

# BUSINESS ADMINISTRATOR APPRENTICESHIP STANDARD

Standard Code ST0070  
Course Level 3  
Work Based  
Funding Level £5000  
Duration 21mths including EPA

## *Course Description*

The role of the Business Administrator involves developing, implementing, maintaining and improving administrative services, either by working independently or as part of a team. Business Administrators will engage with and support different parts of an organisation, and interact with internal or external customers. There is a clear focus on adding value by contributing to the efficiency of an organisation through support of functional areas, working across teams and resolving issues as requested.

The Business Administrator is expected to deliver their responsibilities efficiently and with integrity whilst showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The Business Administrator is also expected to show initiative, managing priorities and their own time, problem-solving skills, decision making and the potential for people management responsibilities through mentoring or coaching others.

Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

## *Off the Job Training*

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio (OneFile).

## **Entry Requirements**

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will also need to have Level 2 Maths and English (GCSE at Grade 4/C or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio (OneFile).

## **Knowledge, Skills and Behaviours**

### **KNOWLEDGE**

#### **The organisation**

- To understand organisational purpose, activities, aims, values, vision for the future, resources and the way the political/economic environment affects the organisation.

#### **Value of their skills**

- To understand the organisational structure and understand how their work benefits the organisation.
- Understand how they fit within their team and how their skills can help them progress their career.

#### **Stakeholders**

- Practical knowledge of managing stakeholders and their differing relationships to an organisation.
- Ability to liaise with internal/external customers, suppliers or stakeholders.
- Ability to engage and build relationships with suppliers and partner organisations.

#### **Relevant regulations**

- To understand laws and regulations that apply to their role including data protection, health & safety and compliance.
- To support the organisation in applying the regulations.

#### **Policies**

- To understand the organisations internal policies and key business policies relating to the sector.

#### **Business fundamentals**

- To understand the applicability of business principles.

### **Processes:**

- To understand the organisations processes.
- Ability to review processes and make suggestions for improvement.
- Applying a solution-based approach to improve business processes.
- Understand how to administer billing, process invoices and purchase orders.

## **SKILLS**

### **IT**

- Skilled in the use of multiple IT packages and systems relevant to the organisation.
- Ability to write letters and emails, create proposals, perform financial processes, record and analyse data and update and review databases.

### **Record and document production**

- Produce accurate records and documents to include emails, letters, files, payments, reports, proposals and draft correspondence.
- Ability to review the work of others.
- Make recommendations for improvement.
- Maintain records and files and handle confidential information in compliance with GDPR.

### **Decision making**

- Display proactivity and good judgement.
- Make effective decisions and deal with challenges in a mature way.
- Seek advice when appropriate.

### **Interpersonal skills**

- Build and maintain positive working relationships.
- Ability to influence and challenge appropriately.
- Act as a role model to peers and team members, developing coaching skills as they gain area knowledge.

### **Communications**

- Good communication skills, whether oral, verbal, written, or on digital platform and to use appropriate channel to communicate effectively.
- Have the agility and confidence in communications, carrying authority appropriately.
- To understand and apply social media solutions.
- Answer questions from inside and outside of the organisation.

### **Quality**

- Complete tasks to a high standard.
- Demonstrate the necessary level of expertise required to complete tasks and improve their work.
- Ability to review processes and suggest improvements.
- Share administrative best-practice across the organisation.
- Applies problem solving-skills to resolve complaints.

### **Planning and organisation**

- Take responsibility for initiating and completing tasks.
- Manage priorities and time to meet deadlines.
- Manage the expectations of colleagues and set a positive example for others.

- Ability to make suggestions for improvement to working practice.
- Ability to show understanding of implications (e.g. impact on clients or suppliers).
- Manage resources.
- Organise meetings and events.
- Minute meetings.
- Take responsibility for logistics.

### **Project planning**

- Ability to use project management principles and tools to scope plan, monitor and report.
- To plan required resources to successfully deliver products.
- To undertake and lead projects.

## **BEHAVIOURS**

### **Professionalism**

- Behave in a professional way.
- Adhere to the organisations code of conduct for professional use of social media.
- Act as a role model, contributing to team productivity.

### **Personal qualities**

- To show exemplary qualities that are valued (e.g. integrity, reliability and self-motivation).
- Motivate others where possible.

### **Managing performance**

- Take responsibility for their own work and development.
- Use initiative and show resilience.
- Ability to ask questions and inform line manager of completed tasks.
- Perform self-assessments of their own work and comply with organisations procedures.

### **Adaptability**

- Ability to accept and deal with changing priorities related to their own work and the organisation.

### **Responsibility**

- To take responsibility for team performance and quality of projects delivered.
- Take an interest in seeing that projects are completed and customer requests are handled.
- Uses initiative to develop own and other skills and behaviour.

## **Assessment**

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme.

- One to one support from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio (OneFile).
- Case studies and in College course days as and when required for each learner

- Job shadowing and mentoring, cross training in other departments.
- Employer led in-house training.
- Independent learning and research as directed by the assessor, relevant to the area of study.
- Review of progress every 4-10 weeks with the Apprentice, Manager and Assessor, evaluating and contributing to what has been learnt and what the next steps to take are.

## **End Point Assessment**

### **Assessment events are:**

#### **End Point Assessment**

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

#### **Knowledge test**

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.

#### **Portfolio-based interview**

30-45 minutes interview and scored out of 100 by the Independent Endpoint Assessment Organisation (EPAO)

At least one piece of evidence for each of the minimum KSBs outlined in the assessment methods should be provided. The interview assesses portfolio understanding, self-reflection of performance, knowledge demonstration and skills and behaviours.

#### **Project presentation**

The apprentice must deliver a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills. Distinction grades are only awarded for significant projects in this Standard.

## **Progression**

An ideal stepping stone into further career opportunities, such as Management or Senior Support.

## **Fees**

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.15 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at [employers@lincolncollege.ac.uk](mailto:employers@lincolncollege.ac.uk)

## **Business Benefits**

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).