

# BUSINESS ADMINISTRATOR

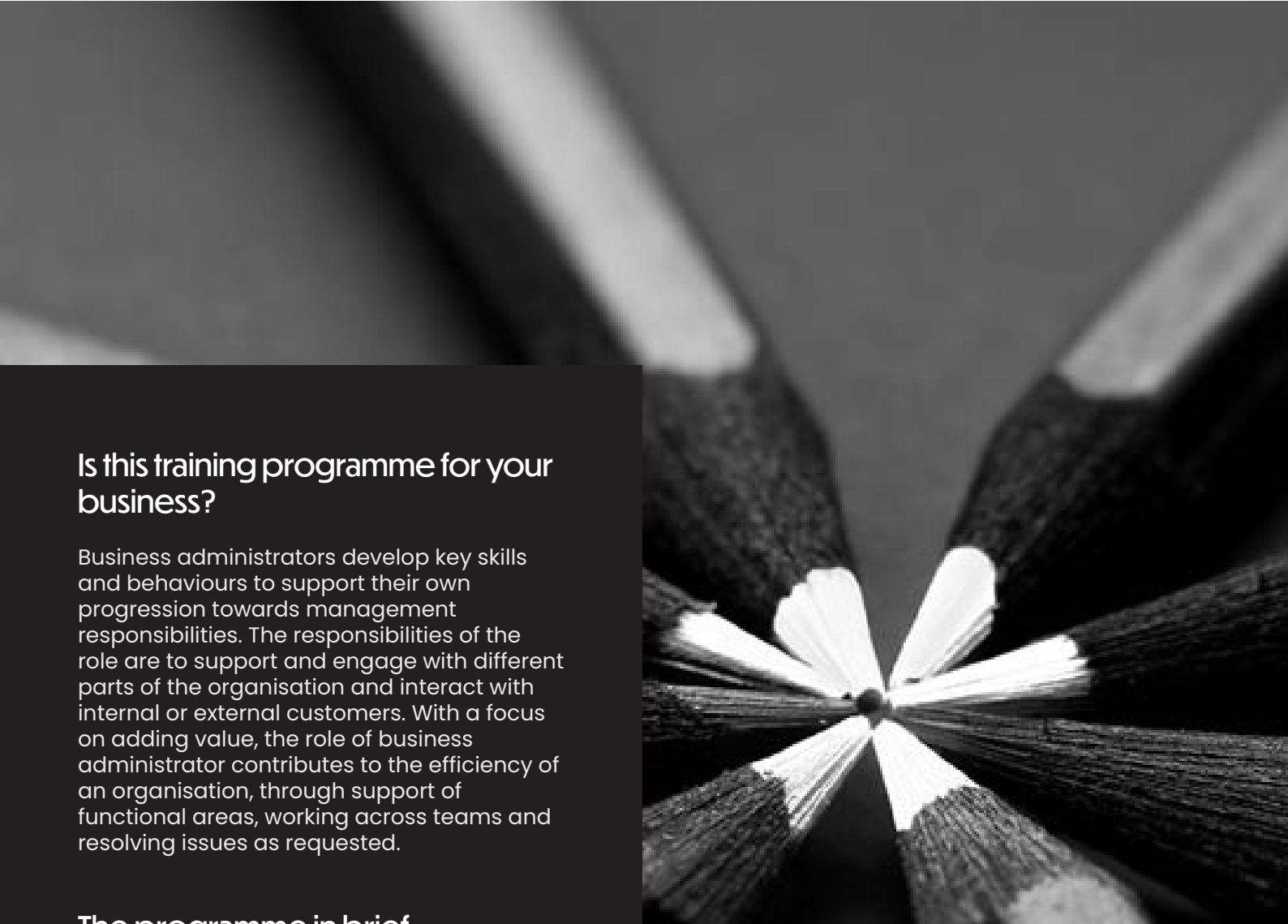
Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector.

## Is this training programme for your business?

Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

## The programme in brief

- Level 3 Apprenticeship Standard
- Duration – 18 months
- Level 2 Functional Skills where appropriate
- End-Point Assessment



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## The learner journey

**1. 18 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End Point Assessment. The learner could partake in a combination of activities, such as classroombased sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in off-job training.

**2. Gateway** – After the 18 months teaching and learning, you, your training provider and the learner will review the learners' journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

## How your employees will learn

We want to ensure that your staff members benefit fully from their training. As a result, we will mix in-person instruction with online learning to provide them the support and direction they require. A committed mentor will be assigned to each learner to help them through their training plan. Learners get unrestricted access to online resources for learning and support, as well as their mentor. The learners will benefit from all of this in order to satisfy the standards, which will enable them to become competent and completely qualified.

We will facilitate the delivery of the learners' End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprenticeship Assessment Organisations.

## What will you learn?

This programme covers all the essentials of a Business Administrator's role to include problem solving, stakeholder management, planning and organising meetings.

It will develop your business knowledge and skills whilst you undertake and lead a project to implement/adapt a new or existing process or procedure, using appropriate tools to scope, plan, monitor and report on success.

The programme will cover all the essential knowledge skills and behaviours that are required to become a successful Business Administrator that can support progression to management:

- Value of your skills
- Relevant regulations
- The organisation
- Stakeholders - Communications
- Business fundamentals
- Processes
- IT and systems
- Record and document production
- Planning and organisation decision
- Preparation of EPA

## End Point Assessment (EPA)

The EPA will test the entire programme:

- Technical competencies
- Technical knowledge and understanding
- Underpinning skills, attitudes and behaviours

There's three sets of criteria on which the assessment and grading is made. The what, the how and the with whom.

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