



Business Administrator

Level **3** (standard)

2018/19



About this guide

This guide includes everything you need to know about the Business Administrator apprenticeship standard delivered by Apprenticeship Connect. Within this brochure, we will introduce you to who we are and what we do, as well as our partnerships and our commitment to you. You will understand the benefits of life as an Apprenticeship Connect learner and the knowledge and skills you will gain by studying the Business Administrator Level 3 course. We will also cover what you should expect from course enrolment to certification and the journey you will undertake to become a highly skilled administration professional.

Who we are

We are an accredited apprenticeship recruitment and training provider delivering professional courses and apprenticeships across England. Our courses are developed in collaboration with specialist curriculum experts to ensure our training programmes offer the very best knowledge and skills to help our learners become exceptional.

How we work

At Apprenticeship Connect, we understand that everyone is different and what works for one individual may not work for another. So, we take time to get to know you and understand what motivates you, what your interests are and what you want to achieve. Our courses are tailored to the specific training needs and future aspirations of each and every one of our learners. We create individual learning plans that are as unique as you are, ensuring you receive the very best support to get ahead in your chosen career.



Our record

We have a proven track record of helping individuals achieve their goals, but don't just take our word for it. Our independent feedback scores and learner achievement rates speak for themselves:

External reviews

Here's how our learners rate us:

facebook.

4.7/5 ★★★★★

Google

4.4/5 ★★★★★

Learner performance

Here's how our learners perform:



79.6%
Learner achievement*
*11.9% above national average



95%
Remain in employment*
*after course completion

Our partners



Our tutors

All our tutors have an employment background in administration and real-world exposure to the business administrator job role requirements. As a business, we invest heavily in CPD and our tutors receive regular training to ensure we are continually improving our service. Our tutors are all certified, DBS checked and quality checked to ensure you receive the very best training and support throughout the programme.

About the course

The Business Administrator Level 3 course provides learners with a highly transferable set of knowledge, skills and behaviours, which can be gained working across an organisation and its processes. Studying this course results in a firm grounding within organisational operations and functional processes, as well as the wider working environment.

Throughout the course duration, you will gain skills spanning IT, record and document production, decision making, planning and organising and project management. The training we deliver will create a concrete platform for professional development within business administration.

Course information

Standard reference:	ST0070
Course duration:	18 months
Suitable for:	Business Administrator
Professional recognition:	
Course fee:	£5,000 Our training courses are either funded by the Government or by employers, depending on the size of the company. Learners are not required to contribute towards the cost of training in any way.

Eligibility criteria

To qualify for an apprenticeship course, the following criteria must be met:

- be aged 16+ at the time of enrolment
- be a citizen of the UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- be in full-time employment, working a minimum of 30 hours per week
- not already hold a qualification at level 4/ foundation degree/HNC or above in the same area that you wish to study

Entry requirements

To be enrolled onto the Business Administrator Level 3 course, you must:

- have achieved English and maths GCSEs at a minimum of or above grade C/grade 4 or functional skills level 2 (or equivalent)
- have successfully completed the Business Administrator Level 3 entry assessment and achieved a minimum score of level 1 in English and maths initial assessments
- be employed within a job role in which your day-to-day responsibilities support the course syllabus

Career progression

Apprenticeship courses are developed by employers and professional bodies, ensuring apprentices study a curriculum that is tailored to real-world job roles. All our courses are accredited by an authorised awarding body or the Institute of Apprenticeships, guaranteeing you work towards an approved, professional certificate. Completing an apprenticeship will help you develop the knowledge and skills required to excel in your chosen career, providing a concrete foundation for future growth.



After completing your Business Administrator Level 3 course with Apprenticeship Connect, you will be eligible to apply for Associate Membership of The Institute of Administrative Management (IAM).

The Institute of Administrative Management (IAM) is the oldest management Institute in the UK having inspired professional business managers and administrators since 1915. Membership of IAM allows you to develop your skills as a professional administrator to build a successful career and fulfil your potential. Upon registration, you will have access to top academic journals, discounts on continuing professional development (CPD) events and discounts on training events.

CIPD

Chartered Institute of Personnel and Development (CIPD) is a not-for-profit organisation with a vision to define and represent the international benchmark for excellence in people and organisation management and development.

Applying for affiliate membership of CIPD is an excellent way to continue your professional development after you have completed your course. Affiliate membership will provide you immediate access to CIPD resources to help you in your role and support your personal and professional development when you no longer have a dedicated tutor. You can also obtain independent career support and easily access personal legal advice and guidance on standards of professional conduct.

Course structure

All our courses follow a four-stage structure that includes entry assessments, course delivery, the checking of progress and assessment of development. These stages are:

Initial Assessments

Prior to enrolment, you will be required to complete initial assessments in English and Maths to determine the level you are currently working towards. If you are currently employed within a job role which supports the course curriculum, you will be required to complete an entry assessment form to confirm job suitability. If you are applying for an apprenticeship role sourced by us, this will be completed by our team.

On-programme Learning

Throughout the duration of the course, you will be supported by your employer and Apprenticeship Connect tutor to develop the competencies necessary to become a certified administration professional. On-programme learning will include the teaching needed to help you develop the knowledge, skills and behaviours outlined within the apprenticeship standard. Where necessary, you will also be supported to pass Functional Skills at the level stated within the course outline.

Gateway

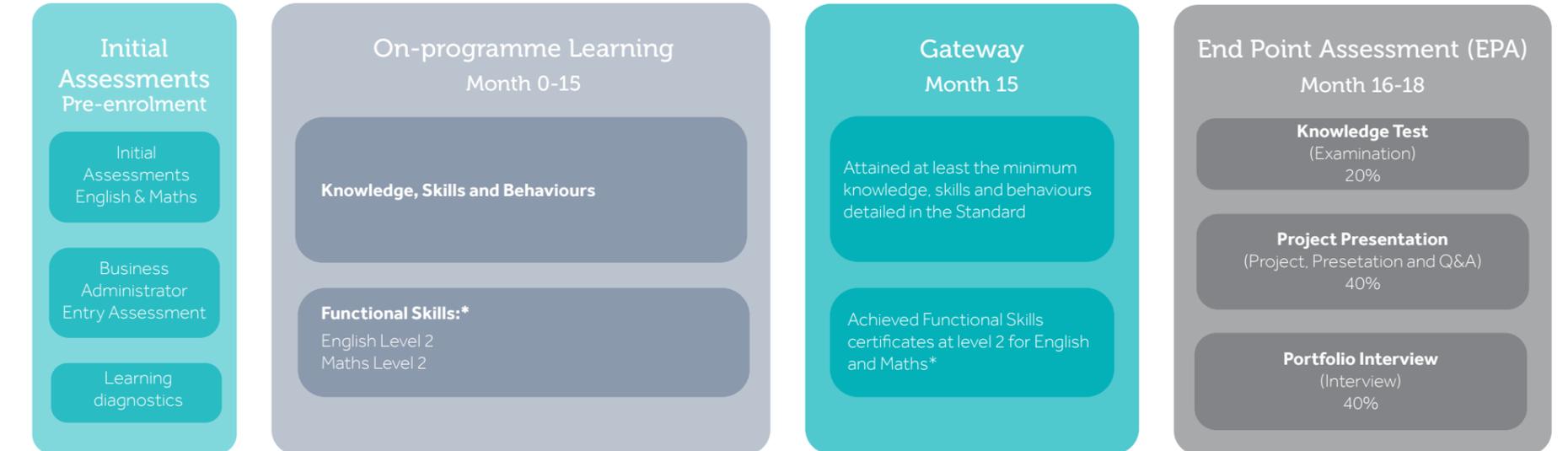
Before you are able to progress to your End Point Assessment, your tutor and employer will make the necessary checks to ensure you have gained the knowledge, skills and behaviours required to complete your course.

End Point Assessment (EPA)

All apprenticeship standards contain compulsory End Point Assessments which a learner must pass in order to achieve their completion certificate. The EPA takes place once you have completed your on-programme learning and you have successfully met the criteria outlined within the Gateway.

Course outline

The Business Administrator Level 3 course is delivered over 18 months. At the end of month 15, we allow a three-month period for learners to prepare for and sit their End Point Assessment.



**If you have already achieved GCSE grade C/grade 4 or above in English and maths, or equivalent, you may be exempt from this element of the syllabus.*

Course delivery

20% off-the-job training

Throughout the duration of your course you will spend a minimum of 20% of your contracted working hours studying for your apprenticeship. The focus of off-the-job training is to teach you a variety of new skills specifically related to your job role, rather than assess your existing skills and ability to complete work related tasks. This will be a combination of tutor delivery, employer support and tutor guided independent study.

Digital resources

When studying at Apprenticeship Connect, you will be provided with a digital e-portfolio that is unique to you and the course you are studying. Our e-portfolio system allows 24/7 access to syllabus information, learning aids, online assignment submission and a messaging platform to contact your tutor should you require additional support.

Learning support

We provide additional support to learners with learning difficulties such as dyslexia and those with physical disabilities such as visual or hearing impairments. We can provide resources such as a scribe or large-print documents, and can facilitate other reasonable adjustments to ensure that an individual with learning difficulties or a physical disability is not at a disadvantage when completing their course.

Study time

All time spent studying will be recorded within your personal training diary and your progress will be frequently monitored to ensure you are on track. The time you will need to spend studying is calculated using the following formula:

Total hours required =

(contracted working hours per week x programme duration (in weeks)) x 0.2

Here's an example:

Contracted hours per week:	40
Weeks within programme:	52
Total study time:	416 hours
Average study time per week:	8 hours

Teaching and learning

Our courses are delivered through a combination of face-to-face tutoring at the learner's place of work and virtual learning via online sessions.

Teaching methods may include:

Theory and knowledge:	<ul style="list-style-type: none">lecturesrole playsimulation exercisesonline learningindustry visitsindependent research
Practical:	<ul style="list-style-type: none">shadowingmanufacturer trainingone-to-one tuition
Tasks:	<ul style="list-style-type: none">learning supporttime spent writing assignments

Tracking your progress

Throughout the course, your tutor will assess your performance to monitor your progress and tailor your teaching and learning to you as an individual. Your tutor will regularly collect evidence of your development and store it within your e-portfolio. This will allow us to review the skills and knowledge you have learnt and continually tailor your individual learning plan to your training needs.

Typical methods of assessment may include:

- Reviewing of tasks
- One-to-one discussions
- Personal and professional development reviews
- Mock assessments

Course contents

The Business Administrator Level 3 course teaches learners the knowledge, skills and behaviours (KSBs) outlined within the apprenticeship standard. These learning outcomes will be assessed within your End Point Assessment. The KSBs listed are all mandatory learning outcomes and your on-programme learning will be centred around these areas of development.

Knowledge

The Organisation
Value of Their Skills
Stakeholders
Relevant Regulation
Policies
Business Fundamentals
Processes
External Environmental Factors

Behaviours

Professionalism
Managing Performance
Adaptability
Responsibility

Skills

IT
Record and Document Production
Decision Making
Interpersonal Skills
Communications
Quality
Planning and Organisation
Project Management

Example programme of study

Month	Apprenticeship Connect tuition	Tutor guided independent study	Employer tuition	Functional Skills	Progress evaluation
1	<ul style="list-style-type: none"> Introduction to the course, modules and IT systems Setting expectations, understanding business and communication The organisation 	<ul style="list-style-type: none"> SMART targets Evaluation of interview skills Assigned tasks 	<ul style="list-style-type: none"> Introduction to the role, responsibilities and the business Systems training 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
2	<ul style="list-style-type: none"> EPA distinction criteria and personal development Evaluation of interview skills Tasks review Communication evaluation exercise Project preparation and portfolio building 	<ul style="list-style-type: none"> Utilising interview skills Assigned tasks Preparation for stakeholder presentation 	<ul style="list-style-type: none"> Managing stakeholders and stakeholder relations Customer mapping Customer needs 	Embedded within teaching and learning and 1-hour additional dedicated maths support	Review and record progress in e-portfolio and training diary
3	<ul style="list-style-type: none"> Independent study feedback Review of EPA portfolio evidence Communication examples Presentation delivery Coaching and teaching 	<ul style="list-style-type: none"> Developing and utilising coaching skills Assigned tasks Research task 	<ul style="list-style-type: none"> Law and regulations relating to the business and role Small project assignment 	Embedded within teaching and learning Mock tests	Review and record progress in e-portfolio and training diary Mock knowledge test and witness testimonial
4	<ul style="list-style-type: none"> Project ideas Skill swapping The importance of legislation Relevant regulation 	<ul style="list-style-type: none"> Assigned tasks Presentation preparation 	<ul style="list-style-type: none"> Internal policies Business policies 	Embedded within teaching and learning Mock tests	Review and record progress in e-portfolio and training diary Mock knowledge test and interview
5	<ul style="list-style-type: none"> EPA portfolio planning Project planning Policies 	<ul style="list-style-type: none"> Assigned tasks Examples of communication 	<ul style="list-style-type: none"> Business principles Business fundamentals Shadowing 	Embedded within teaching and learning and 3-hours dedicated additional maths support	Review and record progress in e-portfolio and training diary Written assignment
6	<ul style="list-style-type: none"> Independent study feedback Project planning Change management Finance Receiving and giving feedback Business principles and fundamentals 	<ul style="list-style-type: none"> Assigned tasks Utilising interview skills 	<ul style="list-style-type: none"> The organisation's processes Applying solutions to make improvements Billing, invoices and purchase orders 	Sit Functional Skills exams in English and Maths	Review and record progress in e-portfolio and training diary Mock knowledge test and performance review
7	<ul style="list-style-type: none"> Job description review Task evaluation Managing resources Procedures and processes 	<ul style="list-style-type: none"> Assigned tasks Portfolio building 	<ul style="list-style-type: none"> External factors International and global markets 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Observation and testimonial

*the programme of study may change, subject to syllabus changes and the training requirements of individuals

Month	Apprenticeship Connect tuition	Tutor guided independent study	Employer tuition	Functional Skills	Progress evaluation
8	<ul style="list-style-type: none"> Coaching and skill swaps Legislation External environmental factors 	<ul style="list-style-type: none"> Assigned tasks Portfolio building 	<ul style="list-style-type: none"> Record keeping Providing peer feedback 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock knowledge test
9	<ul style="list-style-type: none"> EPA portfolio planning Project ideas Joint decision making Record and document production 	<ul style="list-style-type: none"> Assigned tasks Portfolio building 	<ul style="list-style-type: none"> Decision making Project management 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
10	<ul style="list-style-type: none"> Review of EPA portfolio plan Project ideas Progression discussion Planning and organisation Decision making 	<ul style="list-style-type: none"> Assigned tasks Portfolio building 	<ul style="list-style-type: none"> Career development Extension activities 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary
11	<ul style="list-style-type: none"> Review of EPA portfolio Feedback about independent study Project management Interpersonal skills 	<ul style="list-style-type: none"> Assigned tasks Portfolio building 	<ul style="list-style-type: none"> Project preparation 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock project presentation and portfolio interview
12	<ul style="list-style-type: none"> Project brief and plan Feedback about independent study Managing performance Adaptability 	<ul style="list-style-type: none"> Assigned tasks Discuss portfolio with manager 	<ul style="list-style-type: none"> Project support 	Embedded within teaching and learning	Review and record progress in e-portfolio and training diary Mock project presentation and portfolio interview Performance review
13-15	<ul style="list-style-type: none"> Project support EPA preparation Portfolio support 	<ul style="list-style-type: none"> Gateway checklist and submission for EPA 	<ul style="list-style-type: none"> Project support 	Embedded within teaching and learning	Mock EPA and support
16-18	Sit End Point Assessments				

End Point Assessment (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a Business Administrator and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and Apprenticeship Connect tutor will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Business Administrator Level 3 course, you are required to complete three assessments to build a cumulative picture of how well you have met the requirements of the apprenticeship standard. In order to pass the apprenticeship, you must achieve a minimum of 60% in each assessment. The overall grade you are awarded will be derived from the combined grade of all EPA requirements, subject to the assessment weighting. The overall grade boundaries for the apprenticeship standard are:

Grading	
Distinction	80%+
Pass	60-79%
Fail	<60%

Knowledge Test	
Assesses:	Knowledge of project management, the organisation, stakeholders, relevant regulation, business fundamentals, and external environmental factors
Assessment type:	Examination
Task:	Answer 50 equally weighted multiple choice questions
Assessment requirements:	<ul style="list-style-type: none"> 60-minute duration Completed online
Marks available:	TBC by EPAO
Weighting:	20%

Portfolio Interview	
Assesses:	Application of knowledge and demonstration of skills and behaviours outlined within the apprenticeship standard
Assessment type:	Interview
Task:	Complete a structured interview about your role within the organisation, the quality of documents you have produced and your professional behaviour
Assessment requirements:	<ul style="list-style-type: none"> 30-45 minute duration Supported by evidence collected by your tutor throughout your on-programme learning
Marks available:	100
Weighting:	40%

Project Presentation	
Assesses:	Application of knowledge and demonstration of skills and behaviours including; IT, decision making, interpersonal skills, communications, planning and organisation, project management, value of their skills, processes, personal qualities, managing performance, adaptability and responsibility
Assessment type:	Project, presentation and Q&A
Task:	Deliver a presentation on a project you have completed or a process you have improved, demonstrating how you approached a task and the skills shown in doing so, building towards how you would improve the results going forward.
Assessment requirements:	<ul style="list-style-type: none"> Project to be completed during months 9-12 of your on-programme learning equating to 21-35 hours work 10-15 minute presentation about your project 10-15 minute Q&A
Marks available:	100
Weighting:	40%

FAQs

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/holiday-entitlement-rights.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for. The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance-related incentives. Further guidance on the NMW for apprentices can be found online at www.gov.uk/national-minimum-wage-rates.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your Apprenticeship Connect tutor.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with Apprenticeship Connect.



Want to apply?

Call our dedicated team on the hotline number below to find out about your next steps:

Courses hotline: 020 8296 6930

Are you unsure if our courses are right for you? Our careers advisors are always on hand to offer advice and guidance to help you make the best decision to get ahead in your career. Speak to one of our team today to find out more about your options:

Advice hotline: 020 3829 6920



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