

# THE APPRENTICE and TRAINING PARTNERSHIP

## LEVEL 3 APPRENTICESHIP IN BUSINESS ADMINISTRATION

### Programme Overview:

Business Administrators across all industries handle day-to-day support tasks to ensure that business runs glitch-free, including the organisation of people, resources and information. Apprenticeship programmes in Business Administration are ideal to meet the skill needs of businesses, upskill staff and to attract new candidates looking to start a career in business and administration.

There are 3 levels of Business Administration Apprenticeship Frameworks, depending on the experience of the candidate required and the needs of the job role. Candidates can progress through the levels depending on the opportunity available.

### Entry Requirements:

There are no formal entry requirements for a level 3 Apprenticeship in Business Administration. However, it is recommended that Apprentices will have completed a level 2 Apprenticeship or an equivalent qualification. Apprenticeship programmes require a level of English, Maths and ICT which we cover to support achievement through the completion of functional skills at the required level.

### Initial Assessments:

Initial assessments for Maths and English will be carried out for all apprentices using an approved diagnostic tool. This will include a full diagnostic of knowledge in Maths and English to gauge the level at which the apprentice is working. This will enable us to support the apprentice and structure training provision. Learners' suitability for the chosen apprenticeship programme is also initially assessed to ensure each learner is on the most appropriate programme for their chosen career path.

### Who is it for?

Level 3 is aimed at Apprentices who may have completed a Level 2 Apprenticeship and/or are A-Level finishers. At this level, candidates will have already gained administrative experience or experience in a business environment.

This Apprenticeship is ideal for employers looking to fill the following job roles:

- Administration Officer/ Executive
- Office Administrator
- Business Support Administrator
- Trainee Personal Assistant
- Secretary
- Senior Receptionist

### Programme Duration:

**Level 3:** 12 – 24 months

### Qualifications:

- Level 3 Diploma in Business Administration (including Principles of Business and Administration)
- Functional Skills in English Level 2
- Functional Skills in Maths Level 2
- Functional Skills ICT Level 2

Apprentices will also learn and develop the organisational behaviours required for the role; including Personal Learning and Thinking Skills (PLTS) and Employee Rights and Responsibilities (ERR).

## Delivery Model:

A minimum of 20% of the apprenticeship training takes place off-the-job and is flexibly delivered to suit your business. Off the job training is delivered through workshops and tutorials in the workplace supplemented by feedback with ongoing development which includes additional learning materials, resources and training delivered through the apprentice's e-portfolio OneFile; to which employers have access to view the progress and the development of each apprentice. The remaining on the job training and assessment is also delivered flexibly at the apprentice's place of work.

A full timetable for training and ongoing assessment will be issued to both you as the employer; and the apprentice, once the delivery model and training elements have been agreed.

On Programme Assessment will take the form of progress reviews with the assessor/trainer, employer and apprentice at least every 12 weeks.

## Programme Structure:

The Business Administration Apprenticeship is made up of mandatory and optional units; of which the optional units can be tailored to each Apprentice and individual job roles within a company.

### Mandatory units:

- Communicate in a business environment
- Understand employer organisations
- Principles of providing administrative services
- Principles of business document production

### Optional units can include:

- Provide administrative support for meetings
  - Produce minutes of meetings
  - Spreadsheet software
  - Understand the legal context of business
  - Administer human resource records
- (These are a sample of some of the combination of units offered in the Framework)*

## Progression:

Apprentices who have achieved their Level 3 in Business Administration are able to progress onto a Level 4 Advanced Apprenticeship in Business Administration, Customer Service or Team Leading/Management (if they lead or manage a team). Progressing your Apprentice onto a higher level Apprenticeship can help your business allocate its Levy payment over a prolonged timeframe, upskill the Apprentice further and assist staff retention and loyalty.

## Next Steps:

In order to create an apprenticeship that best suits your business requirements, we will meet with you to discuss the delivery of the programme and how the apprenticeship will be funded. We will provide ongoing support including:

- Search and selection of the right apprentices to meet your business requirements.
- Specifying the training modules to optimise 'in job' performance.
- A tailored service in order to seamlessly integrate with your apprentice managers.
- Updates and information regarding apprenticeship costs and funding.
- Support and guidance for the apprentice and employer from start to finish with one main point of contact for you throughout the whole apprenticeship.
- Employer and apprentice access to a comprehensive range of resources and support material via OneFile.
- Time-efficient visits for training and assessment to work around you.
- Industry specialist qualified trainers and assessors.



## Questions?

If you have any questions or concerns relating to supporting an Apprentice, your assigned tutor is always available to help, or, contact one of our advisors on **0330 380 0249.**