

# BUSINESS ADMINISTRATOR APPRENTICESHIP LEVEL 3

EMPLOYER TRAINING  
& APPRENTICESHIPS

For new or existing staff

## Qualification

Business Administrator Standard

Completers may want to progress to  
Management or senior support roles

This apprenticeship standard is suitable for business administrators working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. Apprentices will develop key skills to support their own progression towards management responsibilities.

### Delivery model and duration:

Workplace delivery.

**Duration: 21 months plus 3 months End Point Assessment**

### Ideal for:

- Senior Administrators
- Administrative Department Managers
- Office Supervisors
- Senior Receptionists

### The apprenticeship will cover the following core areas:

- Record and document production
- Planning and organisation
- Project management
- Business fundamentals
- Relevant regulation
- Managing performance
- Personal qualities
- Responsibility

### Benefits to business:

- Gain qualified employees
- Improved knowledge, skills and behaviour
- Employees gain a standard qualification as a Business Administrator

### Entry Criteria:

- GCSEs in English and maths grade 9 - 4 or A\* - C

### Benefits for learners:

- Receive training from experts with years of industry experience
- Gain a standard qualification as a Business Administrator
- Become occupationally competent

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**GC**  
Gloucestershire College

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## End Point Assessment

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- Knowledge Test – A multiple choice test to last a maximum of 60 minutes- including 50 equally weighted multiple-choice questions
- Portfolio-based Interview – The interview is to last 30-45 minutes. A portfolio of learning is developed during the programme and provides a structure for this conversation
- Project Presentation – A presentation 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

## Components

Functional Skills English and  
mathematics Level 2

## Knowledge, Skills and Behaviours

### Area of knowledge

### Overview

#### Knowledge

**The organisation** – 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** – 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

#### Skills

**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.

**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.

**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.

#### Behaviours

**Professionalism** – 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 and respectfully challenging inappropriate prevailing cultures

**Adaptability** – Is able to accept and deal with changing priorities related to both their own work and to the organisation