

# Level 3 Business Administrator

## Apprenticeship overview

Business administrators are needed across all types of businesses, large and small, in the public sector, private sector and charitable sector.

Administrators are a valued part of organisations, being responsible for a range of duties to contribute to the efficiency of the business. The role will include working both individually and as part of a team to develop, implement, maintain and improve administrative services.

The role would involve demonstrating strong communication skills, showing initiative, managing priorities, problem solving skills and decision making. Working as a business administrator will support in the development of key skills and behaviours to support progression to management responsibilities.



## Training location

### Transport links

- Cosham train station (15-minute walk)
- Cosham Interchange Bus Stop (15-minute walk)
- Free onsite parking

## Key programme facts

- **Qualification level:** Level 3
- **Total duration:** 15 Months
- **Practical period:** 13 Months
- **End point assessment:** 2 Months
- **Training Days:** 14 days
- **Awarding body:** NCFE

## Entry requirements

- Maths & English GCSE at Grade 4 or an equivalent qualification
- An active interest in business processes

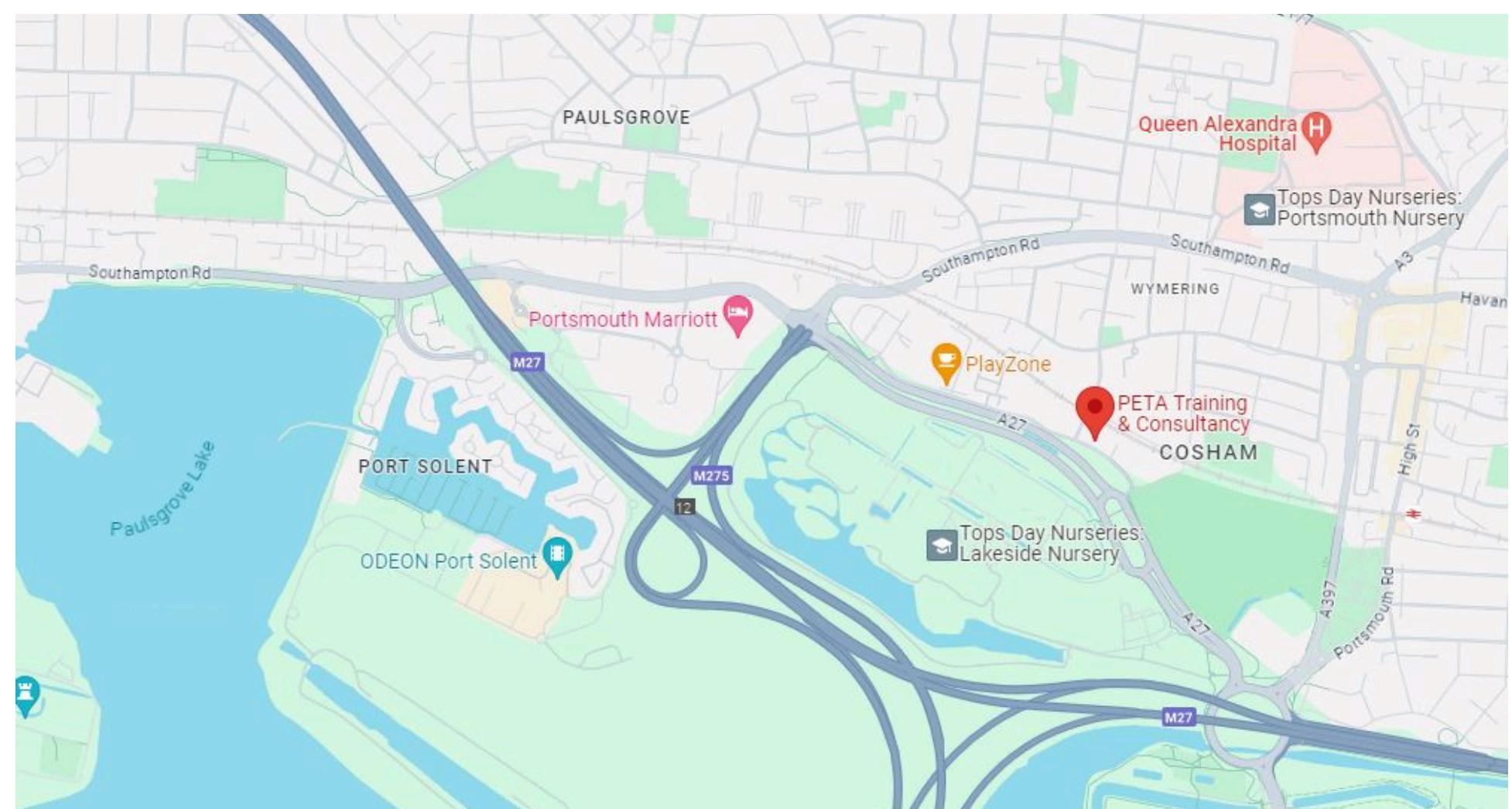
## Potential job roles

As there are such a variety of organisations that require a business administrator, you could specialise in a range of areas such as sales, human resources, customer service, legal, financial, or medical administration.

Finding an area to specialise in will also support your future career development and progression.

## Qualifications to achieve

- Level 3 Business Administrator Apprenticeship



PETA Training and Conference Centre

Access Point, Northarbour Road, Cosham, PO6 3TE

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## How you will learn

As a Business Administrator Apprentice, you will attend PETA's training centre one day per month.

While at our training centre, you will cover a range of different units that will help to develop your knowledge and understanding of business theory and give you the chance to meet other Business Administrator Apprentices. These units will include stakeholder management, project management, communications, team working, professionalism & quality, decision making & managing change, business finance and business legislations.

Throughout your apprenticeship, you will be supported by a learning and development coach who will visit you every 6-8 weeks in your workplace. They will work closely with you and your employer to set learning objectives, undertake practical observations, and provide you feedback on your apprenticeship progress.

Alongside the training delivered by PETA, your employer will be providing you with a rigorous training schedule to support you in the workplace.



## How you will be assessed

Throughout your apprenticeship you will be working towards your end point assessment (EPA). During this time you will be collating a portfolio of evidence that will be sent off for assessment. Your end point assessment will then be conducted by an external examining body and will be made up of three key elements:

15 minute presentation on a project + 15 minutes of Q&A on your project

Multiple choice 50 question exam

Professional interview based on your evidence portfolio

These three key elements have been designed to enable you to demonstrate the key knowledge, skills and behaviours you have developed during your training. The possible outcomes of your EPA are Pass, Merit and Distinction.

## Progression routes

The business administration apprenticeship may be a gateway to further career opportunities in management or senior support roles such as Office Supervisor, Personal Assistant, Executive Officer.

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Apprenticeships are all about developing new Knowledge, Skills and Behaviours (KSB). These KSBs form the foundation of the core competencies and attributes you need in order to be successful as a Business Administrator

These KSBs are the basis for your end point assessment.

## Knowledge

K1: The organisation – understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.

K2: Value of their skills – 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.

K3: Stakeholders – has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or supplies. Liaises with internal/external customers, suppliers or stakeholders from inside or outside of the UK. Engages and fosters relationships with suppliers and partner organisations.

K4: Policies – understands the organisation's internal policies and key business policies relating to sector.

K5: Business fundamentals – understands the applicability of business principles such as managing change, business finances and project management.

K6: Processes – understands the organisation's processes, e.g. making payments or processing customer data. Is able 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.

K7: 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.

## Skills

S1: IT - 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. Able to update and review databases, record information and produce data analysis where required.

S2: Record and document production - 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.

S3: 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. Seeks advice of more experienced team members when appropriate.

S4: Interpersonal skills - 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.

S5: 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. 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.

S6: 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.

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.

S7: 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 (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. Takes responsibility for logistics e.g. travel and accommodation.

S8: Project management - 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.

## Behaviours

B1: Professionalism

B2: Personal qualities

B3: Managing performance

B4: Adaptability

B5: Responsibility