

# BUSINESS ADMINISTRATOR: LEVEL 3



Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

## Delivery model

The delivery of the programme will be through a blend of online learning, video tutorials, virtual classrooms, 1-1 coaching and practical learning opportunities. All learning will be supported by dedicated Learning Coaches.

When you have completed all of the agreed learning and achieved the required exams, you will be invited to attend a gateway meeting to discuss readiness for end point assessment (EPA). If no further learning is identified, you will progress through to EPA. You will be assessed against the requirements of the standard and awarded a final, overall grade for your apprenticeship.

## Your commitments

If you do not currently hold English and maths qualifications at level 2, you will undertake Functional Skills at Level 2 as part of your apprenticeship programme.

You are entitled to 20% of your working hours away from your job to complete work towards your apprenticeship programme. Your Learning Coach will support you and your employer to measure and record this across the whole of your apprenticeship.





## Entry requirements

- Initial Assessments in maths and English at Level 1 or above



## Delivery model

Virtual learning and coaching through:

- Online
- Zoom
- Microsoft Teams
- Smart Rooms
- Workplace Development Activities 1-1 coaching



## Typical duration

- 15 months learning plus up to 3 months End Point Assessment



## End Point Assessment

- Knowledge test
- Portfolio & Interview
- Project & Presentation

## Knowledge, Skills & Behaviours



- IT
- Record and document production
- Decision making
- Interpersonal skills
- Communication
- Quality
- Planning and organisation
- Project Management
- The Organisation
- Value of their skills
- Stakeholders
- Relevant regulations
- Policies
- Business fundamentals
- Processes
- External environmental factors
- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

**It's as easy as...**



## Knowledge

**Knowledge** will be delivered through online webinars, 1-1 sessions and Individualised learning resources by our Specialist Learning Coaches. You will learn about your company's brand, vision and mission, relevant regulations, business fundamentals. You will develop knowledge in stakeholder management, building relationships, market force analysis and supply chain.

## Skills

**Skills** will be developed through underpinning knowledge delivered by online webinars, 1-1 coaching and workplace mentoring and experiences. Throughout the apprenticeship you will develop skills in using effective IT skills, creating documents, decision making and dealing with challenges, building relationships, coaching and being a role model. We will support you in developing effective communication, completing tasks to a high standard, planning workload to meet deadlines, planning and leading in projects.

## Behaviour

### Behaviours – Effective Business

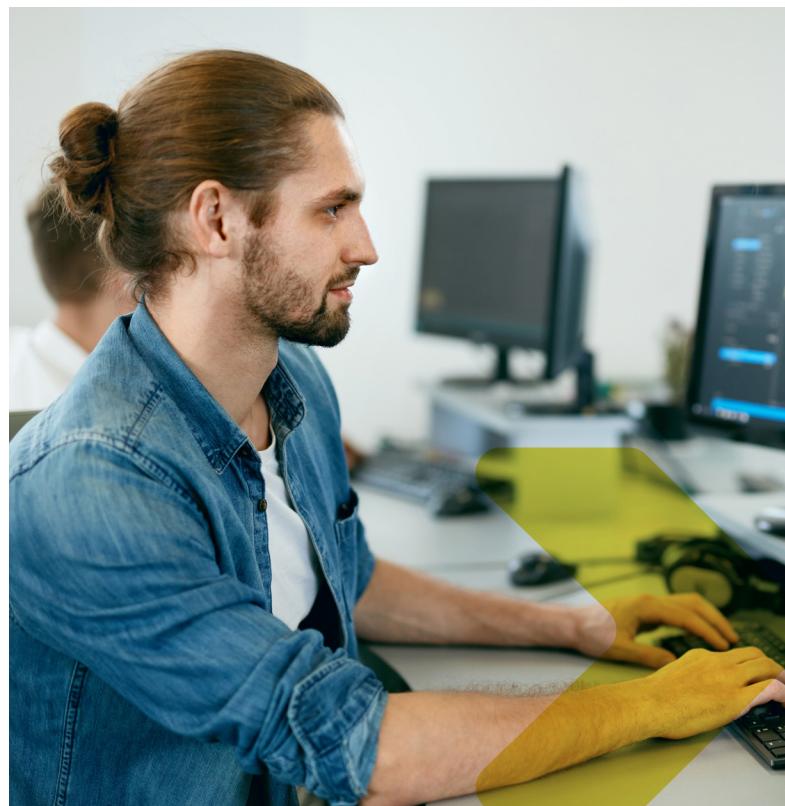
Administration is achieved through key behaviours. You will learn how to develop yourself within a business administration environment, to be a professional and productive team member, be pro-active and motivate others, take responsibility of own workload and adapt well to change.

## End Point Assessment

**1. Knowledge test** – The apprentice undertakes an online 50 question multi-choice test

**2. Project presentation** – The apprentice delivers a presentation on a project they have completed or a process they have improved – this will include a question and answer session

**3. Professional discussion** – a portfolio will be submitted, work selected will support a discussion demonstrating knowledge, skills and behaviours developed as specified in the assessment plan



# COMMITMENT STEP BY STEP – EMPLOYER SUPPORT STRUCTURE

## Step in the right direction – What does this mean?

There are steps you can take as an employer to support your apprentice in the workplace. The aim is to help the learner make the most of the programme and enjoy their learning.

These points below will help the apprentice achieve the best outcome from the apprenticeship with your support, improving your return on investment from training costs and a strong workforce.

- **To ensure your apprentice attends scheduled sessions arranged** – Group Session (Approx 2hrs) per month and 1 hr 121 session per month. This must be in work time.
- **Environment & Equipment** – To ensure a room or space is available for learners to attend their sessions and to provide equipment needed.
- **Off the job learning** – 20% across the qualification length of programme. Off the job learning must be directly relevant to the apprenticeship and can be delivered at the apprentice's normal place of work as long as it is not part of their normal working duties. It can cover practical training such as shadowing, mentoring and attending training sessions.
- **On the job learning** – On the job training helps an apprentice develop the specific skills for the workplace and they should be supported by a manager/supervisor/mentor.

- **Progress review attendance** – Manager/Supervisor/Mentor attendance every 12 weeks.
- **Invigilation of exams** – Could be asked to invigilate any apprentice exams where needed. Full training and support from Key Training will be given.
- **E portfolio system** – To log in to check progress/Next planned sessions for your apprentice
- **EPA process** – Support your apprentice in preparation for EPA across their length of programme. To be fully involved in the EPA process.



# LEARNER COMMITMENT

Over the lifetime of your apprenticeship you will;



**Have a full induction**



**Attend group teaching sessions**



**Off the job training with your employer**



**Have regular progress reviews with your Learning Coach and Mentor**



**121 sessions with your Learning Coach**



**Complete activities set by your Learning Coach**

# EMPLOYER COMMITMENT

Over the lifetime of your apprenticeship you will;



**Attend your Apprentices online induction**



**Provide 20% off the job training**



**Check your Apprentices portfolio to ensure they are completing tasks set by their Learning Coach**



**Ensure your Apprentice attends scheduled training sessions**

**Attend online progress reviews with your Apprentice and their Learning Coach.**

