



ESP / The Education & Skills Partnership

Business Administrator

[Level 3]



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FORWARD TOGETHER

Overview

Level 3 Business Administrator

The Business Administrator apprenticeship is designed to help those in administration roles enhance their skills and develop their careers. Business Administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors and support their own progression towards management responsibilities.

Business Administrators support and engage with different parts of the organisation with a focus on adding value contributing to the efficiency of an organisation and are expected to deliver their responsibilities efficiently and with integrity.

This apprenticeship will help you develop skills to deliver, maintain and improve administrative services. Apprentices are expected to deliver their responsibilities efficiently and with integrity - showing a positive attitude.



Employer benefits

Maintain and improve administrative services

Collaborate and communicate with employees

Oversee the operations within the organisation

Coach and support peers

Manage and distribute information

Provide excellent internal and external customer service

Manage resources

Who is it for?

This Business Administration advanced apprenticeship is suitable for individuals who want to start a career or develop existing skills in working in Business and Administration and is suitable for individuals in business roles which include administration tasks.

Typical roles include

- Senior Receptionists
- Senior Administrators
- Personal Assistants
- Office Supervisor
- Team Leaders
- Administrative Department Managers
- Administrative Assistant
- Business Administrators
- Office Assistants
- Ward Clerk
- Records Officer



Why Do This Apprenticeship

What Are The Benefits:

Employer Benefits

- ✓ Increase employee retention
- ✓ Preparation for succession management
- ✓ Brings latest knowledge and practice into your business
- ✓ Apprentices develop the critical skills demanded by employers
- ✓ Development of workplace problem-solving skills
- ✓ Gives confidence to staff who contribute to organisational efficiency
- ✓ Provide staff with the skills to improve performance and productivity
- ✓ Develop effective and confident administrators with the ability to communicate and collaborate with colleagues
- ✓ Gains essential knowledge of models and theories of Business Administration to support the achievement of organisational objectives

Learner Benefits

- ✓ Develop your portfolio of essential administration skills
- ✓ Get an in-depth understanding of a more advanced business administration position
- ✓ Develops key transferrable skills
- ✓ Develops further understanding of your organisation and wider business environment
- ✓ Develops confidence to resolve problems and mediate challenges appropriately
- ✓ Career progression
- ✓ Opportunity to consider new career pathways
- ✓ Progression to higher qualifications
- ✓ Applies learnt theories and models to practical situations within the workplace
- ✓ Progression to higher qualifications



Typical Programme Structure

The course is delivered via a mix of face to face and online workshops, webinars, coaching sessions and workplace learning

Typical Programme Breakdown

- 10 x 5-hour workshops to cover knowledge elements of the standard and diploma (may include face to face and online workshop delivery)
- 4 x skills development workshops and workplace visits
- 8 x 1 hr reviews and coaching sessions (virtual)
- 2 x 5-hour EPA preparation and mock assessment workshops
- Development of a Portfolio of Evidence and assignment completion
- Completion and achievement of the Level 3 Diploma in Business Administration
- Completion of work-based project (minimum of 21-25 hours)
- Completion of online learning modules as part of the off-the-job activities

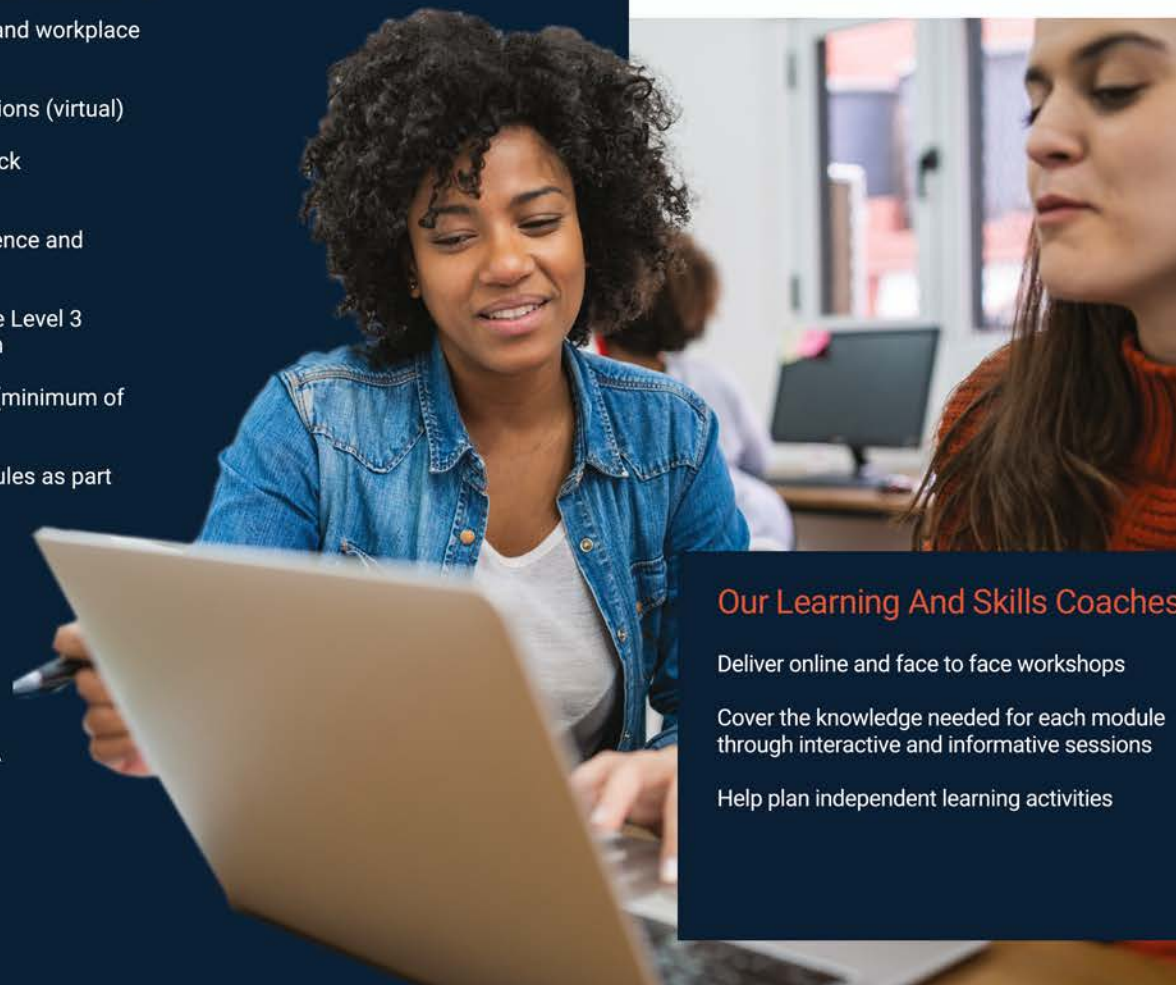
Programme Length

Course duration 13-15 months plus EPA

How is training delivered

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

Learners will be taught and supported by Learning Skills Coaches who are experts in their field, with significant practical experience.



Our Learning And Skills Coaches will:

Deliver online and face to face workshops

Cover the knowledge needed for each module through interactive and informative sessions

Help plan independent learning activities

Provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams

Provide feedback on written assignments and evidence submitted

Support you with preparation for End Point Assessment

Duties / Programme modules

The delivery is broken down into 13 topics

01

Understanding business and organisations

Understands organisational purpose, activities, aims, values and vision and the effect of political, economic, and environmental factors on the organisation

02

Stakeholder requirements and external factors

Practical knowledge of managing stakeholders (internal / external)

03

Business fundamentals

Understands the applicability of business principles such as managing change, business finances and project management

04

Planning and organising

Initiates and completes tasks, manages priorities and time to meet deadlines. Makes suggestions for improvement to working practices

05

Problem solving and decision making

Solve problems and make decisions

06

Quality

Completes tasks to a high standard
Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Can review processes autonomously and make suggestions for improvements

07

Value of skills

Knows organisational structure and demonstrates understanding of how their work benefits the organisation
Knows how they fit within their team and recognises how their skills can help them to progress their career

08

Introduction to project management and execution of a business project

How to set up, manage and review a project

09

Regulations, policies and procedures

Understands laws & regulations that apply to their role, e.g. data protection, health & safety, compliance etc.
Supports the company in applying the regulations.
Understands the organisation's internal policies and key business policies relating to sector

10

Managing own performance

Takes responsibility for own work and accepts feedback in a positive way, uses initiative and shows resilience

11

Record and document production

Produces accurate records and documents including emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management

12

Process management

Understands the organisation's processes, e.g. making payments, processing customer data. Can review processes autonomously and make suggestions for improvements

13

Interpersonal skills and communication

Builds and maintains positive relationships within their own team and across the organisation
Demonstrates ability to influence and challenge appropriately



Programme Summary

Knowledge

- Understands organisational purpose, activities, resources, and the way that the political/economic environment affects the organisation
- Knows organisational structure and demonstrates understanding of how their work benefits the organisation
- Has a practical knowledge of managing stakeholders and their differing relationships to an organisation
- Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc.
- Understands the organisation's internal policies and key business policies relating to sector
- Understands the applicability of business principles such as managing change, business
- Understands, review and adapts the organisation's processes, e.g. making payments or processing customer data
- Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the international/global market

Skills

- IT
- Record and document production
- Decision making
- Interpersonal skills
- Communication
- Quality
- Planning and organisation
- Project management

Behaviours

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

As part of the business administrator standard you are required to complete a diploma. We are offering the Pearson diploma alongside the Level 3 Business Administrator Apprenticeship. This will be delivered as part of the workshop delivery during the course of the apprenticeship programme

Diploma details

Title: Level 3 Diploma in Business Administration
Credits: 58 and 13 Units
All credits/units must be completed to achieve the qualification
The Level 3 diploma must be completed and achieved prior to end point assessment

Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

IAG Workshop

- Attend a virtual workshop session to provide an overview of the following
- Overview of the apprenticeship programme
- 20% Off-the-Job Training
- Attendance at masterclasses and workshops
- Discuss apprenticeship agreement

Initial Assessment

Complete BKSB Maths and English initial assessments

Diagnostic Assessment

Complete BKSB Maths and English diagnostic assessments

Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experience

Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

Remote Pre-enrolment Review

Attend 1 :1 remote session with the Learning and Skills Coach to talk through the pre-enrolment activities and skills scan to confirm suitability

Enrolment form (online)

Complete formal online enrolment form

Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

Formal on-boarding

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Expectations and Commitment

We ask apprentices to:

Attend all face to face, virtual workshops, and master classes as per the delivery plan

Attend all programme reviews with the Learning Skills Coach

Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of and qualification of the apprenticeship within the given timeframe

Complete all off-the-job activities to meet the 20% off-the-job requirement. Record all activities and reflections on OneFile

Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities

Complete shadowing of colleagues and mentoring

Eligibility

The eligibility criteria are as follows:

- UK/EU Resident for three years
- Not currently a student in funded learning
- Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in Maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional Skills in Maths and English prior to end point assessment (EPA)

End Point Assessment

The End Point Assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence.

The End Point Assessment consists of the following:

Knowledge Test - 20%

Assessment of knowledge through multiple choice test

The Knowledge Test focuses on non-organisation specific knowledge outlined in the Standard. This will include relevant regulation and laws, business fundamentals and project management principles

The knowledge test may be delivered on line or be paper based

Portfolio Based Interview - 40%

The portfolio of learning will be submitted one month prior to the interview

Portfolio evidence is gathered on programme through relevant workplace tasks

The interview will assess understanding and learning shown in the portfolio

The knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge to ensure all aspects are given coverage

Project Presentation - 40%

Each project must demonstrate the following:

- The application of knowledge and skills to meet the outcomes in the standard
- The approach to planning and completion of the project
- The application of behaviours from the standard
- Must be work-based incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results

The completed project work will be submitted to the independent assessor.

The apprentice will deliver a 10-15-minute presentation which describes the project they have completed or the process they have improved, and will demonstrate:

- What the apprentice set out to achieve
- How they have improved a process or operating practice
- How they approached the work and dealt with any issues
- What were the steps they took to implement the project?
- What worked well and how they could improve the results in the future
- Confirm the demonstration of appropriate interpersonal and behavioural skills.

The presentation will follow with a 10-15-minute Q&A session



On programme learning

Minimum 12 months



Gateway

Planning Meeting
30-minute remote



Project-based interview

30-45minues based
Portfolio of Evidence



Project presentation

10-15-minute presentation
Work-based project
Q&A session



Grading and determination

Grading Fail/Pass/Distinction



ESFA certification





Forward Together

Progression Opportunities

- ✔ Qualifications and further-study up to a Master's degree level
- ✔ Further career progression through work progressions
- ✔ On completion, apprentices may choose to do a Team Leader or Operations/Departmental Manager apprenticeship