

## Business Administrator Apprenticeship Overview



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## Overview of the Business Administrator Level 3 Apprenticeship Standard

At Elite Training we're delighted to offer the Business Administrator Level 3 apprenticeship standard for organisational cohorts, which require a minimum of 12 apprentices, and open programmes, delivered remotely and/or with other local organisations. Contact us if:

- you're interested in Elite designing and delivering an apprenticeship standard for your organisation
- to express an interest in our next open programmes and we'll reach out when we have provisional dates.

Here we provide an overview and key information about the Business Administrator apprenticeship, including who the standard is designed for, duration, maximum apprenticeship funding level, the standard's qualification level and progression. Followed by a summary listing the Knowledge, Skills and Behaviours (KSB) covered. We've also provided information on the wide mix of learning and how this is broken down. Finally a table expands the KSBs required, hence contents, along with initial notes for the employer and Elite to commence planning these standards.

Apprenticeship Standard	Business Administrator Level 3
<b>Overview</b>	Supporting & engaging with different parts of the organisation & interacting with internal or external customers.
<b>Typical responsibilities</b>	Contributing to an organisation's efficiency through support of functional areas, working across teams & resolving issues as requested.
<b>Who</b>	Business Administrator
<b>Planned Duration<sup>^</sup></b>	12 months (typically 18 months).
<b>Max Funding</b>	Your investment for this apprenticeship standard is normally £5,000 per apprentice, paid directly from your apprenticeship levy pot, or if you're a non-levy paying employer (or have insufficient funds in your apprenticeship levy account), the Government would co-invest 95%, hence your organisation would invest just £250 + VAT per apprentice.
<b>Entry Requirements</b>	Decided by each employer, e.g. Five GCSEs at Grade C or higher. Apprentices without level 2 English and Maths will need to achieve this prior to the End Point Assessment (EPA).
<b>Progression</b>	The administration role may be a gateway to further career opportunities, such as management or senior support roles, including the Operations & Departmental Manager Level 5 apprenticeship.

<sup>^</sup> Apprenticeships must last a minimum of twelve months and involve at least 20% Off The Job (OTJ) training, e.g. Training courses, coaching, shadowing colleagues, mentor support, managing projects, reading, etc. Given the typical calibre of business administrators we train and pressures on them, our usual design for this apprenticeship is over a twelve month timeframe.

A wide mix of learning is expected from an apprenticeship standard, e.g. Formal OTJ training, in the workplace and the opportunity to practise new skills in a real work environment. To meet this and ensure Learning and Development (L&D) is relevant to employers and apprentices, whilst meeting apprenticeship standards' requirements, we apply the principles of:

- 30% Training: Courses and dedicated L&D Events (e.g. Business Games)
- 20% Support: Coaching, line manager, employer mentor, apprentice learning team and buddy
- 50% Experience: Projects and assignments, putting L&D into practice on-the-job, with continuous improvement.

Applying this to the Business Administrator standard, the below Knowledge, Skills and Behaviours (KSBs) are:

- delivered in one training day per month across the year
- supported with one hour's coaching per month, weekly half-an-hour line manager one-to-ones and shadowing, monthly half-an-hour employer mentor and 90 minutes learning team and buddy support each month
- further developed, applying this learning in a structured approach, on-the-job, with continuous improvement, totalling 23 days during the year
- the standard would conclude with EPA preparation and the EPA.

To ensure the 50% Experience elements count towards the 20% OTJ training requirement, the employer and Elite plan apprenticeships around the employer's annual cycles, and utilise opportunities to practise KSBs alongside relevant modules. e.g. Policies training just before the start of the annual policy review process. Additionally, the employer needs to consider opportunities for apprentices to practise KSBs if their current role doesn't facilitate this, e.g. If an apprentice doesn't analyse data, provide a project for them to do this following the Decision Making module.

Business Administrator Knowledge:

- The Organisation
- Value of Their Skills
- Stakeholders
- Relevant Regulation
- Policies
- Business Fundamentals
- Processes
- External Environment Factors

Business Administrator Skills:

- Record & Document Production
- Decision Making
- Interpersonal Skills
- Communications
- Quality
- Planning & Organisation
- Project Management

Business Administrator Behaviours:

- Responsibility
- Personal Qualities
- Managing Performance
- Adaptability
- Professionalism.

The following table expands the required Knowledge, Skills and Behaviours (KSBs), hence contents, along with initial notes for the employer and Elite to commence planning these standards.

<b>Knowledge</b>	<b>What is Required</b>	<b>Key Notes &amp; Next Steps</b>
The Organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources & the way that the political/economic environment affects the organisation.	The employer to provide organisational statements & environmental factors.
Value of Their Skills	Knows organisational structure & demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team & recognises how their skills can help them to progress their career.	The employer to provide organisational structure.

<b>Knowledge</b>	<b>What is Required</b>	<b>Key Notes &amp; Next Steps</b>
Stakeholders	Has a practical knowledge of managing stakeholders & their differing relationships to an organisation. This includes internal & external customers, clients &/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages & fosters relationships with suppliers & partner organisations.	The employer to provide stakeholder plans. Time this module with the start of new stakeholder relationships (e.g. Re-organisation, project kick-off, new supplier, new client).
Relevant Regulation	Understands laws & regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	The employer to provide details of relevant regulations, policies, procedures & processes & expectations of apprentices (e.g. Timescales for review, communication plan).
Policies	Understands the organisation's internal policies & key business policies relating to sector.	
Business Fundamentals	Understands the applicability of business principles such as managing change, business finances & project management.	The employer to advise finance & project methodologies & systems used.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously & make suggestions for improvements. Applying a solutions-based approach to improve business processes & helping define procedures. Understands how to administer billing, process invoices & purchase orders.	The employer to advise organisational processes & procedures (e.g. Billing, invoicing & purchase orders, GDPR procedures), including relevant dates (e.g. Annual cycles).
External Environment Factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. & the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.	Plan timing to deliver prior to The employer's annual strategy work, so apprentices' output can feed into strategy setting.

<b>Skills</b>	<b>What is Required</b>	<b>Key Notes &amp; Next Steps</b>
IT	Skilled in the use of multiple IT packages & systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record & analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update & review databases, record information & produce data analysis where required.	The employer to advise relevant IT packages & systems, including versions. Currently assuming Word, PowerPoint & Excel, plus internal databases.

Skills	What is Required	Key Notes & Next Steps
Record & Document Production	Produces accurate records & documents including: emails, letters, files, payments, reports & proposals. Makes recommendations for improvements & present solutions to management. Drafts correspondence, writes reports & able to review others' work. Maintains records & files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	The employer to advise record & document production policies & procedures.
Decision Making	Exercises proactivity & good judgement. Makes effective decisions based on sound reasoning & is able to deal with challenges in a mature way. When appropriate, seeks advice of more experienced team members.	The employer to provide data for apprentices to analyse, e.g. Mini project(s).
Interpersonal Skills	Builds & maintains positive relationships within their own team & across the organisation. Demonstrates ability to influence & challenge appropriately. Becomes a role model to peers & team members, developing coaching skills as they gain area knowledge.	Integrate this module within apprenticeship's support element, including apprentice learning team & buddy.
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 & confidence in communications, carrying authority appropriately. Understands & applies social media solutions appropriately. Answers questions from inside & outside of the organisation, representing the organisation or department.	The employer to advise their internal communication, external communication & partner relationship strategies. The employer to provide the opportunity for apprentices to manage social media posts.
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks & applies themselves to continuously improve their work. Is able to review processes autonomously & 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 & is a key point of contact for addressing issues.	The employer to provide existing administrative best-practice & expectations.



<b>Skills</b>	<b>What is Required</b>	<b>Key Notes &amp; Next Steps</b>
Planning & Organisation	Takes responsibility for initiating & completing tasks, manages priorities & time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels & 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 & events, takes minutes during meetings & creates action logs as appropriate. Takes responsibility for logistics e.g. travel & accommodation.	The employer to provide logistics guidance (e.g. Travel & Expenses guidance).
Project Management	Uses relevant project management principles & tools to scope, plan, monitor & report. Plans required resources to successfully deliver projects. Undertakes & leads projects as & when required.	See above project notes & next steps

<b>Behaviours</b>	<b>What is Required</b>	<b>Key Notes &amp; Next Steps</b>
Responsibility	Demonstrates taking responsibility for team performance & quality of projects delivered. Takes a clear interest in seeing successful project delivery & customer requests handled appropriately. Takes initiative to develop own & others' skills & behaviours.	Cover behaviours in first training session, then continuously throughout apprenticeship. The standard has the opportunity to include 360 degree appraisals & apply learnings the apprenticeship.
Personal Qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active & 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 & shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task & informs their line manager when a task is complete. Performs thorough self-assessments of their work & complies with the organisation's procedures.	
Adaptability	Is able to accept & deal with changing priorities related to both their own work & to the organisation.	

Behaviours	What is Required	Key Notes & Next Steps
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting & encouraging diversity to cater for wider audiences, punctuality & attitude to colleagues, customers & 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 & productivity – representing the positive aspects of team culture & respectfully challenging inappropriate prevailing cultures.	

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