

BUSINESS ADMINISTRATOR

LEVEL 3 APPRENTICESHIP



WHAT IS IT?

This is a professional qualification specifically designed to develop the skills and knowledge of those working in any business environment, small or large.

WHY IS IT IMPORTANT?

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. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

THE STANDARD

The new standards were designed by employers for employers. They are about having the knowledge, skills and behaviours needed by employees to do their role effectively and efficiently.

COURSE DETAILS

Entry requirements:

Set by the employer

Course Length:

12 -18 months

Qualification:

Level 3 Diploma Business Administrator

Functional Skills:

If you do not have a Maths and English GCSE grade C or above they will be required to complete Functional Skills Maths and English at level 2 during the Apprenticeship

Progression:

Successful completion can lead to promotion towards team leader, management or senior support role and continued professional development.

SKILLS

What is required (advancing key skills to support progression to management)

IT

Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.

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. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.

Decision making

Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.

Interpersonal skills

Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.

Communication

Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.

Quality

Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies them self to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.

Planning and organisation

Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.

SKILLS

What is required (advancing key skills to support progression to management)

Project management

Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.

KNOWLEDGE

What is required (in-depth knowledge of organisation and wider business environment)

The organisation

Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.

Value of their 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.

Stakeholders

Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.

Relevant regulation

Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.

Policies

Understands the organisation's internal policies and key business policies relating to sector.

Business fundamentals

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

Processes

Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.

External environment factors

Understands relevant external factors (e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.

BEHAVIOURS **What is required** **(Role-model behaviours and positive contribution to culture)**

Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

ASSESSMENT GATEWAY

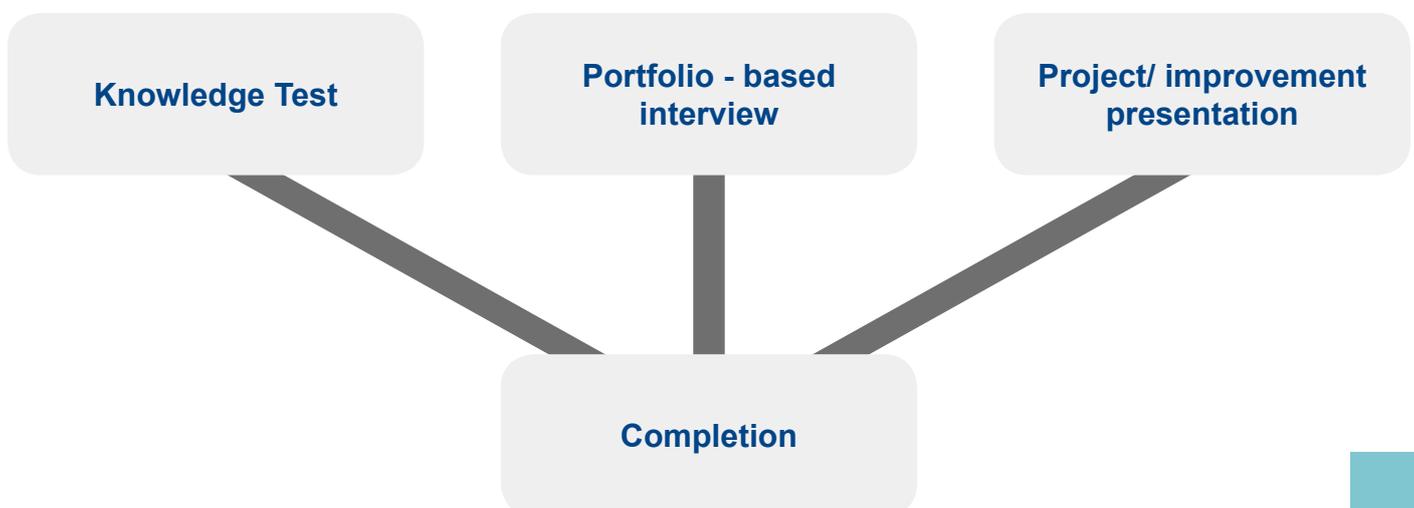
Before End-point Assessment the apprentices must be judged to be ready and have achieved:

- Level 2 English and Maths
- Digital and IT skills
- Learner outcomes and competencies
- Project(s) completed
- Portfolio of learning completed

END-POINT ASSESSMENT AND COMPLETION

Under the new standards an apprentice will complete only after they have been independently assessed – this is called End-point Assessment. This takes place once the apprentice has successfully achieved the Gateway Assessment. On completion of End-point Assessment the apprentices will receive a pass, merit or distinction depending on the outcome of their assessment.

The type of assessment varies but for this Apprenticeship it consists of the following:





KNOWLEDGE TEST

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online.

PORTFOLIO – BASED INTERVIEW

The interview is for 30-45 minutes and scored out of 100 by the Independent End-point Assessor. The Portfolio of Learning provides a structure for this conversation. It should provide at least one piece of evidence for each of the minimum Knowledge, Skills and Behaviours (KSB). The interview assesses understanding and learning shown in the Portfolio; the Portfolio is not directly assessed.

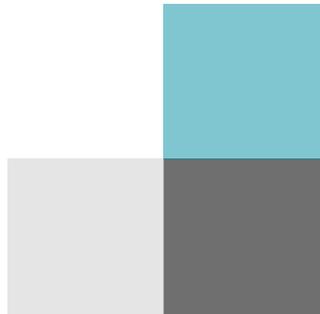
The interview assesses:

- Understanding of the portfolio to validate competence shown
- Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied
- Judgement and understanding to explain appropriate examples

The Portfolio of Learning contains evidence of:

- A minimum of 8-12 pages to evidence the minimum KSBs
- Practical observation and/or evaluation by the employer, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments.

Note: the portfolio is not directly assessed; it is used to frame discussion at interview, where KSBs are to be demonstrated.



PROJECT/ IMPROVEMENT PRESENTATION

The apprentice delivers a presentation to the Independent End-point Assessor on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered.

The presentation should summarise the aim, outcome and responsibilities of the KSBs shown in the project. The presentation should demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.

COMPLETION

The Independent End-point Assessor confirms that each assessment element has been completed. The apprenticeship includes pass, merit and distinction grades with the final grade based on the apprentice's combined performance in each assessment activity.

In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready and when practicable for the business.

Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a resit.

INDEPENDENT END POINT ASSESSMENT ORGANISATIONS

Approved assessment organisations are registered on the SFA Register of Apprenticeship Assessment Organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>.

It is for the employer to appoint the assessment organisation to undertake the independent end assessment of the apprentice.

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