

**IMPACT
FUTURES**

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Level 3 Business Administrator

Develop, implement, maintain and
improve administrative services

Business administrator apprenticeship standard

This level 3 apprenticeship training programme develops the knowledge, skills and behaviours required to develop, implement, maintain and improve administrative services.

It also supports in your progression to management responsibilities, and develops highly-transferable skills that can be applied in all sectors.

Entry requirements

You must have been a UK, EEA, or EU resident for at least the past three years to undertake this training programme.

In addition, you must be able to commit to the full length of the programme, and be able to meet the programme modules through your job role.

If you do not have a level 2 or equivalent in Maths and English, you will be required to work towards achieving these qualifications as part of your apprenticeship.

What is the duration and how will you learn?

Over the duration of 18 months, you will receive a combination of face-to-face and online training and support.

You will undertake an online assessment that will help us to understand your learning style and needs, then we will tailor your learning experience accordingly.

We ensure that you stay on track to complete your programme on time by managing your progress through our state-of-the-art e-portfolio system, Smart Assessor.

Off the job training

As part of the apprenticeship, alongside your job role, 20% of your time in work must be dedicated to improving new skills.

This can be any time devoted to learning and improving new skills without interruption, and can include:



Online teaching



Digital learning resources



One to one tuition



Workplace assessment

End-point assessment

Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Multiple choice examination



Interview



Portfolio building



Presentation

Your apprenticeship journey



You will learn how to:

Manage documents and records

- ✓ Utilise technology to produce accurate records and documents, such as emails, letters, files, payments, reports and proposals
- ✓ Share administrative best-practice across your organisation
- ✓ Maintain records and files, handling confidential information in compliance with your organisation's procedures and regulations such as data protection, health and safety and compliance
- ✓ Understand the purpose of your organisation and the way it is affected by the political and economic environment

Build relationships and communicate

- ✓ Build and maintain positive relationships with customers, suppliers and stakeholders
- ✓ Become a role model to peers and team members, develop coaching skills and challenge others where appropriate
- ✓ Demonstrate good communication skills, utilising face-to-face, telephone, written word and digital platforms to communicate effectively
- ✓ Apply problem-solving skills to resolve challenging or complex complaints

Manage tasks, projects and priorities

- ✓ Manage tasks, projects and priorities successfully to meet deadlines
- ✓ Manage the expectations of colleagues at all levels
- ✓ Set a positive example for others in the workplace
- ✓ Make recommendations for improvements to working practice
- ✓ Manage resources such as equipment and facilities
- ✓ Organise meetings and events, taking minutes and creating action logs where required
- ✓ Make effective decisions based on sound reasoning
- ✓ Deal with challenges in a professional way, seeking advice of more experienced team members when appropriate

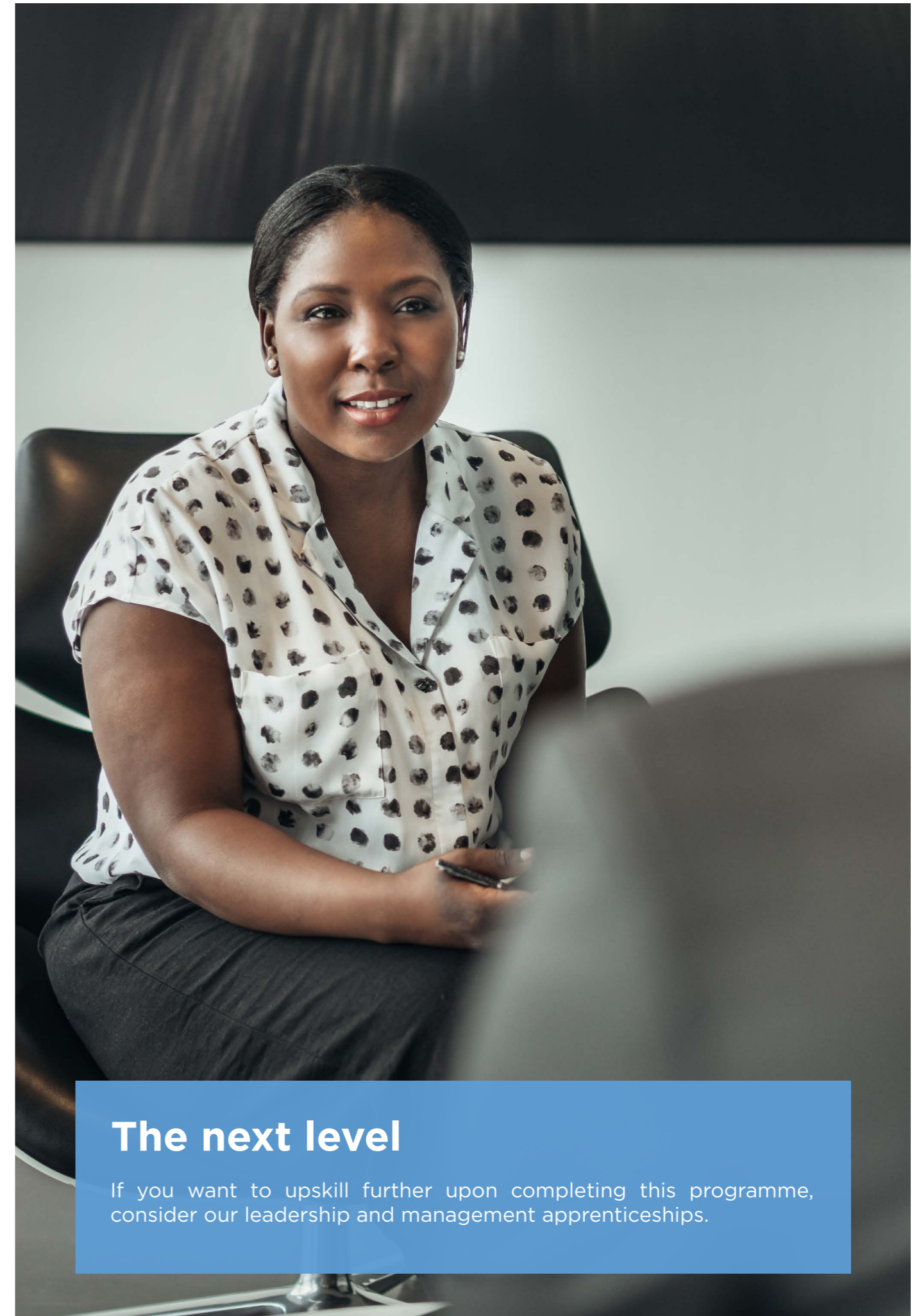
Making an impact, now and in the future

Your career is a path, not a programme. We want to understand your career goals for the future now, so that we're best placed to assist, guide and inform you on your options.

Where do I see myself in my career in 12 months?

What support do I need to get there?

What targets and milestones can I set now to aid me in achieving this?



The next level

If you want to upskill further upon completing this programme, consider our leadership and management apprenticeships.

Make an impact

We're all about making an impact, be that individuals making an impact through their day-to-day work, or by organisations making their impact on our economy.

As a national training provider, we make this impact throughout the UK, with expertise in childcare, healthcare, clinical and business skills apprenticeships.

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