21	Self-reflection models and techniques.			
Information Management and Data Handling	S1*	Receive, retrieve, process, record and store information and data.			
	S3	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.			
	S4*	Handle and communicate information in line with organisational policies, procedures and security requirements.			
	S18	Use cloud services to share documents for use and or collaboration.			
Administrative Task Delivery and Workflow Management	S6	Plan and review administration tasks allocated by supervisor.			
	S8*	Monitor and report on the use of resources such as materials, equipment and supplies.			
	S9*	Use agreed organisational systems and protocols to manage calendars, diaries and booking systems.			
	S14*	Use time management tools to meet deadlines.			
Stakeholder Communication and Relationship Management	S17*	Review and check own work.			
	S20	Seek clarification and help, when required, to complete assigned tasks within agreed timeframes.			
	S7*	Maintain professional relationships with stakeholders.			
	S10*	Source information as requested by stakeholders, ensuring they are shareable. As examples client records, signpost to services or reports.			
Compliance, Security, and Risk Awareness	S12*	Use communication tools to respond to stakeholders using professional language and organisational etiquette.			
	S15	Handle feedback following expected professional etiquette.			
	S2*	Operate within organisational policies, standards and procedures and relevant legislation respecting confidentiality; adapting to operational changes as they occur.			
	S5	Recognise and rectify issues and escalate as required. For example stakeholder documents and reports, safeguarding concerns or abusive behaviour.			
	S13	Operate within agreed health and safety standards.			

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	S19	Protect against security threats for example, strong passwords, two step verification, office tailgating and display of security passes or clothing that identifies secure workplaces.			
Professionalism, Wellbeing, and Continuous	S11*	Use continuing professional development including self-reflection to support current and future training and development needs.			
	S16	Maintain wellbeing, accessing organisational support mechanisms if required.			
Teamwork	B1	Team working to provide support. Collaborate with internal or external stakeholders to help achieve the goals of the organisation.			
Flexibility	B2	Flexible and responds positively to changing work requirements or environments.			
Feedback	B3	Act upon and respond respectfully to feedback. Displaying commitment to personal and professional development.			
Ethics	B4	Acts in an ethical manner embracing equity, diversity and inclusion in the workplace.			
Professionalism	B5	Professional in approach to work and internal or external stakeholders to meet the requirements of the organisation and codes of conduct.			
Quality	B6	Focussed on the importance of delivering a quality service, identifying, meeting or exceeding key performance indicators.			
Sustainability	B7	Works sustainably ensuring resources are used efficiently and responsibly.			
Personal Wellbeing	B8	Committed to personal wellbeing and an awareness of the support and resources available to help them.			