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**IMPACT
FUTURES**

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, Aptem.

Off the job training

As part of the apprenticeship, alongside your job role, a **minimum of 6 hours per week** of your time in work must be dedicated to improving new skills, knowledge and behaviours.

This can be any time devoted to learning and improving new skills, knowledge and behaviours 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

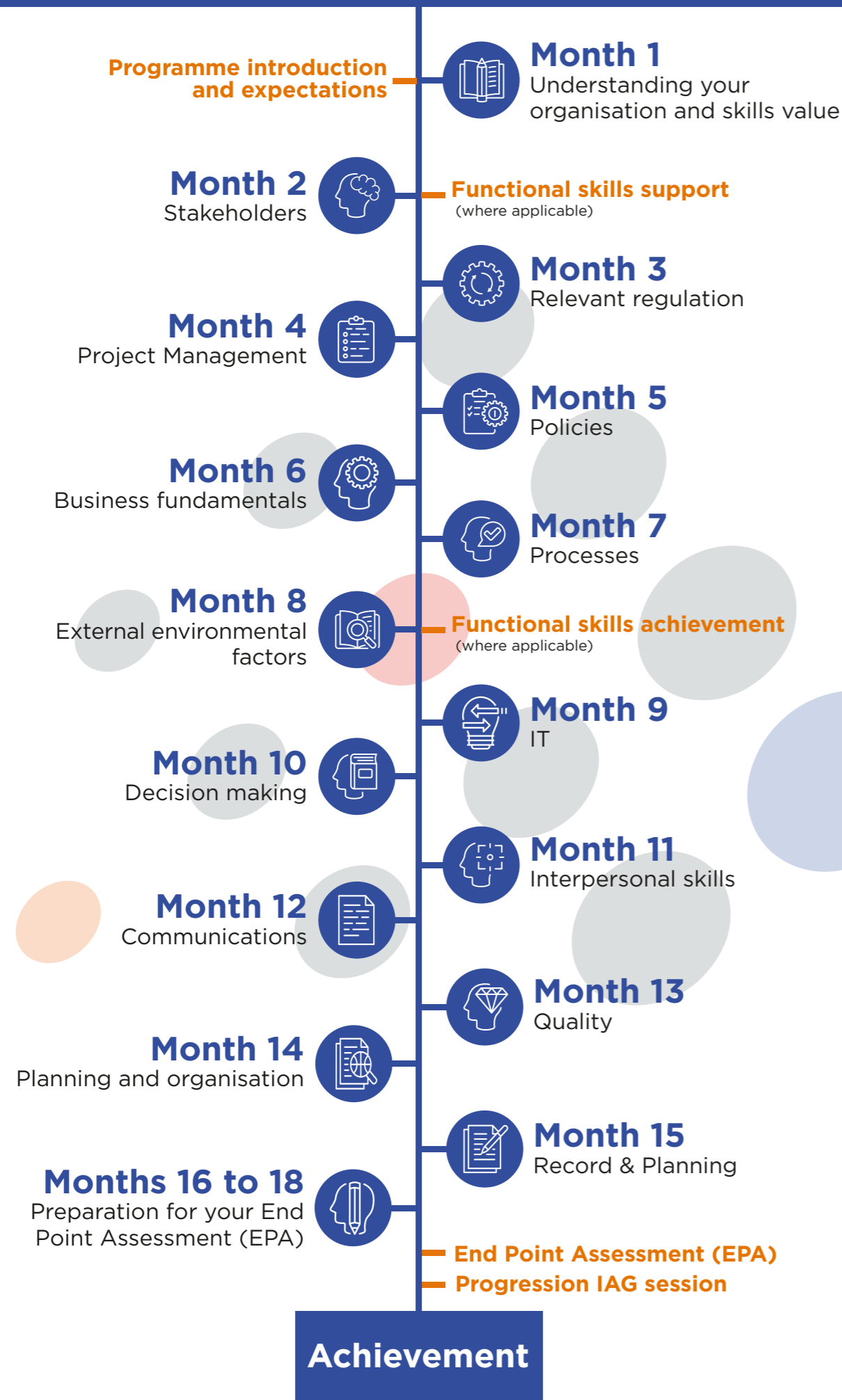


Portfolio building



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

The 5 pillars of wider learning

Sustainability



Sustainability is about protecting the future of our environment.

Why do we need to learn about sustainability within an apprenticeship?

Through learning about the world and how to best keep it sustainable, you can be encouraged to safeguard and enhance our natural resources.

Developing your attitudes and behaviours to be more environmentally conscious, you can protect the future of our environment.

CIAG



CIAG provides us with careers information, advice, and guidance.

Why is the support of CIAG important within an apprenticeship?

To be inspired, as a learner, to be proactive and to believe in your ability to achieve your aspirations.

This support will help you learn about career pathways available to you, and will:

- Increase your knowledge about the world of work
- Inspire you to succeed
- Improve your social mobility and life chances
- Help you make informed decisions

Cultural capital & personal development



Cultural capital and personal development is about boosting your employability and work and life skills.

Why do we need to understand cultural capital and personal development within an apprenticeship?

Learning about real-life situations and navigating through them will provide you with essential knowledge, that you may need to ensure future success.

This can include: resilience, confidence, time management, finance management, and much more- all important work, behaviour, attitude, and life skills.

British values, safeguarding & prevent duty



We have a responsibility to keep learners safe during their learning, but we are also responsible for what happens beyond that, too.

British values:

As our learner, you should understand: your right to make safe choices; the rule of law is there to protect you; you should be respected for who you are (regardless of age, race, gender and background); and you live in a democracy allowing you to be involved in decisions that protect you.

Safeguarding:

We can ensure that you are supported by the right people at the right time.

Prevent duty:

We can recognise when targets are preyed upon by extremists and we act, report and get help to stop their recruitment.

Equality, diversity & inclusion



Promoting equality, diversity and inclusion entails fair treatment and equal opportunities for all learners.

The impact of embedding these integral areas into your learning programme means that you will be more aware of your social responsibility to protect the vulnerable in our wider society. This will enable an inclusive mindset in your work and home life, as you develop and grow in your career.

Understanding how to protect those in our society from abuse and extreme idealisms, will further enable our future living and working lives becoming safer and fairer.

Level 3 Business Administrator

Modules of learning

Understanding your organisation and skills value

- Understand your organisation's purpose, aims, processes and vision
- Know your organisation structure and demonstrate it to your work's benefit
- Note how your skills fit in the organisation

Stakeholders

- Managing stakeholders and their differing relationships
- Engage and foster relationships with internal and external stakeholders, clients and suppliers

IT

- Utilise multiple IT packages and systems
- Select the most appropriate IT solutions to solve business problems
- Update and review databases
- Produce data analysis

Decision-making

- Productivity and good judgement when making decisions
- Seeking advice from experienced team members

Relevant regulation

- Understand laws and regulations that apply to your role
- Support your company in applying regulations

Project management

- Uses relevant project management principles and tools to scope, plan, monitor and report
- Plans required resources to deliver projects
- Undertakes and leads projects as and when required

Record and document production

- Produce accurate records and documents
- Propose improvements and present solutions
 - Maintain records and files confidentially
- Coach others in document management processes and procedures
 - Draft correspondence, write reports and review others' work

Quality

- Complete tasks to a high standard
- Demonstrate the necessary level of expertise to complete tasks
- Share administrative best practice across your organisation
- Apply problem solving skills to resolve challenging or complex complaints
- Be a key contact for resolving issues

Planning and organisation

- Responsibility for initiation and completing tasks, managing priorities and time to meet deadlines
- Managing colleagues' expectations and setting a positive example
- Making suggestions to improve working practice and implications beyond the immediate environment
- Managing resources, organising meetings, events and logistics

Processes

- Understand the organisations processes
- Review processes and suggest improvements
- Applying a solutions-based approach to improve business processes
- Understand how to administer billing, process invoices and purchase orders

External environmental factors

- Understanding relevant external factors and the wider business impact
- Understand the international/global market
- Be a key contact for resolving issues

Communication

- Communicate with agility and confidence
- Understand how to apply social media solutions

Interpersonal skills

- Build and maintain positive relationships
- Influence and challenge appropriately
- Be a role model to peers and team members

Policies

- Understand the organisation's internal policies and key business policies relating to your sector

Business fundamentals

- Understand business principles such as managing change, business finances and project management



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?





Integrity



Fun



Diversity



Connecting



Committed



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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