



BUSINESS ADMINISTRATOR

Level 3

Standard



BUSINESS ADMINISTRATOR

COURSE CONTENT

SUPPORTING AND ENGAGING WITH DIFFERENT PARTS OF ORGANISATION AND INTERACT WITH INTERNAL OR EXTERNAL CUSTOMERS

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 potentially 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.

The course will help develop strong IT skills and a knowledge of a range of popular software. In addition, skills will be developed in project management, continuous business improvements as well as self development.

To develop fully rounded administrators we cannot focus on knowledge alone. Administrators need to be able to use the information they learn to develop skills and behaviours enabling them to be highly effective.

Our Trainers are experienced in the sector who will train the knowledge and support Administrators to use this in their roles. Each module supports the knowledge skills and behaviours to be effective in the subject area. They can be delivered in different order.



SKILLS MODULES

MODULE	DETAILS
IT	<ul style="list-style-type: none">● 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.
Record and document production	<ul style="list-style-type: none">● 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 (distinction criteria)
Decision Making	<ul style="list-style-type: none">● 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	<ul style="list-style-type: none">● 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

SKILLS MODULES

MODULE	DETAILS
Communications	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Completes tasks to a high standard.• Demonstrates the necessary level of expertise required to complete tasks and applies themselves 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	<ul style="list-style-type: none">• 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.
Project Management	<ul style="list-style-type: none">• 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 MODULES

MODULE	DETAILS
The Organisation	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers.
Relevant Regulation	<ul style="list-style-type: none">• Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc.• Supports the company in applying the regulations
Policies	<ul style="list-style-type: none">• Understands the organisation's internal policies and key business policies relating to sector.
Business Fundamentals	<ul style="list-style-type: none">• Understands the applicability of business principles such as managing change, business finances and project management
Processes	<ul style="list-style-type: none">• Understands the organisation's processes, e.g. making payments or processing customer data.• Is able to review processes autonomously and make suggestions for improvements.
External Environment	<ul style="list-style-type: none">• Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact.

BEHAVIOUR MODULES

MODULE	DETAILS
Professionalism	<ul style="list-style-type: none">• 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
Personal Qualities	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Is able to accept and deal with changing priorities related to both their own work and to the organisation
Responsibility	<ul style="list-style-type: none">• 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.

ON-PROGRAMME ASSESSMENT

ASSESSMENT GATEWAY

COURSE DESIGN AND TRAINING SCHEDULE

This apprenticeship has an integrated approach to the assessment of knowledge, skills and behaviours.

The on-programme assessment will give an indication of performance against the final outcomes defined in the standard.

The programme will cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake the work based project and move to **End Point Assessment**.

It is recommended but not required that the On-programme assessment includes:

- Provision of underpinning knowledge and training with regular assessments to an equivalent standard, quality and scope which can be evidenced.
- Registration with a relevant professional body to provide access to management resources, wider networks, and CPD activities
- Regular performance reviews undertaken by a senior manager
- Development of a portfolio of evidence including reports, evidence of tasks undertaken, demonstrations, presentations, assignments, emails, observations*
- Undertaking a work based project typically during the last 6 months of the apprenticeship
- Feedback from line manager, direct reports, peers and customers/stakeholders through 360 degree feedback (or equivalent mechanism)*

**It is recommended that wherever possible the evidence collected makes use of video or audio technologies*

Assessment Gateway The employer will make the decision as to when the apprentice is ready, based on their being competent and performing in their role. This decision will be supported by input from the training provider.

PROJECT

Towards the end of the programme, the apprentice will undertake a synoptic work-based project, which will bring together elements of their learning from different parts of the programme and show their accumulated knowledge and understanding of management and its application in their organisation.

The topic/coverage of the project will be agreed between the employer, provider and apprentice, and will be of benefit to the business. The portfolio of evidence and work based project will demonstrate the skills and behaviours. Assessment will monitor ongoing performance of the apprentice, and the training provider and employer must support the apprentice and provide guidance as required. There will be regular reviews (at least quarterly) between employer and training provider with a formal assessment of progress.



END POINT ASSESSMENT

The EPA consists of three elements, all of which may be completed online. All assessment methods need to be passed.

Each assessment method should directly assess the knowledge, skills and behaviours of the Standard.

The assessor has the final decision.

Knowledge Test

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.

Portfolio-based Interview::

The interview is for 30-45 minutes and scored out of 100 by the Independent Endpoint Assessment Organisation (EPAO).

The Portfolio of Learning provides a structure for this conversation. The Portfolio should provide at least one piece of evidence for each of the minimum KSBs outlined in the Assessment Methods and Grading annexed table.

This should be submitted to the EPAO a month prior to interview.

Evidence is gathered on-programme and the employer should facilitate this through relevant tasks and support, as outlined in the annexed table.

The training provider should support where needed.

The employer and training provider should review the Portfolio with the apprentice and make a judgement on whether they should be progressed to EPA.

The interview assesses understanding and learning shown in the Portfolio; the Portfolio is not directly assessed.

Project Presentation

The apprentice delivers a presentation to the EPAO 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 presentation is out of 100 and is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered.

The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:

- How have you improved a process or operating practice?
- What were the steps you took to implement the project?
- What worked well and how would you improve the results in future?

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.



greyscale