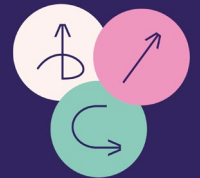
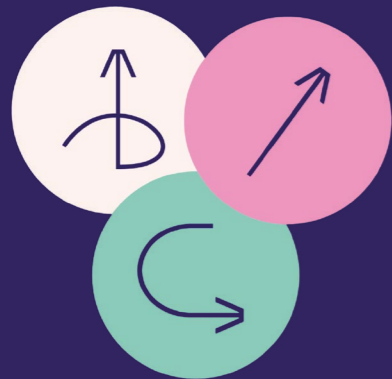


# Level 3 Business Administrator



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# 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.

Apprenticeships are 12 to 24 month training programmes. They are made up of:



More information on each of these components can be found within the learner or manager apprenticeship guide. All of the above components must be fully completed in order to successfully achieve 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.

The 15 month time frame is based on an employee with a full-time contract, if an employee works fewer than 30 hours then the time frame of the apprenticeship will increase accordingly. See below for example:

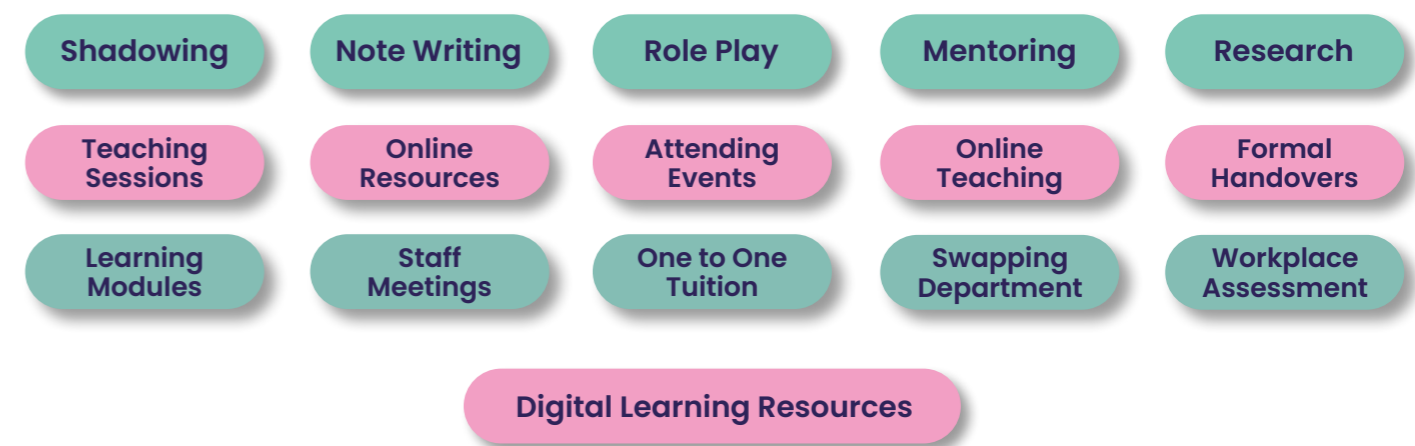
16 hours contracted per week = 22 months apprenticeship programme

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. Examples include:



## 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:



# Your apprenticeship journey



## Month 1

Understanding your organisation and skills value



Programme introduction and expectations

## Months 2 to 4

Stakeholders, Relevant regulation, Project Management



Functional skills support (where applicable)

## Months 5 to 8

Policies, Business fundamentals, Processes, External environmental factors



## Months 9 to 12

IT, Decision making, Interpersonal skills, Communications



Functional skills achievement (where applicable)

## Months 13 to 15

Quality, Planning and organisation, Record & Planning



## Months 16 to 18

Preparation for your End Point Assessment (EPA)



End Point Assessment (EPA)

Progression IAG session

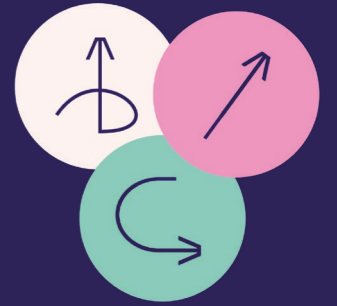
# Achievement



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# What will you learn?



## 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

# Modules of learning

Module 1

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

Module 2 & 3

Stakeholders , Relevant regulation +

- Managing stakeholders and their differing relationships
- Engage and foster relationships with internal and external stakeholders, clients and suppliers
- Understand laws and regulations that apply to your role
- Support your company in applying regulations

Module 4

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

Module 5 & 6

Policies, Business fundamentals +

- Understand the organisation's internal policies and key business policies relating to your sector
- Understand business principles such as managing change, business finances and project management

Module 7

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

Module 8

External environmental factors +

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

Module 9

IT +

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

Module 10

Decision-making +

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



Module 11 & 12

Interpersonal skills, Communication +

- Build and maintain positive relationships
- Influence and challenge appropriately
- Be a role model to peers and team members
- Communicate with agility and confidence
- Understand how to apply social media solutions

Module 13

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

Module 14

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

Module 15

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

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# Your career is a journey Take the next step



## 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.

01753 596 004 | [info@impactfutures.co.uk](mailto:info@impactfutures.co.uk)



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