



Level 3 Business Administrator

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. 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 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 own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

DURATION

The apprenticeship will typically take between 18 and 21 months to complete.

LEVEL

This apprenticeship standard is at Level 3.

QUALIFICATIONS

Where a business administrator has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.

CAREER PROGRESSION

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

| On Programme Learning

To achieve the Business Administrator Apprenticeship Standard apprentices are required to complete successfully:

- the on-programme period of training and development, including achieving the required Maths and English qualifications
- the end-point assessment (EPA)

On-programme learning will increase skills, knowledge and behaviours in the following areas:

SKILLS	KNOWLEDGE	BEHAVIOURS
<ul style="list-style-type: none">• IT• Record and document production• Decision making• Interpersonal skills• Communications• Quality• Planning and organisation• Project management	<ul style="list-style-type: none">• The organisation• Value of their skills• Stakeholders• Relevant regulation• Policies• Business fundamentals• Processes• External environment factors	<ul style="list-style-type: none">• Professionalism• Personal qualities• Managing performance• Adaptability• Responsibility

The end-point assessment for the Business Administrator Apprenticeship consists of the following three assessment components:

- Knowledge Test - 60 minutes (20%)
- Portfolio-based Interview - The interview lasts 30–45 minutes and is based on the apprentice's portfolio of work-based evidence, which is generated over the period of the apprenticeship. The employer/training provider will need to ensure that apprentices have the opportunity to generate evidence to meet all grading criteria. (40%)
- Project Presentation - 10–15 minutes for the apprentice to deliver their presentation, followed by a 10–15 minutes question and answer (Q&A) session (40%).

| Off-the-Job Training

Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. You may already have existing training programmes or materials you can use to deliver elements of the apprentice's off-the-job training. Off the job learning at HBTC may include sessions at the training centre, with follow up tasks being assigned in the workplace, time for assignments and research and

specific training within the workplace. All off the job training must be relevant to the Apprenticeship Standard being undertaken. This will be agreed before the learner commences the programme and a flexible approach will be taken to meet learner and employer needs.

For more information please contact us on

01482 211714

info@hbtc.co.uk

www.hbtc.co.uk

 **HBTC**
Hull | Grimsby | Scunthorpe

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