

Level 3 Business Administrator Apprenticeship Standard

Do you want a future career in business? Are you looking to grow the next generation of business administrators and future leaders? This programme has been designed by top UK companies to do just that.



Business Administrator Apprentices

Business administrators play a vital role in any organisation, big or small. They help to facilitate and enhance the efficiency of a company, working across teams and interacting with internal staff and external customers alike. They are expected to work effectively both independently and as part of a team, all the while demonstrating strong communication skills, a proactive attitude and fastidious organisational skills. A successful apprentice will manage all the above with a positive “can-do” attitude and an ability to work within a diverse team for an equally diverse customer base.

The Apprenticeship Programme

The goal of the programme is simple: take an individual with limited experience and develop the key areas of knowledge, skills and behaviours (KSBs) outlined in the apprenticeship standard (also see table below). The standard has been designed by 45 top UK companies, institutes and public sector entities. In other words, the knowledge, skills and behaviours developed in this programme are wanted by leading UK companies – because they asked for them!

The apprentice will collect evidence of each of the KSBs in a portfolio. The evidence will be from real workplace activities, reinforcing their ability to apply their newfound skills in real working situations. They will also embark on a project from month nine. The project involves them improving a service, process or procedure within the organisation they work. They will need to create a presentation that outlines what they did, why they did it, how they did it and whether it achieved the desired outcomes. All the above is intended to prepare the apprentice for their end-point assessment (EPA). The EPA involves a third-party assessment organisation determining whether the apprentice is up to the required standard in each of the areas outlined in the table below. There are three assessment methods involved in the EPA: a knowledge-based exam, a presentation on their project, and a competency-based interview. The apprentice will then complete with a pass or a distinction.

Delivery

All training will be delivered at the apprentice's place of work. They will receive guidance on gathering evidence for their portfolio, training sessions on specific areas of knowledge and regular reviews to develop their behaviours and ensure they are kept on track. All modes of delivery will happen both in-person and remotely – utilising the latest technology to track their progress and ensure they complete on time.

Progression

A successful apprentice can expect to continue at their current place of work or take their transferrable skills elsewhere. They may look to move into more senior/team leader roles and continue their apprenticeship journey on a Level 6 Chartered Manager degree apprenticeship, with a view to completing a Level 7 Senior Leader Master's Apprenticeship at a later date.

Knowledge

Apprentices will develop knowledge in the areas below and complete a Level 3

The Organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business Fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.

Skills

Apprentices will gather evidence that they have performed the following skills at work.

IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coach others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.

Behaviours

The following behaviours will be developed on programme and recorded via behavioural assessments (forming a behaviour log)

Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

Employment

The Basics

<ul style="list-style-type: none"> Contract duration: 12 -15 months 	<ul style="list-style-type: none"> All apprentices must have a workplace-mentor.
<ul style="list-style-type: none"> Hours: minimum 30 per week. 20% of hours to be spent on apprenticeship training. 	<ul style="list-style-type: none"> Employers must pay for the apprentices salary. Training fees are paid for via the employers levy or co - investment.

Delivery and support

All training will be conducted at the apprentice's workplace. If this is not feasible, we can arrange training at centres nearby. We utilise a blended delivery model that includes:

- One-to-one tutorials
- Group teaching sessions
- Individual and group digital teaching sessions
- Individual study-assignments

Contact Youthforce

Youthforce is dedicated to employer led training. For a conversation on how we can work together to develop your workforce through apprenticeships please get in touch.

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