

**Your training** is a partnership between your employer and PETA. You will receive training at work and you will also undertake off-the-job training at the PETA Management Training and Conference Centre in Cosham. This apprenticeship lasts for 15 months and provides further career opportunities on completion.



**You need** to be aged 16 and over with 4 GCSEs at grade C / 4 or higher including Maths and English or an Intermediate Business Administration Apprenticeship or other relevant Level 2 qualification

## Your qualifications

Whilst undertaking this apprenticeship you will gain a wealth of knowledge and skills undertaking a key role within your company. In addition you will achieve the following qualifications:

- Business Administrator Level 3 Apprenticeship
- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

## Your programme

During your apprenticeship you will receive:

- An induction to the programme to make you feel welcome and to help you understand how the apprenticeship works
- Day release training at our Training Centre to help build your knowledge and skills
- Training in the workplace to help you learn the job role and to become a valued member of the team
- Regular progress reviews to help with your development and to ensure you remain on track to successfully complete your apprenticeship

## Off-the-job training

The majority of your learning will be undertaken whilst you are working. To successfully achieve the apprenticeship 20% will be undertaken as off-the-job training.

## When can I start?

Right now! Our apprenticeships team work with local employers to make apprenticeships available throughout the year. New vacancies are added to the PETA website every week and it's really easy to apply - so why wait? Visit [www.peta.co.uk/careers](http://www.peta.co.uk/careers)

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## Content

### Knowledge

- The organisation
  - Understands the purpose, activities, aims, values and vision
- Value of skills
  - Understands how their role benefits the business
  - Knows how they fit within their team and how their skills help them to progress
- Stakeholders
  - Manages and liaises effectively with all stakeholders
- Understands and applies relevant regulations
- Demonstrates application of policies
- Business fundamentals
  - Understand principles of managing change, business finances and project management
- Understand external factors such as market forces, policy, regulatory changes and the wider business impact
- Processes
  - Understands key business processes
  - Makes suggestions for improvement
  - Administer billing, process invoices and purchase orders

### Skills

- IT
  - Skills in the use of multiple IT packages
  - Choose the most appropriate IT solution
  - Updates and reviews databases, record information and produce data analysis
- Record and document production
  - Produce accurate records and documents
  - Makes recommendations for improvements
  - Coaches others in the processes
- Decision making
  - Makes effective decisions to deal with challenges
- Interpersonal skills
  - Builds positive relationships and acts as a role model
  - Communication
- Quality
  - Completes high quality work
  - Review processes autonomously
  - Coaches others
- Demonstrates good communication skills
- Demonstrates a good understanding of quality
- Planning and organisation
  - Initiating and completing tasks
  - Suggests improvements to working practices
- Project management
  - Use principles to lead, plan, monitor and report on projects

### Behaviours and Attitude

- Professionalism
  - Behaves in a professional way
  - Adheres to organisation's code of conduct
  - Acts a role model
- Personal qualities
  - Shows exemplary qualities that are valued including integrity, reliability, self-motivation, pro-active and positive attitude
  - Motivates others
- Managing performance
  - Takes responsibility for own work
  - Uses initiative and shows resilience
  - Knows when to ask questions to complete tasks
  - Performs thorough self-assessment of their work
- Adaptability
  - Accepts and deals with changing priorities
- Responsibility
  - Demonstrates taking responsibility for team performance
  - Takes a clear interest in seeing projects are completed timely
  - Takes initiative to develop own and others' skills and behaviours

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