

Apprenticeship
BUSINESS ADMINISTRATOR
Level 3



Apprenticeship **BUSINESS ADMINISTRATOR** **Level 3**

This apprenticeship standard develops the knowledge, skills and behaviours required for business administration roles including communicating effectively, understanding and applying business processes, organisational operations and functional processes. You will also learn about how to develop, implement, maintain and improve administrative services.

Who is the course aimed at?

- ▶ *Admin officer/supervisor*
- ▶ *Reception supervisor*
- ▶ *Business support officer*
- ▶ *Hospital ward/GP/School administrator*

What will you study?

Level 3 Diploma For Business Administrators

Functional Skills In Math And English
Level 2 (exemptions apply)

Knowledge that you will develop

- ▶ *The organisation*
- ▶ *Value of their skills*
- ▶ *Stakeholders*
- ▶ *External environment factors*
- ▶ *Relevant regulation*
- ▶ *Policies*
- ▶ *Business fundamentals*
- ▶ *Processes*

Skills that you will develop

- ▶ *IT*
- ▶ *Record and document production*
- ▶ *Decision making*
- ▶ *Interpersonal skills*
- ▶ *Communications*
- ▶ *Quality*
- ▶ *Planning and organisation*
- ▶ *Project management*

Behaviours you will develop

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

Entry requirements

Initial assessments in maths and English.

Comprehensive skills scan

How long will it last?

Typical duration: 18 MONTHS

How will it be delivered?

The Diploma and coaching towards End Point Assessment will be delivered in the workplace by your assessor.

Maths and English will be delivered on a flexible basis.

20% off-the-job training during contracted hours.

How will it be assessed?

The Diploma will be assessed by portfolio and multiple choice tests.

The Standard will be assessed through End Point Assessment once the apprentice, employer and assessor have agreed that the apprentice is EPA Gateway ready for:

- ▶ *On-line multiple choice test*
- ▶ *Portfolio interview*
- ▶ *Project/improvement process*

Qualification gained

- ▶ *Level 3 Diploma for Business Administrators*
- ▶ *Institute for Apprenticeships (IFA) certificate*
- ▶ *Maths and English Functional Skills if appropriate*

Progression to further study

Successful apprentices can progress, if opportunity allows, onto:

- ▶ *Operations/Departmental Manager Level 5*

Further details

- ▶ *Further details on this Standard can be found at www.instituteforapprenticeships.org*

Who to contact

- ▶ *For more information please contact our Workforce Development Team on 01704 392874*