



Level 3 Business Administrator

For individuals aspiring to thrive in administrative roles across diverse sectors, this qualification provides a robust foundation in business administration. Participants will delve into various aspects of administrative tasks, honing skills in organisation, communication, and problem-solving. From managing data and handling correspondence to coordinating events and supporting colleagues, apprentices will gain an understanding of the critical functions within a business environment. The qualification not only prepares individuals for the dynamic challenges of the administrative field but also develops professional growth and adaptability.

A Business Administrator will acquire a diverse set of competencies, including:

Knowledge Development

- Understand organisational purpose, activities, aims, and values
- Gain practical knowledge of managing stakeholders and their relationships to an organisation
- Recognise the applicability of business principles, such as managing change and finances
- Understand relevant external factors e.g. market forces, policy and regulatory changes
- Know the organisation's processes, including processing customer data

Skills Enrichment

- Utilise multiple IT packages and systems relevant to the organisation
- Produce accurate records and documents
- Make effective decisions based on sound reasoning and deal with challenges
- Demonstrate good communication skills
- Take responsibility for initiating and completing tasks, managing priorities and time

Functional Skills

Maths and English qualifications are an integral element of the apprenticeship standards.

These are implemented by Haddon Training's dedicated Functional Skills team and will be delivered either as individual or group sessions, depending on the learner's requirements. If the learner has completed Functional Skills previously or can provide suitable evidence, such as GCSE certificates or similar, they may be exempt from completing this element of the qualification.

| Functional Skills | |
|---------------------------------|---------|
| Learners will need to complete: | |
| English | Level 2 |
| Maths | Level 2 |

Qualification Overview

To achieve the Level 3 Business Administrator qualification, the learner must complete:

- All mandatory modules.
- All core behaviours.
- The End Point Assessment, in which all components must be passed.

The apprenticeship is awarded through the successful completion of an End Point Assessment (EPA). This consists of:

- An online knowledge test.
- A professional discussion in which the learner is questioned on the knowledge learnt throughout the apprenticeship.
- A short work-based presentation submitted on the EPA day. The presentation topic is centred on a project they have completed or a process they have improved.

The qualification will take a minimum of 13 months to complete, dependent on a learner's prior knowledge and skills recorded on a skill scan and individual learning plan.

Mandatory Modules Overview

| Knowledge and skills outline |
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| Working with a variety of stakeholders |
| Using appropriate communication methods |
| Complying with all workplace legislations |
| Upholding and maintaining quality |
| Using a range of IT software |
| Problem solving and decision making |
| Completing and being responsible for a workplace improvement/project |

Core Behaviours

| Personal and employability skills |
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| Takes responsibility |
| Shows integrity, reliability and self-motivation |
| Manages performance |
| Is adaptable to the organisation's needs and their own work |
| Demonstrates professionalism |

For an in-depth view of the knowledge, skills, behaviours for the Business Administrator apprenticeship, please visit: <https://tinyurl.com/BusinessAdminL3>

*Please note employers will be assessed before the qualification commences to ensure that they can meet the requirements of any chosen pathway listed above. Please discuss your options further with our team to find out more.

Progression

If you are in a suitable role, you could progress to:

- Level 3 Team Leader
- Level 3 Customer Service Specialist
- Level 4 Learning and Skills Mentor
- Level 5 Operations Leader

