

## Business Administration Level 3

### Overview of role

Level 3 (equivalent to GCSEs at grades A\* to C)  
Typical length 12 months

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.

### What apprentices will learn

- Communications - including interpersonal, tone of voice and verbal and non-verbal communications
- Business principles and practices - including brand promise, core values, complaints process, internal policies and legislation and regulatory requirements
- Decision Making and problem-solving skills
- Project management
- Planning, organisation and prioritising
- Record and document production
- Development of IT skills

## Delivery

This apprenticeship is delivered in the workplace. The apprentice gains the knowledge, skills and experience for providing business administrator duties including face-to-face, telephone, digital and written communications, document production and project management.

The apprenticeship training is tailored to the needs of the individual employer and is delivered by highly qualified and technically competent Assessor Trainers. The programme is a blended combination of on the job learning plus off the job, e-learning content and professional discussions.

Additional training may be included such as short courses in speaking and listening skills or giving presentations as appropriate.

Before taking their end-point assessment apprentices must:

achieve level 2 English and maths (equivalent to GCSEs at grades D to G)

## Career progression

The administration role may be a gateway to further career opportunities, such as management or senior support roles.