



BUSINESS ADMINISTRATOR

Level 3

The Business Administrator is expected to meet their responsibilities efficiently and with integrity, whilst also showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills.

The Business Administrator is also expected to show initiative, manage priorities and their own time, capably problem-solve and make decisions.

They will have the potential to participate in people management responsibilities through mentoring or coaching others.

This 13 to 18-month Apprenticeship is designed to support Business Administrators' development of key skills and behaviours to support their own progression towards management responsibilities. It offers a comprehensive development programme supported by high-quality external resources and coaching. This will enable individuals to develop a rounded knowledge of Business Administration at an advanced level.

www.qube-learning.co.uk

01235 83 38 38

tellmemore@qube-learning.co.uk

BUSINESS ADMINISTRATORS MUST KNOW AND UNDERSTAND

- **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.
- **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. coaches 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.
 - **Project management:** Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.

BUSINESS ADMINISTRATORS DEMONSTRATE THE FOLLOWING SKILLS, AND ARE ABLE TO:

- **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

DURATION

Typical duration is 15 months for new entrants.

ENTRY REQUIREMENTS

Employers will set their own criteria, but typically an entrant to this Apprenticeship will already have achieved a minimum of Level 2 in English and Maths.

ENGLISH AND MATHS

During each session with their Tutor Apprentices without level 2 English and Maths will work towards achieving this. Level 2 English and Maths is required prior to taking the end-point assessment for this Apprenticeship.

FUNCTIONAL SKILLS (FS)

These will be completed taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder. Tutors will identify suitable opportunities to embed Functional Skills (FS) throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

PASS REQUIREMENTS

This is an Apprenticeship Framework that will be continuously assessed throughout the duration of the programme.

MANDATORY / OPTIONAL

Students on the Business Administrator Apprenticeship may also complete the optional Level 3 Diploma in Business Administration. Completion of the optional qualification should be agreed prior to sign up on to the Apprenticeship programme.

END-POINT ASSESSMENT (EPA)

To achieve final certification, the Apprentice must have an appropriate place, with internet access, to undertake the End-Point Assessment (EPA).

The EPA consists of three distinct components:

- a written knowledge test answered through a combination of multiple choice questions and extended answer questions (20%)
- a workplace project and presentation (40%)
- a professional dialogue and interview, which is undertaken after all other EPA components have been successfully completed (40%)

A minimum of a 'pass' in each component is required.

A pass in the EPA will demonstrate that the Apprentice can apply the knowledge, skills and behaviours required by the standard. Apprentices achieving a distinction will be demonstrating performance above the requirements of the standard.

MILESTONE MEETINGS

Qube will ensure quarterly milestone meetings are held with the employer and Apprentice to check progress against the standard and for everyone to give feedback.

The milestone meetings could take the form of an interview or professional conversation to help develop the apprentice's communication and employability skills.

GRADE BOUNDARIES

Each part of the EPA has a pass mark of 60% and must be passed in order to pass the overall Apprenticeship. The overall pass mark is 60% and a distinction can be awarded for higher levels of attainment.

Assessment	Distinction Criteria Required
Knowledge Test	80%
Workplace Project	80%
Professional Discussion	80%

EXPECTATIONS

Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in agreed timeframe
- 20% off-the-job
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicate support needs
- Coordinate development checks
- Create a learning record

Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant work place tasks
- Keep an open communication lines with the student and employer
- Provide learning opportunities
- 20% off-the-job

Tutor

- Teaching
- Monitor progress
- Coach
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicate with student and employer

20% OFF-THE-JOB TRAINING

Each Apprenticeship requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to Podcasts, self-study, completing assignments and observing senior colleagues.

APPRENTICESHIP SESSIONS



Introduction to Programme: Meet the team and explain your learning journey. Eligibility checks and initial assessments will be undertaken. You will be introduced to learning methods of the programme. *Delivery Mode: Pre-work, Online learning, Review*



Employment Rights and Responsibilities: Develop an understanding of the role of organisations and industries, as well as gaining an understanding and awareness of employees' expectations and employees' rights and obligations. *Delivery Mode: Pre-work, Online learning, Review*



Employment Rights and Responsibilities Cont... Continue to develop your knowledge regarding your responsibilities and rights as an employee, as well as the rights and responsibilities of employers. You will also gain an understanding of the Laws and Legislation applicable to the work place and employment rights. *Delivery Mode: Pre-work, Online learning, Review*



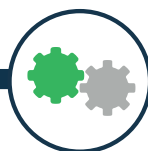
Principles of Business: Develop an understanding of a variety of business principles, including business markets, business innovation and growth, and sales and marketing. You will also present knowledge of financial management and business budgeting. *Delivery Mode: Pre-work, Online learning, Review*



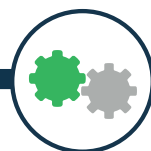
Store and Retrieve Information: You will understand systems and procedure for storing information securely, this will include legal requirements and developing an in-depth understanding of the GDPR and Freedom of Information Act 2000. *Delivery Mode: Pre-work, Online learning, Review*



Produce Business Documents: You will demonstrate that you are able to identify the purpose for the document, develop and produce business documents using house styles and/or templates. You will show you understand the appropriate language and tone to use and the importance of protecting the data/integrity of the document. You will also use version control and ensure security requirements are met. *Delivery Mode: Pre-work, Online learning, Review*



Principles of Administration Cont... Your learning will continue and will include chairing and managing meetings, supervising teams and quality management techniques. *Delivery Mode: Pre-work, Online learning, Review*



Principles of Administration: You will develop knowledge of managing an office facility, including monitoring and managing workflows, identifying the support co-workers require and the services that the office facility provide. You will cover all practical elements of managing an office and relate these to your own place of work. *Delivery Mode: Pre-work, Online learning, Review*



Organise Business Travel: You will have the opportunity to use and develop transferable skills such as effective and efficient communication, budgeting and scheduling. *Delivery Mode: Pre-work, Online learning, Review*



Communicate in a Business Environment: Develop understanding of communication models and systems and apply them to your role to benefit from effective communication within business. Demonstrate that you can use communication within context, meet deadlines and present communications in a clear and appropriate manner be it verbal or written. *Delivery Mode: Pre-work, Online learning, Review*



Principles of Business Communication & Information: You will develop knowledge and understanding of how to approach negotiations in business, and where this could be used to execute the desirable outcome. You will learn how to, and then will deliver presentations, taking into consideration audience, topic and tone. You will also understand the information systems and how these relate to the development of bespoke business documents. *Delivery Mode: Pre-work, Online learning, Review*



Principles of Marketing Stakeholder relationships: You will understand who your stakeholders are, and how to build and maintain relations with the to ensure longevity of business and overall marketing strategy. *Delivery Mode: Pre-work, Review*



Buddy a Colleague to Develop their own Skills: You will develop and hone the technique of providing feedback and establishing rapport, understanding the difference between positive feedback and constructive criticism with the view to developing the buddy's skills/knowledge. You will understand how to support your buddy to achieve their goals and work activities and will provide ongoing support and guidance. *Delivery Mode: Pre-work, Online learning, Review*



Managing Personal and Professional Development: You will understand how to recognise gaps in knowledge or skill and apply these to a personal development plan which you will work with as a tool to assist in the development and tracking of your distance travelled in terms of development. You will identify trends and external factors that could impact outcomes and know sources of support available to you. You will demonstrate that you can maintain the relevance of a personal development plan and review this at regular intervals. You will also be able to act on feedback from others and incorporate this into your training and development. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



Understanding the Customer Service Environment: You will be able to map the customer journey across your business and understand the concepts and practising underpinning the delivery of customer service. You will understand the importance of brands, and research and recognise the relationship between customer service and brand promise. Finally, you will understand the implication of legislation on the delivery of customer service. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



Contribute to the improvement of Business Performance: You develop an understanding around the different techniques involved in problem solving, considering financial loss and implications to the brand and reputation. You will also demonstrate continuous improvement and how to achieve and record this. *Delivery Mode: Pre-work, Online learning, Review*



Participate in a Project: You will develop knowledge around how to manage all areas of a project, from scoping to business cases through to training, implementation and then review. You will demonstrate that you can support the delivery of new projects and support others that are involved. You will liaise with the appropriate people and provide relevant information, updates and outcomes. You will understand the importance of timelines and detailed reviews. *Delivery Mode: Pre-work, Review*



Managing an Office Facility: This will enable you to understand the key areas of managing an office facility and ensuring that your colleagues health and wellbeing at work is catered for as well as other legislation that is relevant to your working environment. You will demonstrate that you can promote a positive working environment and can support your colleagues. You will recognise risks to the productivity and find solutions to manage these as well as external factors that affect performance. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



End-Point Assessment (EPA): Completed by End-Point Assessment Organisation (EPAO) selected by Employer. Please see EPAO Assessment Plan Guidance and EPA Assessment Plan for detailed guidance on assessment activities. *Delivery Mode: Knowledge test, Project & Presentation, Profession discussion and interview*



Gateway Review: Review of learning and development of knowledge, skills and behaviours within the standards and preparation for End-Point Assessment. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*