



Level 3 Business Administrator Apprenticeship

Programme Duration: 16 months plus up to 4 months for End Point Assessment (EPA)

What will be achieved?

Upon completion of your apprenticeship, you will receive:

- Business Administrator Apprenticeship Standard Level 3 Certificate
- Level 2 Functional Skills in Maths and English (if no prior exemption)

Behaviours:

- Professionalism
- Personal Qualities
- Managing performance
- Adaptability
- Responsibility

Programme delivery

This programme is delivered using a blended learning approach, combining face-to-face tutorials with online learning resources and support including:

- Tutorials and one-to-one mentoring
- E-portfolio and e-learning
- Additional learning and training arranged by your employer, this may include job shadowing/in house training programmes relevant to the course and dedicated time in your day to study, of at least 6 hours per week
- 2-hour one-to-one visits every 4 to 6 weeks with a dedicated tutor and formal quarterly progress reviews with your manager and tutor.

The apprenticeship journey

The Business Administrator apprenticeship standard sets out the knowledge, skills and behaviours that is required to be an effective administrator. The programme has been structured around three key themes of learning to support learners develop their knowledge and skills in a logical manner:

Core Business and Administration

- Your Development (PDP)
- Using IT
- Your Organisation
- Compliance (Regulations and Policies)
- Professionalism

Supporting Business Performance

- Coaching
- Stakeholder Relationship Management
- Change Management
- My Development Part 2 (CPD)
- Responsibility

Project Management

- Project Initiation and Planning
- Project Implementation and Monitoring
- Project Evaluation and Reporting
- Project Presentation

Who is the programme for and what will be involved?

Administration skills are transferable across all sector types and can support apprentice progression into other core business support and managerial roles. Development of these fundamental skills is often a starting point in an apprentice's career, and many employers are eager for staff to hone these abilities so that they can provide quality support to the business and work more effectively and efficiently.

Learners will be assigned a qualified tutor to provide them with help and support delivered by a blended learning approach combining on and off-the-job training to ensure they develop the skills required for their role. Learners with support from their tutor, as needed, complete a range of online learning modules that develop their underpinning knowledge of a broad range of management tasks and concepts. The learning from these topics is holistically assessed through the completion of a range of formal assessments that contribute to their portfolio of evidence and presentations. To achieve this, learners must have at least 6 hours of protected study time each week.



In addition to developing the knowledge, skills and behaviours needed to be a successful Business Administrator, learners will need to achieve level 2 Functional Skills qualifications in English and maths and be committed to achieving these qualifications in the first nine months of their apprenticeship (unless they have GCSE equivalents at grades 9 - 4/A* - C in these subjects).

Learners will develop competence and confidence at work with a range of resources designed to allow access to online learning, videos, workshops and more.

End Point Assessment (EPA)

After a successful delivery of the programme, the end point assessment will take place. The end-point assessment is a synoptic assessment of the skills, behaviours and knowledge that have been learnt throughout the apprenticeship.

Portfolio based interview

The interview assesses the apprentice's understanding and learning throughout the programme.

Project / Improvement presentation

The presentation should summarise the aim, outcome and responsibilities of the knowledge, skills and behaviours in the project

Knowledge test

The test will assess the apprentice's sector specific knowledge outlined in the standard. This includes relevant regulation and laws, business fundamentals and project management principles.

LEVEL 3 BUSINESS ADMINISTRATOR APPRENTICESHIP PROGRAMME MATRIX



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Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	20	21	22	23	24
Apprenticeship knowledge, skills, and behaviours	Theme 1: Core Business and Administration This theme will improve your core administration skills as well as build confidence in your development, understanding of your own and other organisations and how to be compliant and professional.				Theme 2: Supporting Business Performance In this theme you will be looking to improve performance in your working environment, supporting others and taking more responsibility as your KSB's grow.							Theme 3: Project Management In your third and final theme, you will be responsible for delivering your own project to improve performance by creating a business case, using recognised project planning tools and creating a project report to showcase findings. This will naturally develop all KSB's further and help you to manage your own workload and work effectively with others				Pre-Gateway meeting/ Gateway: During this meeting you can select your live assessment date (LAD) and you will identify 4 out of 6 presentation topics you are most comfortable with ahead of your EPA from which CMI will select one for you to present at your live assessment day.	End Point Assessment Period				
	Introduction modules: <ul style="list-style-type: none"> • Introduction to your course • Safeguarding • Online safety • British values and Prevent strategy • Equality and diversity • Introduction to Functional skills • Take control of your future 		Learning topics: <ul style="list-style-type: none"> • Your Development (PDP) • Using IT • Your Organisation • Compliance (Regulations and Policies) • Professionalism 		End of theme assessment or Mock end point assessment (Theme 1)		Learning topics: <ul style="list-style-type: none"> • Coaching • Stakeholder Relationship Management • Change Management • My Development Part 2 (CPD) • Responsibility 			End of theme assessment or Mock end point assessment (Theme 2)		Learning topics: <ul style="list-style-type: none"> • Project Initiation and Planning • Project Implementation and Monitoring • Project Evaluation and Reporting • Project Presentation 		Mock end point assessment (Theme 3)			Live Assessment Day (LAD): Method 1: Knowledge Test Multiple choice test (50 questions) [60 minutes]				
	Written assignment or presentation tasks to be completed and submitted via Maytas Hub (e-Track) <ul style="list-style-type: none"> • Task 1.1- My Development • Task 1.2- Using IT • Task 1.3- My Organisation • Task 1.4- Compliance • Task 1.5- Professionalism (Employer Statement) 		Written assignment or presentation tasks to be completed and submitted via Maytas Hub (e-Track) <ul style="list-style-type: none"> • Task 2.1- Coaching (supporting witness testimony and reflective account) • Task 2.2- Stakeholder Relationship Management (Supporting reflective accounts) • Task 2.3- Change Management • Task 2.4- Responsibility (Employer Statement) 				Written assignment or presentation tasks to be completed and submitted via Maytas Hub (e-Track) <ul style="list-style-type: none"> • Task 3.1- Project Planning (Business case, use of project management tools) • Task 3.2- Project Monitoring • Task 3.3- Project Report • Task 3.4- Project Presentation 		Live Assessment Day (LAD): Method 2: Project Presentation Present project presentation for 10-15 minutes followed by Q&A [30 minutes]												
Behaviours developed throughout programme: <ul style="list-style-type: none"> • Professionalism : Behaves in a professional way Adheres to the organisation's code of conduct for professional use of social media Acts as a role model Punctuality and attitude to stakeholders • Personal Qualities : Shows exemplary qualities including integrity, reliability, self-motivation, being pro-active and a positive attitude Motivates others where responsibility is shared • Managing performance : Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience 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 Performs thorough self-assessments of their work and complies with the organisation's procedures • Adaptability : Is able to accept and deal 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 Takes a clear interest in seeing that projects are successfully completed, and customer requests handled appropriately Takes initiative to develop own and others' skills and behaviours 																					
English and maths	Development of English and maths skills <ul style="list-style-type: none"> • Speaking, listening and communication assesment to be completed by month 4 • Reading, writing and/or maths exams to be completed by month 9 																				