Apprenticeship Standard: Business Administrator
Level 3

Who is the programme for?
Business administrators with a role that 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 within the role would be 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. This programme is for those in roles requiring strong communication skills (both written and verbal). 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.

Duration?
This Apprenticeship is designed to be delivered over 12-18 months.

How is it delivered?
You will be assigned a tutor who will plan an individual learning programme with you. Your tutor is responsible for training and supporting you to ensure that you have the knowledge and skills to be able to successfully undertake your end point assessment. You will have regular tutorials each month and you will be asked to complete daily/weekly activities using learning resources that are provided for you. During your programme, we will collect evidence of the 'Off The Job' training you receive during your programme, which can include; online learning; completing activities and questions; work shadowing; mentoring and a range of other activities that can be completed whilst still being within your workplace and which should take place within your working hours. Your manager will be asked to support you with this before you start your programme.

Entry requirements?
You should be aged 16 or over and be working or applying to work with a company where you will be in a role that enables you to have exposure to the responsibilities identified at the beginning of this document. There are no formal qualifications required but you will need to have a minimum standard of level 1 English in order to cope with the requirements of this programme. If you don't already have a level 2 English and/or Maths qualification, we will train and support you to achieve this as part of your programme.
Those with any level of prior education including degrees may wish to apply and we will check your eligibility and suitability.

Progression?
Depending on your circumstances, you may wish to progress on to an Advanced or Higher level Supervisory or Management programme.

Cost?
Apprenticeship Levy paying companies can use their Levy to cover the full cost of training and end point assessment. Companies who do not pay the Apprenticeship Levy will contribute 10% of the full value of the programme, the balance (90%) is contributed by government. Contact us to confirm the value.

Contact Us
Contact us using the details below and we can provide you with further information and discuss how to apply.

01451 810 387 I info@tsplearn.co.uk I www.tsplearn.co.uk

What will my programme cover?

We have summarised examples of the requirements in each main subject area in the table below. These are the full set of standards for this Apprenticeship. TSP Learn will support and prepare you for your formal End Point Assessment, which will test your knowledge and skills from the requirements below through a written test and an interview. You will also deliver a presentation on a project that you have completed or a process you have improved. This will focus on; how you have improved a process or operating practice; what steps you took to implement the project; what worked well and how you would improve the results in future.

Skills	What is required?
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages.
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.
Decision Making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
Interpersonal Skills	Chair meetings and collect feedback. Active listening and constructive feedback.
Communications	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. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers 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 works to continuously improve their skills. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
Planning and organisation	Takes responsibility for initiating and completing tasks, manages 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 practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. 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.

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Knowledge	What is required?
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
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 career.
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. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant Regulation	Understands laws and regulations that apply to their role including data protection, safety and compliance etc.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business Fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
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. Understands how to administer billing, process invoices and purchase orders.
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.
Behaviours	**What is required?**
Professionalism	Drive to achieve and able to demonstrate determination in difficult situations.
Personal qualities	Open, approachable, authentic.
Managing performance	Flexible, creative, innovative, enterprising. Responds well to feedback.
Adaptability	Sets an example. Open and honest. Operates within organisational values.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

End Point Assessment

In order to successfully complete the Apprenticeship you will need to pass your End Point Assessment where you will be assessed using the following methods leading to a successful Pass or Distinction grade:
- Knowledge test using scenarios and questions - 60 mins - contributes 20% of Apprenticeship
- Portfolio based interview - 45 mins - contributes 40% of Apprenticeship
- Project/Improvement Presentation - 20-30 mins - contributes 40% of Apprenticeship