

Overview

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied to any business or sector. The role may involve working independently or as part of a team to develop, implement, maintain and improve administrative services. The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. A business administrator contributes to the efficiency of an organisation through the support of functional areas, working across teams and resolving issues as requested.

Occupation	Level	Typical duration
Business Administrator	Level 3	Between 12 and 18 months
Code	Maximum Funding Value	
ST0070	£5,000	

Delivery model

Delivery is flexible to suit the individual apprentice and their employer. The apprentice will have a minimum of one tutorial per month either in person within the workplace or remotely via an online meeting. Group sessions may be available on some programmes.

Entry requirements

- Level 2 Functional Skills must be achieved prior to end point assessment (this content will be blended into the apprentice's study programme if it is required).
- Apprentices must be employed in order to study for this qualification. [Please see our Apprenticeship vacancies \(http://www.independenttrainingservices.co.uk/our-services/apprenticeships/apprenticeship-vacancies/\)](http://www.independenttrainingservices.co.uk/our-services/apprenticeships/apprenticeship-vacancies/).
- The apprentice must be at least 16 years of age.

Knowledge outcomes

- **The organisation:**
 - Understands the organisation's purpose, activities, aims, values, vision for the future and resources.
 - Understands the way the political/economic environment impact the business.
- **Value of their skills:**
 - Knows the organisational structure and how they fit within their team.
 - Understands how their work benefits the organisation.
 - Can recognise how their skills can help them to progress their career.
- **Stakeholders:**
 - Has a practical knowledge of managing stakeholders (including internal and external customers, clients and/or suppliers) and their differing relationships to the organisation.
 - Liaises with internal and external customers, suppliers or stakeholders from inside or outside the UK and builds relationships.
- **Relevant regulation:**
 - Understands laws and regulations that apply to their role including data protection, health and safety and compliance.
 - Supports the company in applying these regulations.
- **Policies:**
 - Understands the organisation's internal policies and key policies relating to the sector.
- **Business fundamentals:**
 - Understands the applicability of business principles such as managing change, business finances and project management.
- **Processes:**

- Understands the organisation's processes, for example, making payments or processing customer data; is able to review them autonomously and make suggestions for improvements.
- Can apply a solutions-based approach to improving business processes and help to define procedures.
- Understands how to administer billing, process invoices and purchase orders.
- **External environment factors:**
 - Understands relevant external factors e.g. market forces, policy and regulatory changes and supply chain, and their wider business impact.
 - Understands the international/global market in which the employing organisation is placed.

Skills Outcomes

- **IT:**
 - Skilled in the use of multiple IT packages (such as Microsoft Office or equivalent packages) and systems relevant to the organisation.
 - Can write letters or emails, create proposals, perform financial processes, and record and analyse data.
 - Able to choose the most appropriate IT solution to suit the problem; plus update and review databases, record information and produce data analysis as required.
- **Record and document production:**
 - Produces accurate records and documents including emails, letters, files, payments, reports and proposals.
 - Able to make recommendations for improvements and presents solutions to management.
 - Able to draft correspondence, write reports, review others' work and maintain records and files.
 - Can handle confidential information in compliance with the organisation's procedures and coach others in the processes required to complete these tasks.
- **Decision making:**
 - Can be proactive.
 - Has good judgement and makes effective decisions based on sound reasoning.
 - Can 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 team and across the organisation.
 - Demonstrates an ability to influence and challenge appropriately.
 - Is a role model to peers and team members.
 - Develops coaching skills as area knowledge is gained.
- **Communication:**
 - 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, whilst demonstrating agility and confidence in communications, carrying authority appropriately.
 - Understands and applies social media solutions appropriately.
 - Can answer 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 makes efforts to continuously improve their work.
 - Able to review processes autonomously and make suggestions for improvements.
 - Able to share administrative best-practice across the organisation such as by coaching others to perform tasks correctly.
 - Applies problem-solving skills to resolve challenging or complex complaints.
 - Is a key point of contact for addressing issues.
- **Planning and organisation:**
 - Takes responsibility for initiating and completing tasks, managing 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 practices, showing understanding of implications beyond the immediate environment, for example, the impact on clients, suppliers, other parts of the organisation.
 - Can manage resources, for example, equipment or facilities.
 - Can organise meetings and events.
 - Takes minutes during meetings and creates action logs as appropriate.
 - Takes responsibility for logistics, such as 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.

Behaviour outcomes

- **Professionalism:**
 - Behaves in a professional way, including personal presentation, respect, encouraging diversity and punctuality.
 - Has a good attitude towards 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.
 - Respects the positive aspects of team culture.
 - Respectfully challenges inappropriate prevailing cultures.
- **Personal qualities:**
 - Shows exemplary qualities of integrity, reliability, and self-motivation.
 - Has a proactive 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.
 - 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.
 - Complies with the organisation's procedures.
- **Adaptability:**
 - Has the ability to accept and deal with changing priorities related to both their own work and to the organisation.
- **Responsibility:**
 - Takes responsibility for team performance and high-quality project delivery.
 - Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately.
 - Takes initiative to develop their own and others' skills and behaviours.

External qualifications

This apprenticeship does not feature any external qualifications.

End Point Assessment

- Assessment of knowledge through a test using scenarios and questions.
- Assessment of competency through a competency-based interview.
- The apprentice will present a project completed as part of their apprenticeship programme.

For more information about this course please contact us.

Queens Court Regent Street Barnsley South Yorkshire S70 2EG
Tel: **01226 216760** | Email: **info@ind-training.co.uk** | **www.independenttrainingservices.co.uk**

These course details were downloaded on **15/09/2021**

<https://www.independenttrainingservices.co.uk/courses-new/business-and-management/apprenticeships/business-administrator-level-3-apprenticeship-standard/>