

Level 3 Business Administrator



Business administrators are the people who keep an organisation running - supporting and connecting different parts of the business, working across teams, and resolving issues so that everything operates smoothly. It is a highly transferable role that exists in every sector, from small businesses to large public, private and charitable organisations.

As a Business Administrator, you add value by improving the efficiency of the organisation. You produce accurate records and documents, manage information responsibly, communicate confidently with internal and external stakeholders, and apply problem-solving and decision-making skills to support your team. The role is built on flexibility and responsiveness, which is exactly why it develops such a wide and valuable range of skills.

This apprenticeship develops the knowledge, skills, and behaviours needed to perform at a professional level - going beyond day-to-day administration to understand the wider business environment, compliance and regulation, project management, quality improvement, and your own professional development. It is a programme designed for people who want to build a successful career in business and administration, with a clear pathway towards management and senior support roles.

How we deliver this Apprenticeship

Your apprenticeship is delivered on a one-to-one basis in your workplace by your own dedicated tutor.

Your tutor will meet with you every month, virtually, to deliver teaching and learning sessions, help you develop new knowledge and skills, and guide you through the programme.

Each month you will also attend a masterclass and complete e-learning. Masterclasses give you the opportunity to explore your topic in more depth, take part in discussions, and apply your learning to real workplace situations, while e-learning helps you build and consolidate your knowledge in your own time.

As well as your monthly sessions, your tutor will carry out workplace observations to assess your competence in your role. They will support you to build a portfolio of evidence throughout the programme, showing that you have met the standards required for the apprenticeship.

Duration

- 12 months

Qualifications included

- Level 3 Business Administrator Apprenticeship Standard

Functional Skills

- Level 2 Functional Skills in English and maths (if required)

The knowledge and understanding you will develop

The organisation

- Understand your organisation's purpose, activities, aims, values, and vision for the future
- Understand how the political and economic environment affects your organisation
- Understand your organisation's structure and how your role supports the wider business
- Know the organisation's internal policies and the key business policies relating to your sector

Stakeholders and relationships

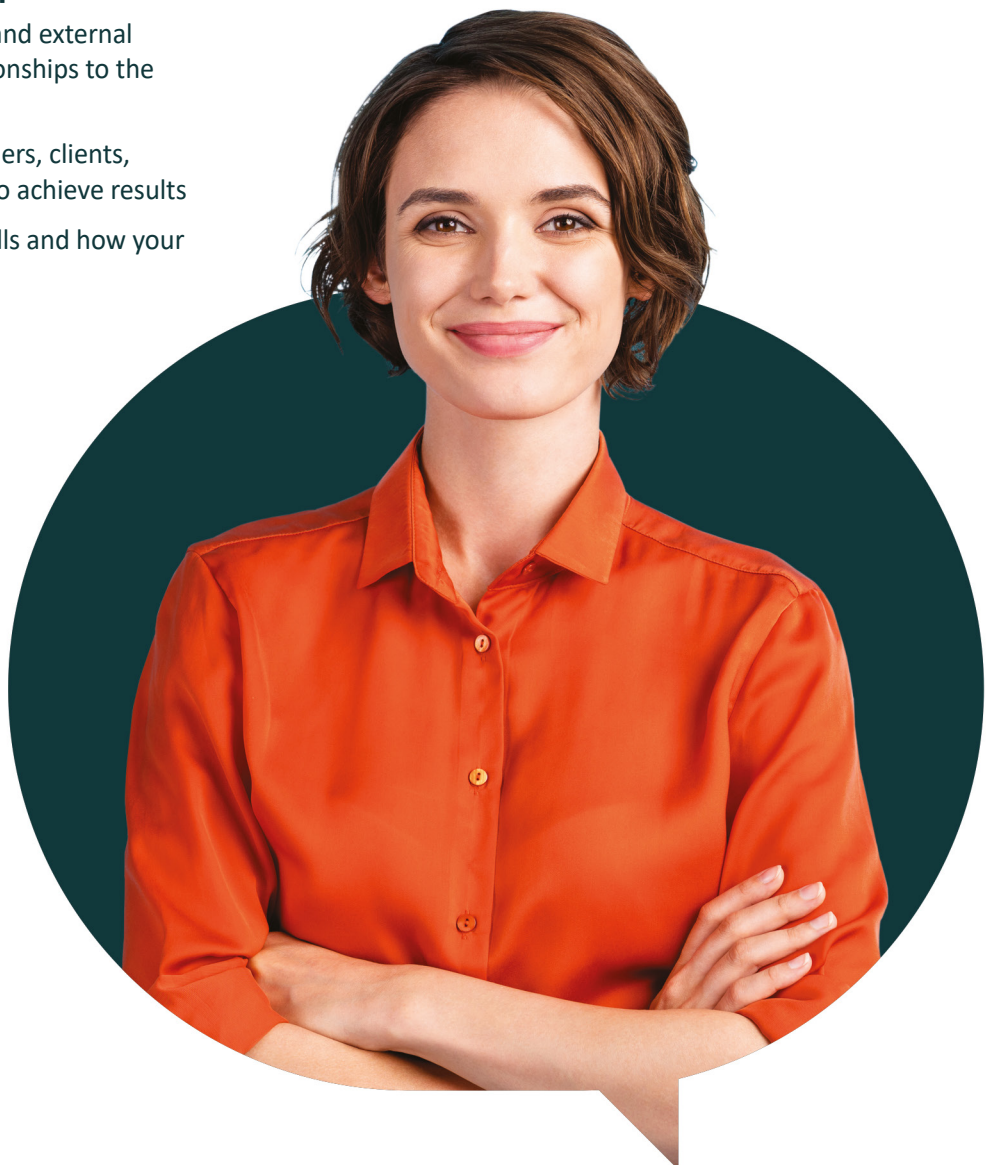
- Understand how to manage internal and external stakeholders and their differing relationships to the organisation
- Understand how to work with customers, clients, suppliers, and partner organisations to achieve results
- Understand the value of your own skills and how your work contributes to the organisation

Regulation and compliance

- Understand the laws and regulations that apply to your role, including data protection, health and safety and equality
- Understand how to handle information securely and follow organisational procedures
- Recognise compliance and data security risks and know how to escalate them appropriately

Business fundamentals and the wider world

- Understand business principles including managing change, business finance, and project management
- Understand the organisation's processes and how to review them and suggest improvements
- Understand relevant external factors - market forces, policy and regulatory change, and supply chain - and the wider business impact



The skills you will learn to apply in your work

Communication and document production

- Communicate clearly and professionally, whether face-to-face, on the telephone, in writing or on digital platforms
- Use the most appropriate channels to communicate effectively and answer queries from inside and outside the organisation
- Produce accurate records and documents including emails, letters, reports, and proposals, and make recommendations for improvement

IT and systems

- Use multiple IT packages and systems relevant to your role to write documents, record, and analyse data, and perform business processes
- Choose the most appropriate IT solution to suit the business problem and maintain accurate databases and records

Planning, organisation and project management

- Take responsibility for initiating and completing tasks, managing priorities and time to meet deadlines
- Use relevant project management principles and tools to scope, plan, monitor, and report
- Plan and manage small projects, and organise meetings, events and logistics as required

Decision making and quality

- Exercise proactivity and good judgement, making effective decisions based on sound reasoning
- Complete tasks to a high standard, checking your own work and continuously improving it
- Review processes, identify inefficiencies, and support the successful implementation of improvements

Working with others

- Build and maintain positive relationships within your team and across the organisation
- Influence and challenge appropriately and support colleagues by developing coaching skills

End-Point Assessment

- Once you, your manager and your tutor feel you are ready, you will be put forward for End-Point Assessment. This will be carried out by your End-Point Assessment Organisation, Training Qualifications UK (TQUK). The End-Point Assessment will include a Knowledge Test, a Project Presentation with questions and answers, and a Portfolio Based Interview
- Your dedicated tutor will fully prepare you throughout the programme to ensure you have the confidence and necessary skills to meet the requirements of End-Point Assessment

Personal attributes and behaviours expected of all Business Administrators

01

Professionalism

- Behave in a professional way, showing personal presentation, respect, punctuality and a positive attitude to colleagues, customers, and stakeholders
- Respect and encourage diversity, and act as a role model who contributes to team cohesion and a positive culture

03

Personal Qualities

- Show exemplary qualities including integrity, reliability, self-motivation, and a positive, proactive attitude
- Motivate others where responsibility is shared

02

Managing Performance

- Take responsibility for your own work and development, accepting feedback positively and showing resilience
- Use initiative, perform thorough self-assessments, and comply with organisational procedures

04

Adaptability and Responsibility

- Accept and deal positively with changing priorities, both in your own work and across the organisation
- Take personal responsibility for the quality and timeliness of your work and take initiative to develop your own and others' skills

What Ofsted said about our programmes at our last inspection:

“

Learners and Apprentices develop their skills to meet exacting sector standards. In many cases, the level of skills gained exceeds the requirements of their qualifications.

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Developing business excellence

For more information call **029 2079 9133** or email **info@t2group.co.uk**

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