

Facilities and Requirements

Business Apprenticeships

L3 Business Administrator

Facilities	Apprentices must have adequate skills to be able to
<ul style="list-style-type: none"> • A range of IT systems – MS Office and industry specific software • Scope to run a project to improve something in the workplace, e.g., reducing wastage in the office, improving a system, making the reception area more pleasant, introducing a newsletter • A team for the apprentice to work with • A range of communication types with a range of people – face to face, email, digital 	<ul style="list-style-type: none"> • Use of a range of IT systems relevant to their role • Make effective decisions • Plan and organise work • Manage a project • Communicate to a range of audiences

L3 Team Leader

Facilities	Apprentices must have adequate skills to be able to
<ul style="list-style-type: none"> • A team for apprentice to lead with line management responsibilities • Scope for apprentice to carry out regular 1-2-1s and performance management meetings with their team members • Scope for apprentice to manage a project • Scope for apprentice to work with and analyse data • Scope for apprentice to chair regular team meetings 	<ul style="list-style-type: none"> • Leading people • Managing projects • Communicate organisational strategy • Manage finance • Run operations • Manage themselves

L2 Customer Service Practitioner

Facilities	Apprentices must have adequate skills to be able to
<ul style="list-style-type: none"> • A range of customers – internal and external • Customers to interact with via a range of communication – face to face, phone, email, digital • EPA includes an in-person observation. 	<ul style="list-style-type: none"> • Engage positively with customers • Effectively communicate with customers • Use influence to achieve positive outcomes • Deal with conflict and challenge • Plan and organise workload

L3 Learning Mentor

Facilities	Apprentices must have adequate skills to be able to
<ul style="list-style-type: none"> • At least two new or less experienced staff to mentor • At least two mentees available for the End Point Assessment activities. • Scope for the Mentor to teach, coach and develop their mentees. • Scope for the Mentor to signpost to external agencies 	<ul style="list-style-type: none"> • Guide people to get the most from their learning • Collaborate effectively with others • Plan and facilitate mentoring • Maintain effective records • Manage own development

L3 Customer Service Specialist

Facilities	Apprentices must have adequate skills to be able to
<ul style="list-style-type: none"> • A range of customers – internal and external • Customers to interact with via a range of communication – face to face, phone, email, digital • Apprentice must have decision making accountability to resolve problems • Scope to run a project that works towards a meaningful improvement in their area of responsibility • EPA includes an in-person observation. • Scope to coach other team members. 	<ul style="list-style-type: none"> • Provide a positive customer experience • Work with your customers • Improve customer service • Critically analyse the end-to-end customer experience

L5 Operations Manager

Facilities	Apprentices must have adequate skills to be able to
<ul style="list-style-type: none"> • A substantial team to lead with line management responsibilities • Scope to carry out regular 1-2-1s and performance management meetings with their teams • Scope to input into budget decisions • Scope to run long term and complex projects • Scope to work with and analyse data • Scope to chair regular team meetings. 	<ul style="list-style-type: none"> • Communicate vision and strategy • Manage a project • Build trust and negotiate • Develop high performing teams • Make effective decisions