

Business Administrator

Apprenticeship Programme

 Level 3  12 months

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. You will develop key skills and behaviours to support your own progression towards management responsibilities.

The responsibilities of the role are 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 you to develop a wide range of skills.

You will be expected to deliver your 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.

You will also be 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.



Programme delivery

It usually takes 12 months to complete this apprenticeship during which you will participate in training, development and on-going review activities.

These typically include:

- Induction which is specific to your workplace
- Study days and training courses
- Mentoring/buddy support
- Completion of a portfolio through which you gather evidence of your progress
- Structured one to one reviews of your progress with your employer and/or Dynamic Training



Progression

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

Programme qualifications & requirements

You will have or need to achieve a Level 2 in English and maths prior to end point assessment. Although not a requirement of the apprenticeship, your employer may choose to enhance the apprenticeship by including a Level 3 Diploma in either Business Administration or Medical Administration

Assessment Gateway

Your employer will make the decision as to when you are ready to undertake the end point assessment.

Before going forward for end point assessment you must:

- Have or achieved Level 2 maths and English
- Completed a portfolio of evidence
- Produced a project presentation
- The Level 3 Diploma in Business Administration or Medical Administration (although not a requirement of the apprenticeship) may be included by your employer as an enhancement and will need to be achieved prior to end point assessment.

End Point Assessment

Following successful completion of the Gateway, you will proceed to end point assessment (EPA). The EPA is provided by an independent assessment organisation, chosen by your employer.

The EPA consists of three elements, all of which may be completed online. All assessment methods need to be passed.

Knowledge Test:

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions. The test is to be completed online and is subject to invigilation.

Portfolio-based Interview:

The interview is for 30-45 minutes and scored out of 100. The interview assesses understanding and learning shown in the Portfolio; the Portfolio is not directly assessed.

End Point Assessment contd..

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 presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.

Each part of the EPA has a pass mark of 60% and must be passed in order to pass the overall apprenticeship.

Weighting and grading of assessment methods

Knowledge Test = 20%
Portfolio Interview = 40%
Project Presentation = 40%

The overall pass mark is 60%

Grading scale:
Fail = less than 60%
Pass = 60-79%
Distinction = 80% and over

