



So, you want to know more about becoming a...

Level 3 Business Administrator

Way2Work Apprenticeships



achieving
for children

What does a Business Administrator do?

- Business Administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector.
- The role involves working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.
- With a focus on adding value, the role of a Business Administrator is to contribute to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

What does their day to day role look like?

- In their daily work, Business Administrators will carry out a wide variety of tasks, such as: providing office support, keeping well-organised files and records of business activity, keeping computer databases up to date, interacting with clients either on the phone or in person, using spreadsheets to track expenses and company spending, acting as a PA to the executive team, scheduling appointments and events, participating in office meetings and taking meeting minutes, giving feedback on office efficiency and suggesting possible improvements etc.

"Supporting and engaging with different parts of the organisation and interacting with internal or external customers"

Secretary, Business Support Officer, Administrator, Administration Officer, Personal Assistant, Office Manager, Business Development Executive

↑ Typical career progression job titles

Duration of apprenticeship:

- 12-18 months

Qualifications:

- Where a Business Administrator has not already achieved Level 2 English and Maths, they must do so before taking the End Point Assessment.

Career progression:

- The administration role may be a gateway to further career opportunities, such as management or senior support roles, to mention a few: Administration Team Leader, Database Clerk, Executive Officer, Office Supervisor, Personal Assistant (PA), Secretary and Administration Clerk/Officer.

Please see overleaf for a breakdown of the course content.

For further information on **Level 3 Business Administration** Apprenticeship please visit: www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator-v1-0

Business Administrator Level 3 - Scheme of Work

Workshop	Learning Content
<p>Introduction</p>	<ul style="list-style-type: none"> • Induction and overview of the Apprenticeship Standard • Explanation of assessment methods • Introduction to Onefile • Action planning and development activities for the coming months
<p>1 Induction & Effective Communication</p>	<ul style="list-style-type: none"> • State the benefits of the apprenticeship on their knowledge and skills • Identify at least two effective communication skills • Explain what professional behaviour looks like
<p>2 Organising and Prioritising Workload & Importance of Personal Development</p>	<ul style="list-style-type: none"> • Present an overview of their job role and responsibilities • Know the importance of organising and prioritising workload • Explain one time management technique • State at least two benefits to self-development
<p>3 Administrative Systems & Producing Documents</p>	<ul style="list-style-type: none"> • Present an overview of the IT and administrative systems they use in the workplace • Explain the importance of effective administrative systems • Describe at least three types of document and administrator might produce
<p>4 Type of Organisation & Quality Improvement</p>	<ul style="list-style-type: none"> • Present an overview of their organisations objectives and how they contribute to them • Identify public, private and third sector organisations • Know how to use a quality improvement tool such as SWOT
<p>5 Legislation & the Importance of Teamwork</p>	<ul style="list-style-type: none"> • Explain at least three pieces of legislation that apply in the workplace • Identify the importance of teamwork

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Month	Learning Content
<p>6</p> <p>Project Management & Safeguarding Update</p>	<ul style="list-style-type: none"> • Describe the project management cycle • Identify at least two project management tools • Know who they can speak to if they have a safeguarding concern
<p>7</p> <p>Problem Solving, Decision Making Tools & Stakeholders</p>	<ul style="list-style-type: none"> • State the importance of effective problem solving • Identify at least one problem solving tool • Explain the different types of stakeholder
<p>8</p> <p>Finance & Managing Change</p>	<ul style="list-style-type: none"> • State Present an overview of their own and their organisations stakeholder • Explain the importance of effective budget controls • Describe one change management model
<p>9</p> <p>Emotional Intelligence, Unconscious Bias & Presentation</p>	<ul style="list-style-type: none"> • Describe emotional intelligence • Identify at least one form of unconscious bias • Describe effective presentation skills and techniques
<p>10</p> <p>People Management Models, Handling Conflict & EPA Mock Exam</p>	<ul style="list-style-type: none"> • Explain one people management model • Identify the benefits of self-awareness • State one conflict management theory
<p>11</p> <p>What is Coaching & EPA Interview Prep</p>	<ul style="list-style-type: none"> • Explain the benefits of coaching • Identify the types of question they might be asked at end point
<p>12</p> <p>Presentation of End Point Project & Mock Interview</p>	<ul style="list-style-type: none"> • Present to the group their end point assessment project • Take part in their mock end point assessment interview • Identify points for improvement/development

End Point Assessment (EPA)

When your training is complete, we will make the decision, along with your employer, to put you forward to your End Point Assessment (EPA). This is the final process in your apprenticeship, it is an assessment of the knowledge, skills and behaviours that you would have learn throughout the apprenticeship.

This will involve an Independent Assessor visiting you in your workplace to complete the following:

1. **Practical Observation** (with Question & Answer session)
2. **Professional Discussion** (with Portfolio of Evidence included)

Your employer, your Assessor and the W2W team will support you through the EPA. For more information about the process, you can contact the W2W team at way2work@achievingforchildren.org.uk

Certification

When you have successfully completed your apprenticeship and passed your EPA, you will be awarded a certificate.

Get in touch

Becoming a Business Administrator is an exciting job, not only will you have the advantage of a flexible career, you will also develop practical and technical skills, not just in your professional life, but your personal life too.

Take up this opportunity and we can make this career a reality for you - join our Level 3 Business Administration programme today!

For further information on how to apply, please visit www.way2work.org.uk