

# Apprenticeship Standard for Business Administrator

## Occupational profile

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role 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.

## Responsibilities

To support and engage with different parts of the 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. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – 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 own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

## Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

## Requirements: Knowledge, Skills and Behaviours

Knowledge	What is required (in-depth knowledge of organisation and wider business environment).
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
Stakeholders	Have a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
Policies	Understands the organisation's internal policies and key business policies relating to sector.
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact. Where necessary understands the international/global market in which the employing organisation is placed.

Skills	What is required (acquired and demonstrated through continuous professional development)
IT	<p>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. Examples include MS Office or equivalent packages.</p> <p>Able to choose the most appropriate IT solution to suit the business problem.</p> <p>Able to update and review databases, record information and produce data analysis where required.</p>
Record and document production	<p>Produces accurate records and documents including: emails, letters, files, payments, reports and proposals.</p> <p>Makes recommendations for improvements and present solutions to management.</p> <p>Drafts correspondence, writes reports and able to review others' work.</p> <p>Maintains records and files, handles confidential information in compliance with the organisation's procedures.</p> <p>Coaches others in the processes required to complete these tasks.</p>
Decision making	<p>Exercises proactivity and good judgement.</p> <p>Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way.</p> <p>Seeks advice of more experienced team members when appropriate.</p>

Behaviours	What is required (Role-model behaviours and positive contribution to culture).
Professionalism	<p>Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders.</p> <p>Adheres to the organisation's code of conduct for professional use of social media.</p> <p>Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.</p>
Personal qualities	<p>Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude.</p> <p>Motivates others where responsibility is shared.</p>
Managing performance	<p>Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience.</p> <p>Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete.</p> <p>Performs thorough self-assessments of their work and complies with the organisation's procedures.</p>
Adaptability	<p>Is able to accept and deal with changing priorities related to both their own work and to the organisation.</p>

### **Teaching and assessment methods for vocational qualification**

- Dependant on the results of your Skills Scan at the beginning of your programme a training plan will be individually set up for you.
- Off-the-Job training will make up 20% of your programme, learning is usually front ended
- Your qualifications will be delivered on the whole in your workplace through a combination of one-to one sessions with your tutor, independent learning on electronic learning platform, Skype and off-site workshops/ training days
- Contact will be made as a minimum each 4 weeks with online contact in between visits.
- Formal review meetings will be conducted with your tutor and employer as a minimum each 12 weeks to check that you stay on track.
- Practical assessments will be assessed in your workplace; a combination of work based evidence, direct observation by Assessor, witness evidence, professional discussion, learners own work products.
- Knowledge assessments will be uploaded to an E-portfolio; written assignments, reflection on own practice, questions and answers
- External exams will be conducted off-site.
- End Point Assessment will be assessed by Innovate

### **Cost – £5,000**

If your company is a Levy payer this will come out from your Levy account.

From August 2020 until 31 January 2021, businesses taking on new apprentices will be entitled to a £3,000 incentive payment for a 16 to 18-year-olds for 19-24-year olds £2,000 and for a 25 + year-olds £1,500.

### **Level – 3**

**Duration** – Typically this apprenticeship will take 12 – 15 months

**Qualifications** – Where a business administrator has not already achieved Level 2 or equivalent in English and Maths, they must do so before taking the end-point assessment.

**Progression** – The administration role may be a gateway to further career opportunities, such as management or senior support roles.