



# Level 3 Business Administrator Apprenticeship

## Course Fact Sheet

**About** – The programme enables individuals working in business administration roles to develop a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. Learners work independently or as part of a team and will develop, implement, maintain and improve administrative services. They will support and engage with different parts of the organisation and interact with internal or external customers.

Roles include, but are not limited to - **Business Administrator, Office Support, Personal Assistant, Receptionist and Recruitment Support.**

The Learner will achieve a Government recognised qualification equivalent to 2 A Levels at completion of the programme.

**Length** - The course is **15 months plus 3 months** for the Apprenticeship Assessment (AA). The AA is an independent assessment that takes place at the end of the apprenticeship. It is carried out by another organisation. Learners need to allocate **6 hours a week** to the apprenticeship, which is split between teaching and workshops, self-paced learning and the practical application of skills.

**Model of Delivery** - The apprenticeship is delivered through monthly workshops, some face to face, some online. Each learner is allocated an assessor who will work with them and support them throughout the apprenticeship journey. There will also be monthly 1:1 meetings between learner and assessor and 12 weekly periodic reviews between assessor, learner and line manager.

**Eligibility Criteria** - Candidates should:

- Have the right to live and work in the UK
- Have been ordinarily resident in the UK or the European Economic Area (EEA) for at least three years before starting the apprenticeship
- Hold an appropriate visa if you are not a UK citizen
- Must be in a role where the learnt skills can be applied

**Modules and Content:**

**The organisation and value of their skills**

The purpose and values that underpin the workplace

Workplace Vision

Organisational structures



### **Stakeholders**

Knowledge of managing stakeholders and their differing relationships within an organisations

Liaising with internal/external customers, suppliers or stakeholders

Engage and foster relationships with suppliers and partner organisations

### **Policies and legislation**

Understand the place of legislation in the workplace

To understand how policies implement legislation in the workplace

### **Project Management**

Project Management principles and tools

Resourcing to deliver success

Leading projects

### **Time management and work planning**

Understanding time management

Time management models

Daily activity planning

### **Business fundamentals and external factors**

Understanding broad and generic business structures and functions

### **Information Technology**

Understanding IT systems and packages

Understanding IT security

### **Decision making**

Decision making tools

Decision making requirements

### **Interpersonal and communication skills**

Managing positive relationships

Influencing skills

### **Quality control and record documentation**

Managing quality data systems

Collecting and analysing data

Accurate documentation

Storage of documentation

**Further information -** [maxwell.stoner@communitymatters.co.uk](mailto:maxwell.stoner@communitymatters.co.uk)