Level 2
Administrative Assistant Apprenticeship
Course Fact Sheet

ABOUT

This programme is an entry-level route into administrative roles in general practice and the wider primary care sector. It is designed for new recruits and those in the early stages of their career, and develops the practical knowledge, skills and behaviours needed to provide efficient, accurate and patient-focused administrative support in a busy healthcare environment.

Apprentices will work as part of the practice or primary care team to handle patient enquiries and communication, book and manage appointments, maintain accurate records on clinical systems such as EMIS and Accurx, manage inboxes and correspondence, and support the smooth day-to-day running of the organisation. They will interact with patients, carers and colleagues, and apply the organisation's policies and procedures in their day-to-day work.

Roles include, but are not limited to: Administrative Assistant, GP Assistant, GP Receptionist, Medical Receptionist, Care Navigator, Patient Services Administrator, Medical Administrator, Admin Support Officer, and other entry-level administrative roles in a GP practice, Primary Care Network or wider healthcare setting.

Upon programme completion, the learner will achieve a Government-recognised qualification at Level 2 – Administration Assistant (ST1472). This is equivalent to GCSE level (five GCSE passes at grade 4/C or above).

The programme is the first step in a progressive pathway. On completion, learners can progress to the Level 3 Business Administrator or General Practice Business Administrator Apprenticeship, and to the Level 4 NHS Transformation and Associate Project Manager Apprenticeship thereafter.

Community Matters can help you recruit new talent into suitable roles for this apprenticeship.

LENGTH

The course is **8 to 12 months** (agreed with the employer at the start of the programme) **plus up to 3 months** for the Apprenticeship Assessment (AA). The AA is an independent assessment that takes place at the end of the apprenticeship. It is carried out by an independent end-point assessment organisation.

Learners need to allocate approximately **6 hours a week** to the apprenticeship, which is split between teaching and workshops, self-paced learning, research and the practical application of skills.

MODEL OF DELIVERY
The apprenticeship is delivered through monthly workshops, structured as a mix of hybrid Face-to-Face (F2F) and remote interactive sessions. Functional Skills in English and maths are integrated into the workshops where required, and Safeguarding, Prevent, British Values, Equality and Diversity, and Health and Safety are embedded throughout the programme.

Each learner is allocated an assessor who will work with them and support them throughout the apprenticeship journey. In addition to the monthly workshops, this will also include 6-weekly 1:1 meetings between learner and assessor, and 12-weekly periodic reviews between assessor, learner and line manager.

ELIGIBILITY CRITERIA
Candidates should:

- Have the right to live and work in the UK
- Have been ordinarily resident in the UK or the European Economic Area (EEA) for at least three years before starting the apprenticeship
- Hold an appropriate visa if not a UK citizen
- Must be in a role where the learnt skills can be applied
- Be aged 16 to 24 at the start of the apprenticeship – the programme is primarily aimed at new recruits in this age group, for whom training and assessment is fully funded. Please contact us to discuss other candidates.

Modules and Content:

Induction and Professional Workplace Skills
Safeguarding and Prevent
Introduction to the apprenticeship, portfolio and Aptem
Off-the-job training tracking and logging
Personal qualities and professional workplace etiquette
Study skills, reflection and reflective practice models

Interpersonal and Communication Skills
Principles of clear written and verbal communication
Professional language, telephone etiquette and digital communication tools
Introduction to telephone triage
Building professional relationships with internal and external stakeholders
Handling feedback and patient and customer queries effectively

Record Keeping and Document Production in Primary Care

Principles of receiving, retrieving and storing physical and digital data
Legislation and regulations: Data Protection Act, UK GDPR and confidentiality
Data protection within NHS – Information governance, Caldicott principles etc.
Systematic filing structures, cloud storage and backup principles
Maintaining security, passwords and managing digital footprints

The Use of IT and Software Packages in Primary Care

Using software packages – spreadsheets, databases, CRM and word processing
Inputting, formatting, redacting and extracting administrative data on NHS systems (e.g. EMIS, Accurx)
Using cloud services for document sharing and collaboration
Identifying, checking and rectifying data errors before submission

Time Planning and Organisational Skills

Time management models and task prioritisation tools
Planning daily workloads and calendar and diary management
Meeting support – arranging internal and external meetings and events
Understanding when and how to escalate issues beyond remit
STAR technique role-play and mock interview scenarios

The Organisation, Vision and Quality of Service

Understanding organisational structures, functions, aims and values, including high level overview of key NHS documents such as the NHS 10 Year Health Plan
How administrative roles support key deliverables and KPIs
Sector landscape, corporate social responsibility (CSR) and ethics
Quality assurance processes and monitoring resource usage (supplies and equipment)

Continuous Professional Development

Keeping up to date with evolving tools, technology and sector trends
Identifying training needs and maintaining a personal CPD plan
Using self-reflection techniques to improve job performance
Fact-checking sources and verifying information accuracy

Portfolio Finalisation and Assessment Preparation

Reviewing portfolio evidence against all knowledge, skills and behaviours
Preparing for assessment – portfolio discussion and interview
STAR technique role-play and mock interview scenarios
Action planning for Gateway

Further information – apprenticeships@communitymatters.co.uk