



Training provided by

**IMPACT
FUTURES**

LEVEL 3

BUSINESS ADMINISTRATOR

Develop, implement, maintain and improve administrative services



From small acorns, great oak trees grow!

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.

COMPONENTS OF AN Apprenticeship

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 18 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:

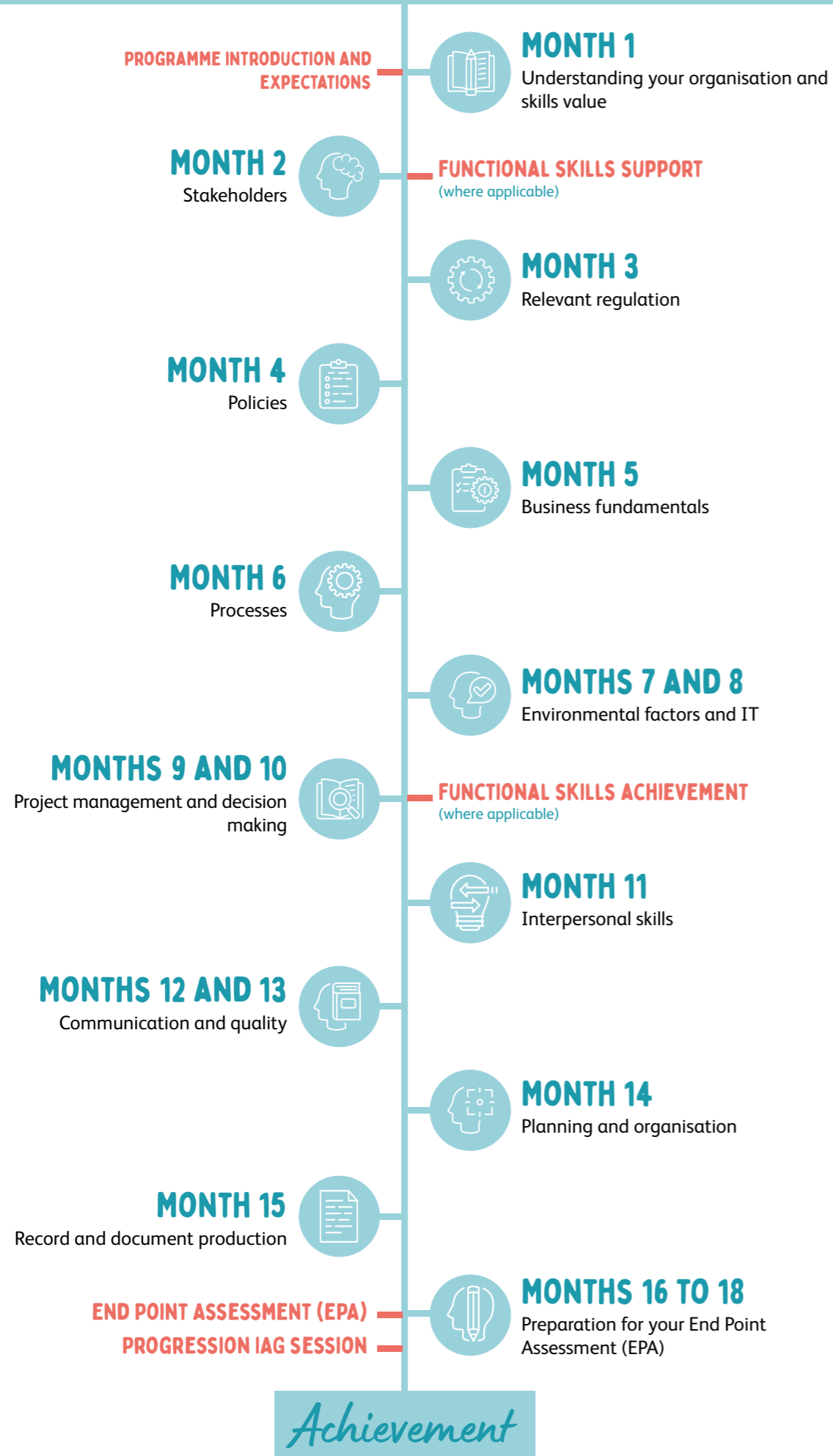


END-POINT ASSESSMENT

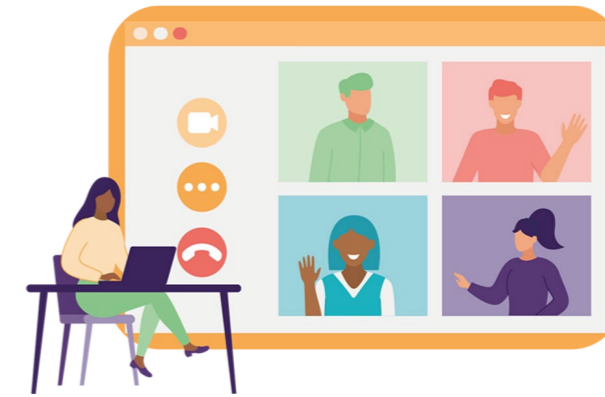
Learnt knowledge, skills and behaviours will be assessed by an independent assessor in your end-point assessment (EPA). This typically involves elements such as:



Your Apprenticeship Journey



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.

Modules of learning:

<p>Module 1: </p> <p>YOUR ORGANISATION AND SKILLS VALUE</p> <ul style="list-style-type: none"> 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 	<p>Module 2: </p> <p>STAKEHOLDERS</p> <ul style="list-style-type: none"> Managing stakeholders and their differing relationships Engage and foster relationships with internal and external stakeholders, clients and suppliers
<p>Module 3: </p> <p>RELEVANT REGULATION</p> <ul style="list-style-type: none"> Understand laws and regulations that apply to your role Support your company in applying regulations 	<p>Module 4: </p> <p>POLICIES</p> <ul style="list-style-type: none"> Understand the organisation's internal policies and key business policies relating to your sector
<p>Module 5: </p> <p>BUSINESS FUNDAMENTALS</p> <ul style="list-style-type: none"> Understand business principles such as managing change, business finances and project management 	<p>Module 6: </p> <p>PROCESSES</p> <ul style="list-style-type: none"> 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
<p>Module 7: </p> <p>EXTERNAL ENVIRONMENTAL FACTORS</p> <ul style="list-style-type: none"> Understanding relevant external factors and the wider business impact Understand the international / global market Be a key contact for resolving issues 	<p>Module 8: </p> <p>IT</p> <ul style="list-style-type: none"> Utilise multiple IT packages and systems Select the most appropriate IT solutions to solve business problems Update and review databases Produce data analysis
<p>Module 9: </p> <p>DECISION-MAKING</p> <ul style="list-style-type: none"> Productivity and good judgement when making decisions Seeking advice from experienced team members 	<p>Module 10: </p> <p>RECORD AND DOCUMENT PRODUCTION</p> <ul style="list-style-type: none"> 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
<p>Module 11: </p> <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> Build and maintain positive relationships Influence and challenge appropriately Be a role model to peers and team members 	<p>Module 12: </p> <p>COMMUNICATION</p> <ul style="list-style-type: none"> Communicate with agility and confidence Understand how to apply social media solutions
<p>Module 13: </p> <p>QUALITY</p> <ul style="list-style-type: none"> 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 	<p>Module 14: </p> <p>PLANNING AND ORGANISATION</p> <ul style="list-style-type: none"> 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
<p>Module 15: </p> <p>PROJECT MANAGEMENT</p> <ul style="list-style-type: none"> Utilise relevant project management tools and principles to plan, monitor and report success Plan resources to successfully deliver projects Undertake and lead projects 	

Making an impact, now and in the future:

WHAT WILL YOU ACHIEVE?



- A nationally recognised qualification
- Functional skills to the required level
- Potential career progression into future roles

WHAT'S NEXT?

YOUR CAREER IS A JOURNEY
Take the next step



LEVEL 5 OPERATIONS MANAGER

LEVEL 3 TEAM LEADER



Make an impact

For more information, contact
apprenticeships@helpinghands.co.uk



Helping Hands
Caring since 1989

