



BUSINESS ADMINISTRATOR

LEVEL 3 APPRENTICESHIP

DETAILS

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.

Who is this Apprenticeship for?

This apprenticeship is ideal for new and talented employees who want to learn and progress, or for existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

Programme in Brief

- Duration - 18 months
- Blended delivery including MS Teams, face-to-face, telephone and online learning
- Develop learners knowledge, skills and behaviours
- End-point Assessment

ON PROGRAMME LEARNING

This is when the apprentice will learn the skills, knowledge and behaviours which will support them for their end-point assessment. The apprentice will take part in a combination of activities, such as face-to-face classroom-based sessions, remote learning sessions, work shadowing and online learning, in order to support their learning and development and compile a portfolio of evidence.



KNOWLEDGE

- The Organisation
- Value of their skills
- Stakeholders
- Relevant regulation
- Policies
- Business Fundamentals
- Processes
- External environment factors



SKILLS

- IT
- Record & document production
- Decision Making
- Interpersonal skills
- Communications
- Quality
- Planning and Organising
- Project Management



BEHAVIOURS

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

Off-the-Job Training

Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. All off the job training must be relevant to the Apprenticeship Standard being undertaken. This will be agreed before an apprentice commences their programme.

END-POINT ASSESSMENT

At the end of the on programme learning, the apprentice will be required to undertake an end-point assessment to demonstrate they have met the occupational standard. This includes:

- Knowledge test
- Portfolio-based interview
- Project presentation



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