

Standard overview

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.

To be trained as a business administrator means that you will develop a wide skill-set in using both digital and manual systems to improve business functions and aid efficiency.

The role can include areas such as social media, quality processes and project management. The business administrator will have skills in a wide range of computer software and business systems used within the organisation.

The role is well suited to those wishing to progress within business and further develop their skills in time management and communication. A business administrator may work across the whole organisation and therefore gather a wide range of knowledge and skills to aid this progression.

Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 3 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With an excellent track record in delivering administration training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.



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Level 3

APPRENTICESHIP STANDARD

Business Administrator



For careers in business administration:

- Clerical Administrator
- Receptionist
- Executive Assistant
- Data Entry Clerk
- Office Assistant
- Human Resources Assistant

Entry requirements

- Level 2 English and maths. (or working towards as the exam can be taken whilst on the programme).

Please note: This apprenticeship will not be awarded until Level 2 English and maths has been achieved.

Duration

- 18 months

Workplace behaviours development

- You will develop behaviours which enable you to work professionally within an organisation.
- You will learn how to use your organisational skills to manage your workload and performance.

End Point Assessment (EPA)

- Knowledge test.
- Portfolio interview.
- Project presentation.

Skills and knowledge development

- A range of IT skills including Microsoft Office or equivalent packages.
- Be able to produce documents, showing respect to sensitive information and the processes within the organisation.
- You will develop skills in decision making based on sound reasoning and be able to deal with challenges.
- Produce high quality work, demonstrating the necessary level of expertise to complete tasks.
- You will develop skills in planning and organising workloads and calendars.
- You will understand the value of your skills and how these can be used to further progress your career and benefit the organisation.
- You will gain experience liaising with stakeholders and colleagues throughout the organisation.
- You will understand the processes used within the organisation and gain knowledge of other external factors such as legislative changes etc.

Qualifications or Industry Accreditation gained

- On completion, the apprentice will have achieved a Level 3 Business Administration qualification.

Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by their work-based tutor, employer mentor and class-based tutor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.

Month 1-4

- The organisation
- Value their skills
- Stakeholders
- Relevant regulations
- Policies
- Business fundamentals
- Portfolio tasks

Month 5-8

- Processes
- External environmental factors
- Using information communication technology
- Record and document production
- Decision making process
- Interpersonal skills
- Portfolio tasks

Month 9-11

- Communications
- Quality
- Planning and organisation
- Project management
- Professionalism
- Portfolio tasks
- Mock knowledge test

Month 12-18

- Personal qualities
- Managing performance
- Adaptability
- Responsibility
- Showcase preparation
- Mock End Point Assessment
- End Point Assessment

Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer.

Progression

On a successful completion, apprentices will be eligible for a range of job roles or further studies. Roles within senior support or management will be available as well as higher education or higher level apprenticeship.

The delivery plan may be subject to change.