



# Business Administrator

## Apprenticeship Standard

This Level 3 Apprenticeship will equip you with the knowledge, skills and behaviours required to successfully and confidently work in a business administrator role.

**Associated roles:** Office Administrators, Receptionists, Admin Support Workers.

### Roles and Responsibilities

Business Administration is a key role within an organisation. Keeping a business on track, contributing to business efficiency and supporting the wider team makes an administrator an integral team member.

The role may involve you working independently or as part of a team and will include implementing, maintaining and improving administrative services. Business Administrators support and engage with different parts of the organisation interacting with internal or external customers. You will be expected to deliver your responsibilities efficiently and with integrity, showing a positive attitude whilst developing a wider set of skills.

On completion, you will have achieved the Level 3 Business Administrator Apprenticeship and Level 2 Functional Skills in English and Maths.



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## Who is it for?

Apprenticeships are open to anyone in England over the age of 16 and not in full time education. Apprenticeships can also be for new or existing employees.



## Duration

Between 15-18 months. The first 12-15 months will be 'in learning' where the knowledge, skills and behaviours needed are developed. The final 3 months will be used to complete the EPA.



## Delivery

Tutor-led remote and face-to-face training and portfolio building. You will also have observations and training with a consultant.

## TOPICS COVERED DURING TRAINING

To develop your knowledge, skills and behaviours required for this Standard you will cover topics such as: the organisation, stakeholders, relevant regulations and policies as well as business fundamentals, processes and an understanding of external environmental factors. Skills required include: IT and document production, decision making, interpersonal skills, quality, planning and organisation and project management. Professionalism, personal qualities, adaptability and responsibility are some of the behaviours required.

## GATEWAY AND END POINT ASSESSMENT (EPA)

We will work with you and your employer to decide when it is time to start your EPA. You will enter the 'gateway' once you have maths and English achievements to level 2 and be prepared and supported by us for the three components. You will only have 'achieved' your apprenticeship when the EPA has been achieved.

- **Portfolio based Professional Discussion** - 40% - A 30-45 minute interview scored out of 100. The portfolio of learning provides the structure for this conversation.
- **Knowledge Test** - 20% - A multiple-choice test that lasts a maximum of 60 minutes and includes 50 equally weighted multiple-choice questions.
- **Project/Improvement Presentation** - 40% - A presentation on a project completed or a process improved. The presentation must last between 10-15 minutes with a further 10-15 minutes Q&A.

## PROGRESSION OPPORTUNITIES

Depending on the development of your role there are a number of options:

- Level 3 Team Leader/Supervisor
- Level 4 Associate Project Manager

