

Business Administrator Level 3

Apprenticeship Overview

KEY INFORMATION

Content:

- Understand organisational purpose, values, vision.
- Project management.
- IT - office based apps.
- Record and document production and accuracy.
- Interpersonal skills and stakeholder management.
- Effective communications.
- Planning and organisation.
- Quality management and improvement.
- Performance management.
- Evaluating external environmental factors.
- Adaptability, responsibility and professionalism.
- Understand relevant regulations.

Delivery:

- Training period 13 months.
- Online group workshops x 6
- Online one to one tutorials.
- Assignments & activities to prepare for end point assessment.

End Point Assessment:

- Completed within 1-3 months with 2 elements:
- Project/improvement presentation.
- Portfolio based interview.

Cost:

This apprenticeship can be funded using levy/digital account funds.

Who is the apprenticeship suitable for?

- This apprenticeship is aimed at people working in an administrative role who support and engage with different parts of an 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.
- Administrator roles 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.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

How long is the apprenticeship?

- Training will be completed within 13 months. The end point assessment process is completed within 1-3 months.

How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Six bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints, providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

What professional recognition and progression routes can this apprenticeship provide?

- Progression routes to higher apprenticeships in management and qualifications (Awards, Certificates and Diplomas) are available.

Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success. This apprenticeship consists of a set of themed standard areas that cover a broad range of knowledge and skills used in both administrative and management positions. In addition, the standard focuses on core behaviour competencies that include: Taking responsibility for your own actions, acting professionally, being able to accept and deal with changing priorities, acting with integrity, reliability and self-motivation.

IT Use, Record and Document Production

- Able to use multiple office based applications.
- Able to identify and use the most appropriate applications and IT solutions to suit business needs.
- Producing accurate records, documents and reports and proposals.

Project Management

- The project lifecycle.
- Work breakdown structure.
- Team and resource planning.
- Risk management.
- Scheduling techniques
- Close out and evaluation.

Communications and Stakeholder Management

- Stakeholder management toolkit.
- Engaging, developing and fostering relationships.
- Using appropriate communication methods.
- Adapting and maximising the impact of communication for different audiences.



Personal Qualities

- Professionalism.
- Personal presentation, respect, tolerance.
- Reliability, self-motivation and positivity.
- Adaptability - able to deal with changing priorities.
- Responsibility - able to take responsibility for personal and team performance.

Organisation, Business Fundamentals & Processes

- Understand organisational purpose, mission, vision and values.
- Managing change.
- Problem solving.
- Review and recommend improvements.
- Analyse the impact of external environmental factors.

Regulations & Compliance

- Data protection.
- Health & Safety.
- Equality, diversity and inclusion.
- The prevent duty.
- Safeguarding.

Functional Skills & Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we can provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Hygiene Cleaning Operative Level 2
- Professional Security Operative Level 2
- Security First Line Manager Level 3
- Passenger Transport Operations/Management Level 2-4

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