

# Business Administrator

## Level 3 Standard

Every organisation needs skillful business administration. As an employer, you need to be confident that anyone undertaking administration for you is competent and knowledgeable, as well as able to meet the requirements of your particular organisation.

Employing an apprentice is a great way to ensure that you train and develop an administrator to fit with your way of working – either upskilling an existing member of staff into the role or bringing in new talent.

The Business Administrator Standard at Level 3 is a new format of apprenticeship aimed at those who have some experience of working within an administrative capacity, who are capable of taking responsibility for their areas of work. The apprenticeship offers an opportunity to prove competence in the skills, knowledge and behaviours of the new Standard, which has been developed with employers. A NVQ in Business Administration can be achieved during the apprenticeship - at Level 2 for new recruits (to gain a basic understanding of business administration). If required, we can offer NVQ at Level 3 for experienced, existing staff alongside the Business Administrator Standard. The units within the NVQ can be tailored to the needs of your organisation or the specific job role.

### Key Areas of Study

This apprenticeship will develop your learner's abilities to deliver a range of administrative tasks. Your learner will cover essential skills, knowledge and behaviours in the workplace. If they are completing a NVQ as part of their apprenticeship, you will be able to select from a number of optional units to best suit the needs of your business.

#### Quick Information:

### New Apprenticeship Standard designed by employers for employers

**Sector:** Relevant to all employment sectors

**Who is it for?** New recruits and existing staff

**Start date:** Flexible to suit employers

**Level:** Level 3

**Duration:** 18 – 24 months

**How does it work?** Delivered in your workplace, a college tutor will visit every month; review meetings with the tutor, apprentice and their manager will be scheduled every 8-12 weeks

**Content:** Key competence and knowledge to suit your organisation

**Assessment:** Knowledge test, project and portfolio of evidence

**Qualification:** Business Administration Apprenticeship Level 3

**Additional Qualifications:** NVQ Business Administration L2 (new recruits) or NVQ BA L3 (existing staff who already have NVQ BA L2), plus Functional Skills at Level 2 in English and Maths



## **Skills**

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### **Information Technology**

Skilled in the use of multiple IT packages and systems relevant to the organisation.

### **Record and document production**

Produces accurate records and documents, maintains records and files, handles confidential information, coaches others in processes of organisation.

### **Decision making**

Makes effective decisions / seeks advice of more experienced team members when appropriate.

### **Interpersonal skills**

Builds and maintains positive relationships within their own team and across the organisation.

### **Communications**

Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms.

### **Quality**

Completes tasks to a high standard.

### **Planning and organisation**

Takes responsibility for initiating and completing tasks.

### **Project management**

Uses relevant project management principles and tools to scope, plan, monitor and report.

## **Knowledge**

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Apprentices should be able to demonstrate a thorough knowledge of:

- Their organisation (purpose, activities etc)
- The value of their skills
- Who their stakeholders are (managing information needs)
- Relevant regulations and policies
- Business fundamentals
- Procedures
- External environmental factors

## **Behaviours**

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Apprentices should be able to demonstrate certain behaviours in their work role:

- Professionalism (personal presentation, role model)
- Personal qualities (including integrity, motivating others)
- Managing performance (responsibility for own work)
- Adaptability
- Responsibility (for team performance)
- Developing own and others' skills and behaviours

## **Optional areas of study**

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Apprentices undertaking an NVQ would be able to select optional units of study which enable the learner to demonstrate knowledge and competent performance in areas such as:

- Improvement of business performance/resolve business problems
- Develop/deliver a presentation
- Creating bespoke business documents / text from notes, audio, shorthand
- Using and monitoring, developing an information system
- Provision of business travel or accommodation
- Administrative support in schools
- Parking and traffic administration
- Legal administration
- Meetings work (admin support/producing minutes)
- Handle mail
- Stationery and supplies
- Contribute to the organisation of an event/manage or contribute to projects
- Human resource administration (records, recruitment and selection)
- Financial work
- Buddy a colleague to develop skills
- Employee rights and responsibilities/equality in the workplace
- Supporting environmental sustainability
- Prepare specifications for contracts
- Use of specific software, including bespoke and social media
- Customer service work

## **Training, Tutoring and Assessment**

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The programme takes 18 – 24 months to complete (depending on whether a NVQ is included). The pace at which the learner progresses will be driven by you and the learner. We will work closely with you to plan and deliver appropriate support and training. Your learner will mainly learn on the job, but training and one-to-one tutoring are also a key part.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the learner, provide feedback and guide development.

Your apprentice will have the opportunity to attend the college for Knowledge Input Sessions to help them to complete the mandatory units of the NVQ component of the apprenticeship. A further series of college sessions will be available to help them prepare for the End Point Assessment (EPA).

The learner will need to pass a knowledge test, evidencing a basic knowledge of administration; they will have worked on a project/improvement which they will need to present as part of the End Point Assessment; they will also have compiled a portfolio of evidence (8-12 items) which will form the basis of a discussion interview about their role and competence.

If an NVQ is included in their personal learning plan, the learner will need to complete the mandatory and required number of credits from optional units to achieve the full diploma.

The Business Administrator Standard requires that the learner is working at Functional Skill Level 2 in both English and Maths; online and class provision is available to prepare learners for the Functional Skills tests.

## **Apprentice Entry Requirements**

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Apprentices will be required to have four GCSE A-C or grade 4-9, including Maths and English. If your Apprentice does not have GCSE grade C or above/grade 4-9 (or equivalent) in English and Maths, online and class provision is available.

**New recruits** will need to attend the NVQ Business Administration Level 2 classes for the first part of their apprenticeship to learn the basics of administration.

**Experienced learners**/those with NVQ Business Administration Level 2 can work towards the Business Administrator standard; if required, they can work towards the NVQ BA L3 as part of the apprenticeship.

## **Progression Opportunities**

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- Level 4 Business and Professional Administration (Higher Apprenticeship framework)
- ILM Management and Leadership Level 3
- ILM Management and Leadership Level 4
- ILM Management and Leadership Level 5

Or progression to a part-time Business degree with The Sheffield College accredited by the Open University.

## More information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard. At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

## Get In Touch

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