

Business Administrator Level 3



“Reach your full potential”





Level 3 Business Administrator Overview

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.



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.

Senior
Receptionists

Senior
Administrators

Personal
Assistants

Office
Supervisors

Team
Leaders

Administrative
Department
Managers

Administration
Assistant

Business
Administrator

Office
Assistant

Ward Clerk

Records Officer



Why do this apprenticeship – what are the benefits:

Employer Benefits

- Increased 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
- Provides 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

Apprentice 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

Programme structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and work-place learning

Programme Breakdown

A typical programme may be broken down into the following elements

- 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 1½ hour Reviews and Coaching Sessions (Virtual)
- 2 x 5-hour EPA preparation and Mock Assessment workshops
- Development of portfolio evidence and assessment completion
- Completion and achievement of the Level 3 Diploma in Business Administration
- Completion of work-based project (minimum of 21-35 hours)
- Completion of online learning modules as part of 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.

You will be taught by learning and 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
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment

Programme Modules

The delivery is broken down into 13 topics:

UNDERSTANDING BUSINESS & ORGANISATIONS

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

STAKEHOLDER REQUIREMENTS & EXTERNAL FACTORS

Practical knowledge of managing stakeholders (internal / external).

BUSINESS FUNDAMENTALS

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

PLANNING & ORGANISING

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

PROBLEM SOLVING & DECISION MAKING

Solve problems and make decisions

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.

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.

INTRODUCTION TO PROJECT MANAGEMENT & EXECUTION OF A BUSINESS PROJECT

How to set up, manage and review a project.

REGULATIONS, POLICIES & 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.

MANAGING OWN PERFORMANCE

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

RECORD AND DOCUMENT PRODUCTION

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

PROCESS MANAGEMENT

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

INTERPERSONAL SKILLS & COMMUNICATION

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





BTEC Diploma in Business Administration (Level 3)

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

Knowledge & Skills Units

- Using Email
- Develop a Presentation
- Deliver a Presentation
- Principles of Business
- Manage an Office Facility
- Principles of Administration
- Produce Minutes of Meetings
- Store and Retrieve Information
- Organise and Deliver Customer Service
- Communicate in a Business Environment
- Managing Personal & Professional Development
- Principles of Business Communication & Information
- Contribute to the Improvement of Business Performance

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 experiences

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

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)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and virtual workshops and master classes as per the delivery plan
- Attend all programme reviews with the Learning and Skills Coach
- Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of 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





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%
- Portfolio Based Interview – 40%
- Project Presentation – 40%

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 online 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

EPA JOURNEY

On-Programme Learning

Minimum
12 months
on-programme
learning

GATEWAY

Planning Meeting

With the apprentice,
training provider,
employer and
End-point Assessor

On-demand test

On demand test.
Multiple choice
knowledge test

Project Presentation

Presentation on
work-based
project 10-15
minute
presentation /
Q & A session

Portfolio-based interview

Interview based on
portfolio of
evidence 30-45
minutes

Grading and Determination

Grading
Fail/Pass/Merit
Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

- Qualifications and further study up to Master's degree level
- Further career progression through work experience
- On completion, apprentices may choose to do Team leading apprenticeship or the Operations/departmental manager apprenticeship