

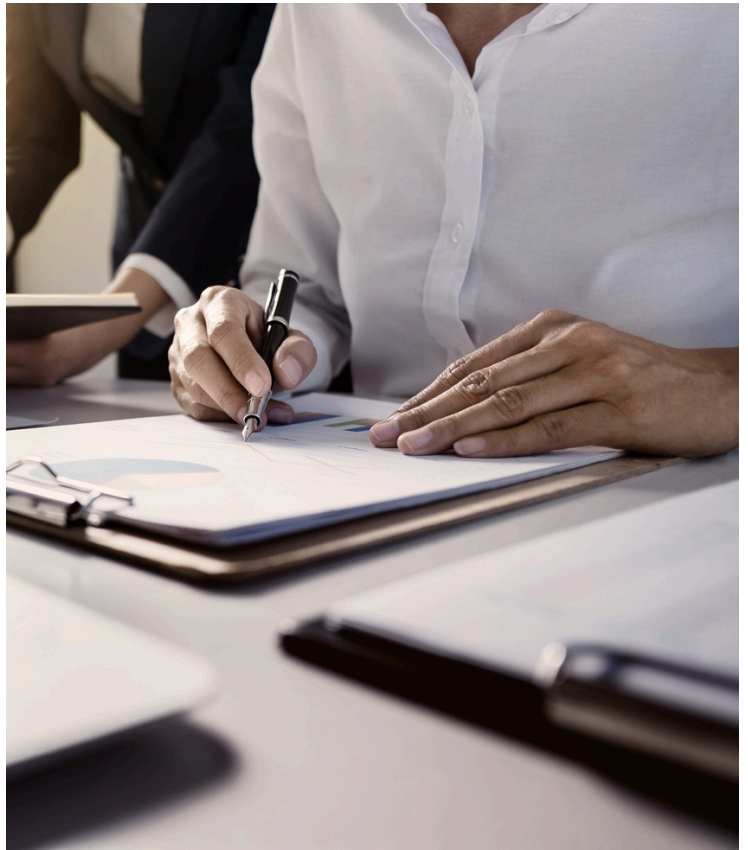


# Business Administrator Level 3

**Apprenticeship Standard**

[wmc.ac.uk/apprenticeships](http://wmc.ac.uk/apprenticeships)

# Overview



This apprenticeship standard gives a firm grounding of organisational operations and functional processes to support the Business Administrator role, which will involve developing, implementing, maintaining and improving administrative services.

The business administrator is also expected to show skills such as initiative, ability to manage priorities and own time, problem solving skills, decision-making skills and the potential for people management responsibilities through mentoring or coaching others. The course requires the apprentice to be preparing, arranging and facilitating meetings, taking minutes/actions, running the meeting, report writing and delegating work.

## **Duration:**

18 months + 3 months for the End Point Assessment

## **Entry Guidelines:**

English & maths at GCSE grade A\*-C/4-9 or Functional Skills Level 2

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



# Business Administrator Level 3

## Course Overview

Pre-programme	On Programme Learning	Gateway	Independent End Point Assessment
Initial assessment English & Maths	<p>On programme learning covering Knowledge, Skills &amp; Behaviours</p> <p>Online learning:</p> <ul style="list-style-type: none"> <li>• videos</li> <li>• research</li> <li>• assignments</li> <li>• projects</li> </ul>	<ul style="list-style-type: none"> <li>• E-portfolio of evidence</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge Test</li> </ul>
Skills Scan	Portfolio of evidence to be built during the programme	<ul style="list-style-type: none"> <li>• English Level 2</li> <li>• Maths Level 2</li> </ul>	<ul style="list-style-type: none"> <li>• Professional Discussion</li> </ul>
Induction with Trainer Assessor	<p>On programme Assessments &amp; Reviews:</p> <ul style="list-style-type: none"> <li>• 6-8 weekly sessions with Trainer Assessor.</li> <li>• 8-10 weekly Progress Reviews with apprentice and employer.</li> </ul>		<ul style="list-style-type: none"> <li>• Project Presentation</li> </ul>

# Course Details



The Knowledge element is based on key knowledge required to work in the Business Environment, covered by tasks, research, project work, online learning, reading and/or other activities set by the Trainer Assessor. The course covers a range of business administration areas and provides an ideal grounding should the apprentice wish to progress on to another or higher level apprenticeship standard, such as Team Leading or Management.

The Skills & Behaviours element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor, working with the employer, will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard. The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

# Skills & Behaviours

## Unit 1: The Organisation

- Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.

## Unit 2: 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 careers.

## Unit 3: 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.

## Unit 4: 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.

## Unit 5: Policies

- Understands the organisation's internal policies and key business policies relating to sector.

## Unit 6: Business fundamentals

- Understands the applicability of business principles such as managing change, business finances and project management.

## Unit 7: 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.

## Unit 8: 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.

The Business Administrator will develop their skills in:

- **IT**
- **Record and Document Production**
- **Decision making**
- **Interpersonal skills**
- **Communications**
- **Quality**
- **Organisation and planning**
- **Project management**

# English & Maths

Apprentices who have not achieved grades 4-9 / A\*-C at GCSE or Functional Skills at Level 2 are required to study towards and achieve the Functional Skills in English and maths at Level 2 before they can gain the apprenticeship qualification.



# Gateway



Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

A completed portfolio of evidence is a compulsory End Point Assessment (EPA) gateway requirement that supports the Professional Discussion component.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.



# End Point Assessment

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

**End Point Assessment (EPA) normally takes 3 months to complete and consists of:**

1. Knowledge Test
2. Professional discussion underpinned by your e-portfolio of evidence
3. Project: report including evidence of your findings
4. Presentation of the project with questions and answers

## Assessment Method 1: Knowledge Test

- The Knowledge test is a 60 minutes multiple choice computer-based test which includes questions based on all of the knowledge that has been learnt throughout the course. The apprentice will attend college and take the test under exam conditions.

## Assessment Method 2: Professional Discussion

- The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of his/her role as defined by the apprenticeship standard and to explore them through discussion. The professional discussion (supported by a portfolio of evidence) shall be a remote session conducted through the computer involving the apprentice and the end-point assessor.
- The portfolio of evidence (that has been completed by the apprentice during their programme) will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the professional discussion.
- The apprentice will achieve a grade for this component of the end-point assessment that will contribute towards the overall apprenticeship grading award.

### **Assessment Method 3: Project**

- The project must be a solutions-based project and should be set by the employer in agreement with the Trainer Assessor. The project may not be started until month 9 of the apprenticeship.

### **Assessment Method 4: Presentation**

- Once the student has successfully completed the gateway the end point assessor will set a question that should be incorporated into the presentation.
- The project is presented to the end point assessor. This should take between 10-15 minutes



# Grading & Progression



## **Apprenticeship grading**

The available grades for this apprenticeship programme are Distinction, Pass or Fail.

## **Where can I progress to?**

On completion of the apprenticeship, apprentices will be to progress their career in Business Administration. They may choose to progress onto another apprenticeship such as a Team Leading and/or Management apprenticeship.

