

# BUSINESS ADMINISTRATOR STANDARD LEVEL 3

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors and support their own progression towards management responsibilities. They support and engage with different parts of the organisation with a focus on adding value contributing to the efficiency of an organisation and are expected to deliver their responsibilities efficiently and with integrity. The role involves demonstrating strong communication skills, a proactive approach to developing skills, showing initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management.

## TRAINING BENEFITS

On completion of this **12-15 month** standard, apprentices will demonstrate a range of excellent Administration knowledge, skills and behaviours. These are developed over the course of the programme via scheduled learning interventions with employer mentors and Lifetime regional trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

## WHAT'S COVERED?

- **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.
- **Record & Document Production:** Apprentices learn to produce accurate records and documents including: emails, letters, files, payments, reports and proposals. They will draft correspondence, write reports and be able to review others' work. Coach others in the processes required to complete these tasks.
- **Decision Making:** Apprentices learn how to exercise proactivity and good judgement. Make effective decisions based on sound reasoning and be able to deal with challenges in a mature way.
- **Interpersonal Skills:** Apprentices learn to build and maintain positive relationships within their own team and across the organisation. Demonstrate ability to influence and challenge appropriately and become a role model.
- **Communications:** Apprentices learn good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Answer questions from inside and outside of the organisation, representing the organisation or department.
- **Quality:** Apprentices learn how to complete tasks to a high standard and demonstrate a level of expertise required to complete tasks and apply themselves to continuously improve their work. Review processes autonomously and make suggestions for improvements. Share best-practice and apply problem-solving skills.
- **Planning and Organisation:** Apprentices learn to take responsibility for initiating and completing tasks, manage priorities and time in order to successfully meet deadlines. Positively manage the expectations of colleagues at all levels and set a positive example for others in the workplace.

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## WHAT'S COVERED?

- **Project Management:** Apprentices learn to use relevant project management principles and tools to scope, plan, monitor and report. Undertakes and leads projects as and when required.
- **The Organisation & Skills:** Apprentices learn to understand organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation. They will also learn about organisational structure and how they fit within their team.
- **Regulations & Policies:** Apprentices learn to understand laws and regulations that apply to their role including data protection, health & safety, compliance etc. Support the company in applying the regulations and key business policies.
- **Stakeholders:** Apprentices learn to manage stakeholders and their differing relationships to an organisation including internal and external customers, clients and/or suppliers and foster relationships with suppliers and partner organisations.
- **Business Fundamentals:** Apprentices learn to understand the applicability of business principles such as managing change, business finances and project management.
- **Processes:** Apprentices learn the organisation's processes and are able to review processes autonomously suggesting improvements. Apply solutions-based approaches to improve business processes and help define procedures.
- **External Environment Factors:** Apprentices learn the relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact.
- **Professionalism & Personal Qualities:** Apprentices learn to behave in a professional way including: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Demonstrate integrity, reliability, self-motivation, being pro-active and a positive attitude. Take responsibility for their own work and developing their team, accept feedback in a positive way, use initiative and show resilience.
- **Adaptability & Responsibility:** Apprentices learn how to accept and deal with changing priorities related to both their own work and to the organisation. Take responsibility for team performance and quality of projects delivered.

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## ASSESSMENT PRACTICE

Regular evaluation sessions with managers and trainers will include performance observations, Q&A sessions and a series of professional discussions. To prepare for a final assessment apprentices will be asked to complete a number of activities in-between visits.

## END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer and Regional Trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The Business Administrator Level 3 End Point Assessment will include the following types of assessment:

- Multiple choice scenario based test
- Project / improvement presentation
- Portfolio based interview



### GET IN TOUCH

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