

Business Administration

Level 3

Skills Training UK is a leading independent apprenticeships training provider with a proven track record in partnering with NHS Trusts.

We are committed to helping you understand and use the opportunity of the Apprenticeship Levy to develop and deliver training which effectively supports your plans for patient-centred care and CQI.



Business administrators may work independently or as part of a team and key responsibilities will include developing, implementing, maintaining and improving administrative services.

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.

Line manager support

The line manager should be prepared to provide the learner with the opportunity to carry out work and be part of projects which will enable them to produce substantial evidence towards their qualification.

In order to ensure the successful progression of the learner we request that the line manager participates in joint reviews of the learner's progress at regular intervals throughout the apprenticeship. This ensures continued and positive progress through the apprenticeship. It will also provide the opportunity to discuss and agree how any issues are to be resolved and how additional stretching and challenging activities can be built in.

Eligibility

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher. Apprentices without level 2 English and Maths will need to achieve this level prior to taking the End Point Assessment.

Duration

Typically this apprenticeship will take 13 to 18 months to complete.

Training and Support from Skills Training UK

During the apprenticeship the learner will have a dedicated Trainer Assessor who will visit them within the work place at least once per month in order to support their learning, development of competency and generation of evidence for a Portfolio. This will also be supported between visits by off-site information, advice, guidance and academic progress support. The Trainer Assessor will work with the learner and the employer in order to ensure that all learning needs are being met for both parties, in order to ensure successful progression against all elements of the apprenticeship.

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<< Requirements: Knowledge, Skills and Behaviours

Below are examples what the Level 3 Business Administrator Apprenticeship Standard includes.

Skills

- IT – skilled in the use of multiple IT packages and systems relevant to the organisation e.g. MS Office or equivalent packages. Able to choose the most appropriate IT solution, update and review databases, record information and produce data analysis
- Record and document production – for example drafting correspondence, maintaining records and files and handling confidential information in compliance with the organisation's procedures.
- Decision making – including exercising proactivity and good judgement and making effective decisions based on sound reasoning
- Interpersonal skills – building and maintaining positive relationships within teams and across the organisation
- Quality – completing tasks to a high standard, sharing administrative best practice across the organisation, applies problem-solving skills to resolve challenging or complex complaints
- Planning and organisation – for example taking responsibility for initiating and completing tasks and managing priorities and time in order to successfully meet deadlines
- Project management – using relevant project management principles and tools to scope, plan, monitor and report. Planning required resources to successfully deliver projects.

Knowledge

- The organisation – organisational purpose, activities, aims and values and the way the political/economic environment affects the organisation
- Value of their skills – understanding how their work benefits the organisation, how they fit within their team and how their skills can help them progress
- Stakeholders – practical knowledge of managing stakeholders and their differing relationships to the organisation
- Relevant regulation – laws and regulations that apply to their role including data protection and health and safety
- Policies – internal policies and sector relevant policies

- Business fundamentals – the applicability of business or organisation principles such as managing change, finances and project management
- Processes – understanding processes e.g. making payments or processing customer data
- External environment factors – understand relevant external factors e.g. market forces, policy/regulatory changes

Behaviours

- Professionalism – including personal presentation, respect, respecting and encouraging diversity, punctuality and attitude
- Personal qualities – shows exemplary qualities including integrity, reliability, self-motivation
- Managing performance – takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience
- Adaptability – accepting and dealing with changing priorities related to both their own work and to the organisation
- Responsibility – demonstrates taking responsibility for team performance and quality of projects delivered

Independent End Point Assessment

To successfully complete the apprenticeship, the learner needs to pass an independent End Point Assessment which has several stages:

- Knowledge Test – 1 hour test, with multi-choice questions to test knowledge
- Interview – this is carried out via a face to face or skype call with an assessor from the end point assessment body. The Portfolio developed during the apprenticeship provides a structure for this conversation.
- Project Presentation – a 10-15 minute presentation (created on Power Point or Prezi) on a project completed during the apprenticeship or a process the learner has improved.

The assessor from the end point assessment body will then decide whether to award successful apprentices with a pass or distinction.

Career Progression

The Business Administration Level 3 may be a gateway to further career opportunities, such as management or senior support roles.