

I N T R O D U C T I O N   G U I D E

# Business Administration

Apprenticeship

Level 3



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SKILLS AND  
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# Introduction

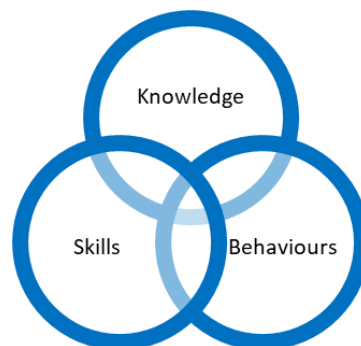
## The Apprenticeship Standards

In 2017, the government fundamentally changed skills development in the UK with the aim of upskilling the UK workforce to ensure that our economy can compete on a global scale. The new apprenticeship standards cover many different occupational areas and go up to level 7 which is equivalent to a master's qualification. Apprenticeships are funded by the Education and Skills Funding Agency (ESFA) and as such may be part funded by European Social Funding (ESF).

### Learner Eligibility Criteria:

- ✓ Working in a company with an office address in England OR
- ✓ Spend > 50% of their time working in England
- ✓ Work > 30 hours per week
- ✓ Have the right to work in England
- ✓ Have lived in the UK or the EU for the last 3 years
- ✓ #Aged 16 or above (No upper age limit)
- ✓ Not have a higher qualification in the same subject area as the apprenticeship they wish to commence

Apprenticeship Standards are based on the following learning model:



### Knowledge:

Knowledge will be learnt through a variety of methods, including attending online learning sessions, working through virtual learning resources and undertaking independent learning.

### Skills:

This is where the learner will apply the knowledge learnt and implement it into the workplace. Skills will be assessed using a range of assessment methods, including professional discussions with our coaches, producing workplace evidence, and employer feedback.

### Behaviours:

This is 'the way' learners go about applying knowledge and skills into the workplace. Behaviours are a key component to effective application, and we will seek evidence from the workplace to demonstrate this.



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# Business Administration Apprenticeship - 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. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities

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 learner to develop a wide range of skills.

The business administrator is expected to act efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching of others.

This Apprenticeship has been developed by employers and specialist Awarding Bodies to ensure that employees that work within business functions develop all the skills, knowledge and behaviours to competently and confidently perform business administration activities.

## The Knowledge, Skills and Behaviour Requirements

To achieve The Business Administrator Level 3 Standard the learner must demonstrate that they have and are competent in the following:

### Knowledge

**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 these regulations.

**Business fundamentals** - Understands the application 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 the company process invoices and purchase orders.

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



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**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.

As part of the learning process, additional topics will be covered, to include ESG, Sustainability, British Values, Prevent, Safeguarding and General Wellbeing.

## Skills

**IT Skills** - Can use 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 produce documents** - Can produce accurate records and documents including emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and can present solutions. Drafts correspondence writes reports and is able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Can coach others in the processes required to complete 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.

**Communications** - 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 in a professional way.

**Quality** - Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks. 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. organising travel and accommodation.

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



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## Behaviours

**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.

**Managing performance** - Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. 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 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.



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# Programme Overview

## Programme Duration: 16 months

This programme is delivered 100% online and is accessible to all employees who work in England. Learning sessions are delivered live, in real time using MS Teams and Zoom. To participate in the sessions and access resources, learners will need the use of a laptop or PC with a webcam and microphone facility.

**Academy LIVE** – Learners will attend a series of online, learning sessions run by business specialists. The sessions are designed to be engaging and interactive and will give participants the opportunity to learn, discuss and collaborate with other business professionals. These sessions will be recorded and available for learners to watch back as required.

**Learning Resources** - Learners will have access to a variety of virtual learning resources, which have been designed to complement the programme and can be accessed at any time.

**Personal Coaching** - Each learner will be allocated their own personal coach for the duration of the programme. All our coaches are very experienced business professionals. The coach will have regular contact with the learner throughout the learner journey offering training, support and feedback. They will also conduct professional discussions with the learner, which will be recorded, to evidence the skills being acquired. Coaching sessions will be organised at convenient times to suit the learner and will be done using MSTeams online technology.

**Project** - As part of this development programme, learners will complete a work-based project, which will be used to demonstrate competence at the end of the programme. The project is designed to add value to both the learner and the organisation.

Example of projects can include:

✓ Setup of new services, income streams or clients	✓ Resource or money saving projects
✓ Improvement or automation of a process	✓ Implementation of a new process
✓ Procurement of new products or services	

**VLE and E- Portfolio** - All learners will be provided with their own VLE and e-Portfolio. These online learning tools will hold all learning resources, learning evidence, assessment plans, reviews, and time logging.

**Progress Reviews** - Progress reviews will take place every 12 weeks between the Learner, their Line Manager and their Coach. Reviews are important to ensure that progress is being made and that learners are receiving the support they need to achieve the objectives of the programme.

**Maths and English Functional Skills** - All Apprenticeship Standards at level 3 or above require the learner to have a Functional Skills level 2 in maths and English before they can go forward for End Point Assessment. If they already hold a A-C or 4-9 GCSE grade in maths and English they are exempt from doing the functional skills exams. However, the learner will need to produce their certificates to provide this proof. Learners who cannot provide their certificates will need to do the functional skills to demonstrate competence. Regardless of exemptions – all learners will be required to undertake functional skills assessment at the beginning of the programme.

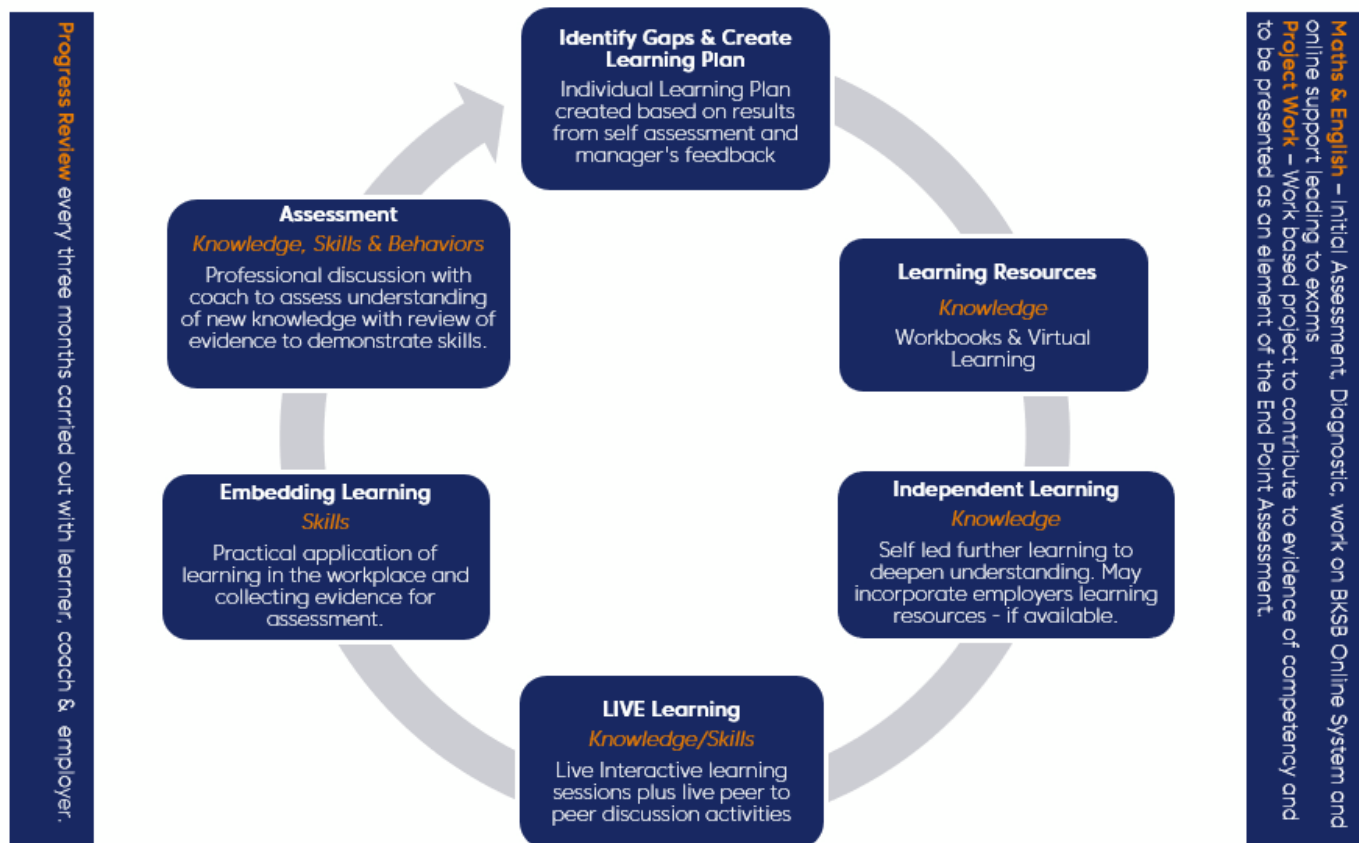
**Independent Learning** - In order to fully develop the knowledge and skills in this programme, learners will need to spend 3 hours each week doing additional study and practical activities. We recommend that the learner and their line manager identify the best day of the week when this can be done and standardise this throughout the programme. This will help give structure and support to the learning process.



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# The Learning Cycle



How knowledge, skills and behaviours are developed on our programmes



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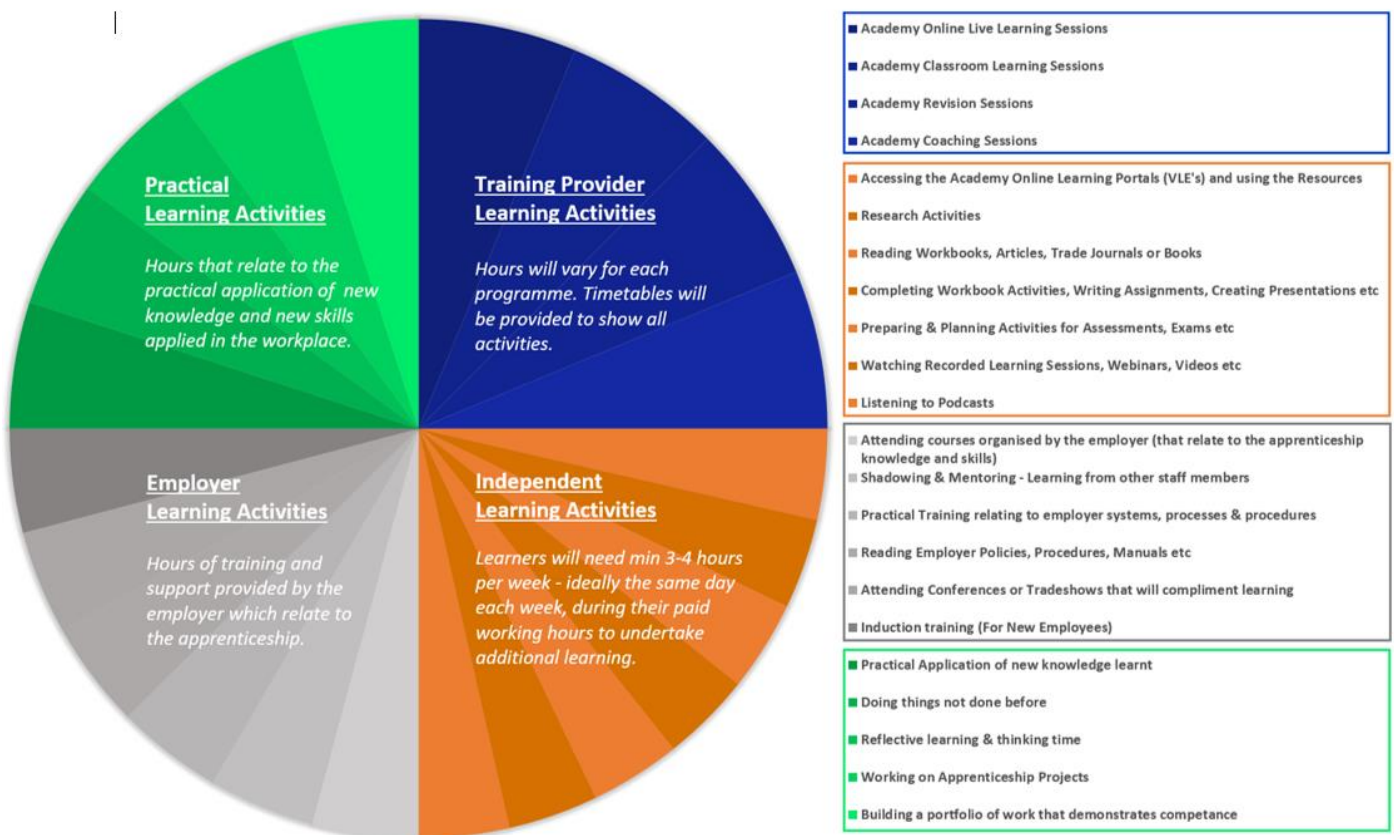


# Time to Learn

As part of an apprenticeship programme learners must spend no less than 6 hours per week undertaking learning activities that relate to the apprenticeship programme. This may be formal structured learning or informal unplanned learning.

The wheel below explains the type of learning that can be recorded as part of this learning requirement. All learning needs to be recorded by the learner throughout the programme. The Apprentice Academy will provide all the tools and guidance on how to do this.

Before learners are registered for the final end point assessment, they must submit their learning logs to evidence that the time commitment has been successfully achieved.



# End Point Assessment

All learners undertaking any new Apprenticeship Standard must complete an independent assessment at the end of their programme. This is done by a different organisation called an End-Point Assessment Organisation (EPAO).

The End-Point Assessment consists of the following components:

- ✓ **Knowledge Test** (Online multiple choice, 60 minutes) which will represent 20% of the marks
- ✓ **Project Presentation** (Usually remote, 20-30 mins) which will represent 40% of the marks
- ✓ **Portfolio Based Interview** (Usually remote, 30-45 minutes) which will represent 40% of the marks

The EPAO will then award a final grade following these activities.

Grades are:

- **Distinction** - 80% and over
- **Pass** - 60-79%
- **Fail** - less than 60%

Once learners have completed all components successfully, they will receive the following:

- ✓ A Graded Certificate in the Level 3 Business Administration Apprenticeship

## Why Choose the Apprentice Academy?

- ✓ Multi Award Winning Training Provider (National Delivery)
- ✓ Ofsted 'Good' Rating & High Success Rates
- ✓ Multiple Starting Points Throughout the Year – So Learners Can Start Quickly
- ✓ Online Learning Option Which is Climate Friendly & Minimises Carbon Footprint
- ✓ Employers and Learners Rate Our Services as Excellent



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# Some of the organisations we support with Apprenticeships



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