

# Apprenticeships +

## Business Administrator

### Apprenticeship Level 3





## Quick Information

### New Apprenticeship Standard designed by employers for employers

**Sector**

Relevant to all employment sectors

**Who is it for?**

New recruits and existing staff

**Start date**

Flexible to suit employers

**Level**

Level 3

**Duration**

18 – 24 months

**How does it work?**

Delivered in your workplace, a college tutor will visit every month; review meetings with the tutor, apprentice and their manager will be scheduled every 8-12 weeks

**Content**

Key competence and knowledge to suit your organisation

**Assessment**

Knowledge test, project and portfolio of evidence

**Qualification**

Business Administration Apprenticeship Level 3

**Additional qualifications**

NVQ Business Administration L2 (new recruits) plus Functional Skills at Level 2 in English and Maths

**Review**

The apprenticeship should be reviewed after 3 years.

## 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. The role may involve 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.

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 flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – 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, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.



## Key Areas of Study

This apprenticeship will develop your learner's abilities to deliver a range of administrative tasks. Your learner will cover essential skills, knowledge and behaviours in the workplace. If they are completing a NVQ as part of their apprenticeship, you will be able to select from a number of optional units to best suit the needs of your business.

## 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.

## Knowledge and Understanding

### 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.

## Skills and Behaviour

### 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. 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.

### 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.

## Training, Tutoring and Assessment

The programme takes 18 – 24 months to complete (depending on whether a NVQ is included). The pace at which the learner progresses will be driven by you and the learner. We will work closely with you to plan and deliver appropriate support and training. Your learner will mainly learn on the job, but training and one-to-one tutoring are also a key part.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the learner, provide feedback and guide development.

Your apprentice will have the opportunity to attend the college for Knowledge Input Sessions to help them to complete the mandatory units of the NVQ component of the apprenticeship. A further series of college sessions will be available to help them prepare for the End Point Assessment (EPA).

The learner will need to pass a knowledge test, evidencing a basic knowledge of administration; they will have worked on a project/improvement which they will need to present as part of the End Point Assessment; they will also have compiled a portfolio of evidence (8-12 items) which will form the basis of a discussion interview about their role and competence.

If an NVQ is included in their personal learning plan, the learner will need to complete the mandatory and required number of credits from optional units to achieve the full diploma.

The Business Administrator Standard requires that the learner is working at Functional Skill Level 2 in both English and Maths; online and class provision is available to prepare learners for the Functional Skills tests.



## Apprentice Entry Requirements

Apprentices will be required to have four GCSE A-C or grade 4-9, including Maths and English. If your Apprentice does not have GCSE grade C or above/grade 4-9 (or equivalent) in English and Maths, online and class provision is available.

New recruits will need to attend the NVQ Business Administration Level 2 classes for the first part of their apprenticeship to learn the basics of administration.

Experienced learners/those with NVQ Business Administration Level 2 can work towards the Business Administrator standard; if required, they can work towards the NVQ BA L3 as part of the apprenticeship.

## Progression Opportunities

- Level 3 Team Leader/Supervisor Apprenticeship
- Level 5 Operations/Departmental Manager Apprenticeship
- Level 3 Paralegal Apprenticeship
- Level 3 HR Support Apprenticeship

## More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Get In Touch

### Email

[employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk)

### Call

0114 260 2600

### Twitter

@sheffcol

### Facebook

[facebook.com/thesheffieldcollege](https://facebook.com/thesheffieldcollege)

### LinkedIn

[linkedin.com/company/the-sheffield-college](https://linkedin.com/company/the-sheffield-college)



## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

*We appreciate how difficult and time consuming it can be to recruit suitable staff. That's why we will source, shortlist and prepare candidates before you meet them.*

*We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.*

*At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.*