

Apprenticeship Business Administration Level 3

QUALIFICATION OBJECTIVES

Business Administrators have a highly transferable skills 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 include developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their progression towards possible future management responsibilities.

This qualification is suited to the following roles:

- Secretary • Receptionist • Administrator
- Personal Assistant • Office Supervisor Team Leader • Manager

QUALIFICATION OPPORTUNITIES

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 the support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required will allow the Apprentice to develop a wide range of skills.

The Business Administrator is expected to deliver their responsibilities 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 time management, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

For this Apprenticeship Standard, Apprentice will be required to undertake knowledge tests within this programme and build a portfolio of evidence that will prepare them for Gateway once agreed between the Employer, Apprentice and Trainer to prepare for End Point Assessment.

QUALIFICATION DELIVERY

The completion of this Apprenticeship Standard will require blended training delivery. IPS will offer our employers and learners a versatile training experience, a flexible approach to employer and learner needs, a mix of virtual and face-to-face visits. Ongoing relationship building and support from a qualified IPS Trainer to help support the Apprentice develop skills and progress the Apprentice portfolio building to prepare the learner for End Point Assessment.

To see some of the employers involved in the development of this Apprenticeship Standard please visit the Institute of Apprenticeships website:

<https://www.instituteofapprenticeships.org/apprenticeship-standards/business-administrator/>

Entry

The entry requirement for this Apprenticeship will be decided by each employer, but may typically be five GCSE qualifications at Grade C/4 and above.

Duration

The minimum duration of this Apprenticeship Standard is 15 months.

Progression

On completion, Apprentices may choose to progress on to Senior Support roles or in the future have the possibility of progression to Management.

Level

This qualification is completed via an Apprenticeship Standard at Level 3.

Functional Skills

Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking the End Point Assessment.

For further information

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OFF THE JOB TRAINING

Detail of how the off-the job-training will be met:

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

SKILLS

Information Technology

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. To be able to choose the most appropriate IT solution to suit the business problem, update & 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 presents solutions to management. Drafts correspondence, writes reports, review other's work, maintains records & files, handles confidential information and 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; seeking 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 and becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.

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 and demonstrates ability and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately.

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. Ability to review processes autonomously, make suggestions for improvements and shares administrative best-practice across the organisation. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.

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SKILLS CONTINUED

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

TECHNICAL KNOWLEDGE AND UNDERSTANDING

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

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BEHAVIOURS AND UNDERSTANDING

Professionalism	Behaves in a professional way including; 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. Also 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	Ability to accept and deal with changing priorities related to both their own work and to the organisation.

END POINT ASSESSMENT

On programme, completion will take place whilst the learner is working towards Gateway which will take them to approx. month 12-13 and will be in the form of successful completion of evidence that can be collated for the showcase and project at End Point Assessment.

At Gateway, further preparation will take place to develop the Apprentice and then prepare them for completion of a series of assessments as follows:

- **Multi-Choice 60-minute Knowledge Test**
- **30-45 minute portfolio based interview to assess understanding, self-reflection and judgement**
- **Project Presentation (that will be developed at Gateway around month 12 to deliver to the End Point Assessor)**
The presentation should summarise the aim, outcome and responsibilities of the Knowledge, Skills and Behaviours shown in the project. The presentation should also demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.

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