

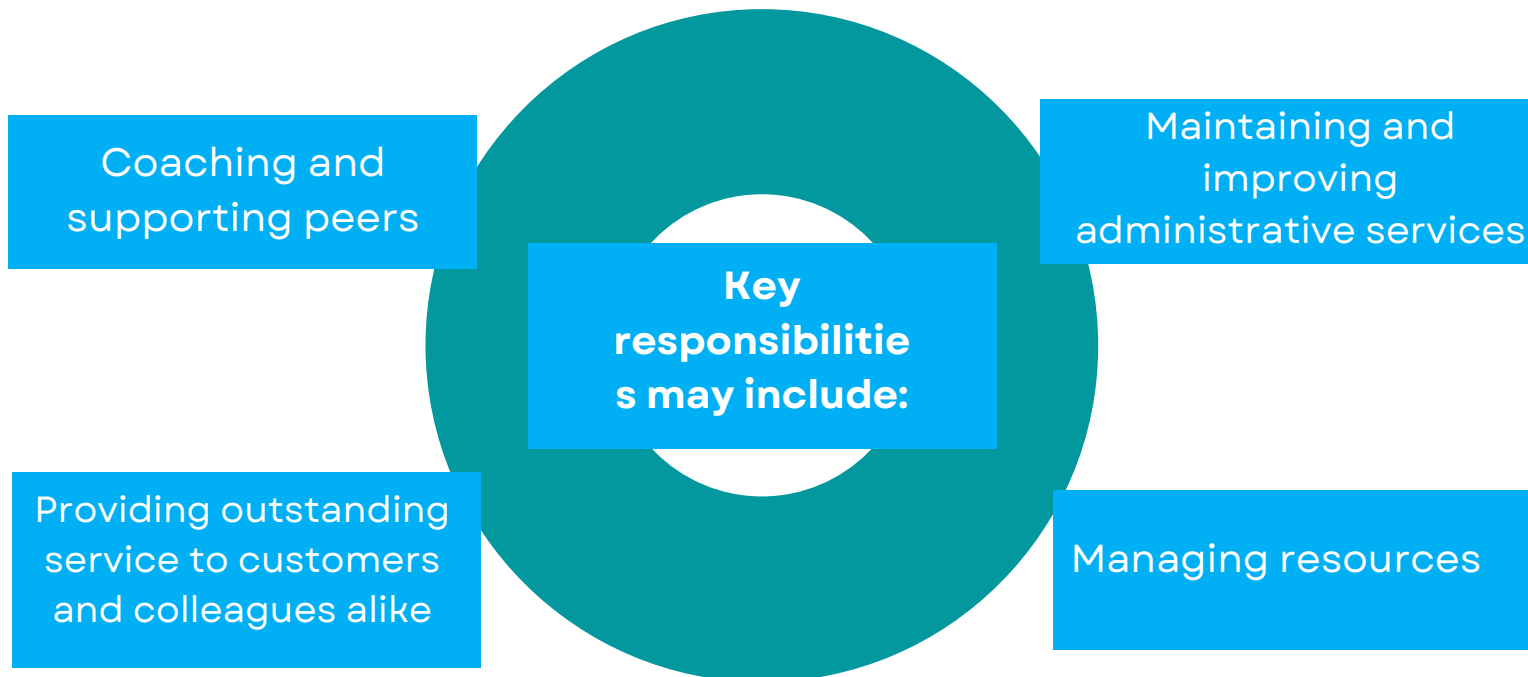


BUSINESS ADMINISTRATOR
LEVEL 3 APPRENTICESHIP

OVERVIEW

BUSINESS ADMINISTRATOR LEVEL 3 APPRENTICESHIP

The Business Administrator Level 3 Apprenticeship provides the opportunity for team members to grow and develop their skills towards management capabilities. On completion of the standard, learners will be able to demonstrate a range of leadership skills, customer and product knowledge as well as industry knowledge, skills and behaviours





Advancing key skills to support progression into management



Developing confidence to mediate challenges appropriately



Further understanding of your organisation and wider business environment



Understanding core principles surrounding leadership

Benefits of the apprenticeship:

Suitable for:

Team members across all industries and sectors, where administration is involved in the day to day running of the business.

PROGRAMME DELIVERY



Programme Length

15 months (on average)

3 month End-point Assessment

Delivery Method

Programme delivered via 1-1 face to face visits in the workplace

Blended Learning:

Face to face: Learner's are visited in the workplace every 4-6 weeks

Self Study: Learners expected to carry out self-study

Remote Visits: Carried out between the learner and their HOT Tutor.

Contact: Learners have access to their Tutor via email, telephone and Microsoft Teams.

PROGRAMME MODULES

The Delivery Model is broken down over topics:

- Personal Development
- Interpersonal Skills and Communication
- Planning and Organising
- Team Building and Personal Skills
- Organisation and Business Fundamentals
- Value of Skills
- Managing Own Performance
- Process Management
- Project Management
- Stakeholder Requirements and External Factors
- Quality Assurance
- Regulations, Policies and Procedures
- Record and Document Production



**BUSINESS ADMINISTRATOR
LEVEL 3 APPRENTICESHIP**

**END-POINT
ASSESSMENT**

EPA CRITERIA

READINESS FOR EPA	EPA CRITERIA	WEIGHTINGS	HOW IT IS DELIVERED	KEY INFORMATION
<p>FUNCTIONAL SKILLS Level 2 English and maths</p> <p>GATEWAY DISCUSSION Training provider, learner and employer have a face to face gateway conversation to all verify they are in agreement that the learner is ready for EPA to begin</p> <p>EPA READINESS FORM Completed and sent to EPA Plus to allow for planning meeting to take place</p> <p>PLANNING MEETING Scheduled with EPA Plus's End Point Assessor, learner and employer.</p>	Knowledge Test	20%	<p>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.</p>	The test predominantly focuses on non-organisation specific knowledge outlined in the Standard. This includes relevant regulation and laws, business fundamentals and project management principles.
	Portfolio Based Interview	40%	<p>PORTFOLIO BASED INTERVIEW - The interview is for 35-40 minutes and scored out of 100 and the Portfolio of Learning will provide a structure for this conversation.</p> <p>The Portfolio of Learning must be submitted one month prior to interview. Evidence is gathered on programme and the employer and training provider should facilitate this through relevant tasks and support. Before progressing to EPA the employer, training provider and apprentice will review the portfolio to assess readiness. The interview then assesses understanding and learning shown in the Portfolio; the Portfolio is not directly assessed.</p> <p>The Portfolio of Learning contains evidence of:</p> <ul style="list-style-type: none"> • a minimum of 8-12 pages is expected for consistency • at least one of each of the minimum knowledge, skills and behaviours as outlined in the • practical observation and/or evaluation by the employer to be included, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments, which is then discussed at interview. 	Application of learning in the workplace is assessed by talking through examples and specific KSBs shown. Particular areas include the purpose of their organisation and value of their own role, quality in producing records or documents, and professional behaviours including respect and personal qualities
	Project Presentation	40%	<p>PROJECT PRESENTATION - The apprentice delivers 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 is out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered.</p> <p>The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:</p> <ul style="list-style-type: none"> • How have you improved a process or operating practice? • What were the steps you took to implement the project? • What worked well and how would you improve the results in future? <p>The presentation should summarise the aim, outcome and responsibilities of the KSBs shown in the project. The presentation should demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward. The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.</p> <p>Further requirements:</p> <ul style="list-style-type: none"> • A project or process improvement should account for 21-35 working hours, over the apprenticeship, to adequately apply themselves • Must be work-based; incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results • The apprentice chooses the project/process improvement with the guidance of the employer and training provider. 	The presentation focuses on the skills required to complete a project or process improvement include planning and organisation, project management, demonstrating quality standards and decision making in prioritising areas of focus. Evidencing these skills in the presentation is coupled with effective communication in delivery

END POINT ASSESSMENT



Must be completed in this order

ON-PROGRAMME
LEARNING

PLANNING MEETING

ON DEMAND TEST

PORTFOLIO-BASED
INTERVIEW

PROJECT
PRESENTATION

GRADING AND
DETERMINATION

GATEWAY

Minimum
12 months
on-programme
learning

With the
apprentice,
training provider,
employer and
End-point
Assessor

On-demand test
Multiple choice
knowledge test

Interview based
on portfolio of
evidence 30-45
minutes

Presentation on
work-based
project 10-15
minute
presentation/
Q & A session

Grading
Fail/pass/merit/
distinction

ESFA
CERTIFICATION

apprenticeships