

# APPRENTICESHIP IN BUSINESS ADMINISTRATOR

## Business Administrator Apprenticeship (Level 3)

**Role Profile** – 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; from the public sector, private sector and charitable sector. 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.

## Key responsibilities include:

Developing, implementing, maintaining and improving administrative services. In doing so, the apprentice is expected to work independently and take responsibility for the outcomes of their work, with support of the employer and the training provider. Through working across functional areas, apprentices build team relationships quickly and learn from others to develop specific skill sets. The need to communicate and represent their work clearly is reflected in the assessment methods of End Point Assessment (EPA).

## What apprentices will learn

- 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.
- Making recommendations for improvements and present solutions to management.
- Maintaining records and files, handles confidential information in compliance with the organisation's procedures.
- Demonstrating ability to influence and challenge appropriately.

## What's involved?

- Bespoke standards
- Functional skills (Literacy and Numeracy)
- End Point Assessment (EPA)

## How long does the apprenticeship take?

The apprenticeship will take a minimum of 12-15 months to complete depending on experience.

## What has changed from the framework?

- The new standards are now more bespoke to the employer/ learner
- Created by industry experts such as: Grant Thornton UK LLP, BT, Npower, Federation of Small Businesses, Peter Jones Foundation, MBDA Missiles, Surrey County Council, Peugeot, Sodexo, oneSource, London Borough of Islington, London Borough of Enfield, Total Security Services, Skills CFA, PRCA, ESOS Ltd, Ceridian UK & Ireland, Northgate Arinso, JJBA Ltd, Bradley & Co Ltd, Prohire Software Systems Ltd, Business Resource & Innovation Network International Ltd, Moorhouse Accounting & Consultancy Services Ltd, Vicki King Bookkeeping Services, Fresh Financials, Iwona Accountancy Services Ltd, Boots UK, Osborne Property Services, Carillion PLC, Bpi Recycled Products, Great Guns Marketing, Berkley Group PLC, British Council, Capita Group, Accelerator Solutions Ltd, Northern PowerGrid, Manheim, Royal Bank of Scotland, Institute of Customer Service, Serco, Homebase, Scottish Water, Enfield Council, Royal Navy/Babcock, Thames Valley Police, Army Personnel Services Group



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## How will apprentices be supported by the assessor?

- 1:1 sessions per month including teaching and learning, varied delivery mode: face to face/ distance learning
- Assessor to support the apprentice to be ready to complete Smart Assessor gateway activities
- Planned assessment and feedback to develop the knowledge, skills and behaviours of the apprentice
- Provide resources

## Employer Responsibilities

- Provide opportunities in the work place to increase learner competencies
- Allocating time for 20% off the job training (1:1 training, group training, e learning, distance learning)
- Coaching and mentoring the learner via regular supervisions
- Support learners to increase speaking and listening skills through stimulated discussions
- Contribute towards to the self-assessment in the last month of the apprenticeship to learner is EPA ready

## Career progression

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

## How does the EPA work?

Assessment Method	Area assessed	Assessed by	Grading	Weighting
Knowledge Test (duration 60 minutes)	<b>Knowledge</b> All knowledge elements will be assessed in this component	Online	Fail/Pass/ Distinction	20%
Portfolio-based Interview (duration 30-45 minutes)	All knowledge and behaviours will be assessed in this component using a wide range of evidence. This will be scored out of 100.	Independent Assessment Organisation	Fail/Pass/ Distinction	40%
Project Presentation (duration 10-15 minutes)	The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved	Independent Assessment Organisation	Fail/Pass/ Distinction	40%

## USEFUL DOCUMENTS

**Levy website:** [www.app-levy.co.uk](http://www.app-levy.co.uk)  
**Course profiles and job role suitability:**  
**Found on** [www.carefirsttraining.co.uk/training/](http://www.carefirsttraining.co.uk/training/)  
**Employer responsibilities and course delivery info sheet:**  
 Available upon request on [info@carefirsttraining.co.uk](mailto:info@carefirsttraining.co.uk)