



**Adult Education
in Gloucestershire**

The Apprenticeship Team
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Course

Level 3 Business Administrator Standard Apprenticeship

The Business Administrator Apprenticeship is designed to provide the Knowledge, Skills and Behaviours required to be an effective Administrator in both large and small businesses in the public, private and charitable sectors.

It is ideal for those administrators with some responsibility for systems or people and who would like to progress their career to a more senior role. They will ideally support and work with different parts of the organisation, communicating with a variety of internal and external stakeholders and contribute towards the efficiency of the company.



Added Value

Adult Education is pleased to be able to offer the Business Administrator BTEC qualification at no extra cost to support the learner and employer with gaining the required skills. Adult Education will also work with both the employer and the learner to identify a personalised training programme.

Commitment

This Apprenticeship is typically 18 months long, with an additional three months for End Point Assessment.

20% of the Apprentices time should be spent in paid off the job learning, so as an employer you will need to ensure that time is allocated for learning.

Adult Education provides workshops that support the apprentice in gaining the knowledge required to achieve their programme. We also offer clinics where learners can attend for advice and support or are struggling with their assignments and projects.

Part of the programmes requirements is a significant project looking at business improvements, so time and responsibility will need to be given to the learner to ensure that they can provide this evidence.

Every twelve weeks a formal review will take place between the learner, employer and assessor where progress/concerns to date and targets for the next twelve weeks are discussed and agreed.

Dedicated trainer and assessors will support the delivery from providing training in our specially written workshops to monthly assessment visits to aid and support progression, generate evidence, guidance and support.

Eligibility

Whilst the eligibility is agreed with the employer, we would recommend that apprentices are able to work towards GCSE grade 4-9 (A- C) in Maths and English.



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What the Apprenticeship looks like

The Apprenticeship consists of:

Functional Skills in Maths and English at Level 2

BTEC Business Administrator Level 3 (Added Value) to aid in your understanding and collection of evidence

Business Administrator standard – which looks at the Knowledge, Skills and Behaviours.

Knowledge

An in depth knowledge of the organisation and wider business environment covering:

- ✓ **The organisation** – able to explain purpose, activities, aims vision and values of the organisation now and in the future
- ✓ **Value of skills** – able to explain the structure of organisation and how they and their work fit and able to recognise how their skills will benefit and progress their career
- ✓ **Stakeholders** – a practical knowledge of stakeholders and different relationships to the organisation, including internal and external customers, clients and suppliers. How they engage and foster relationships
- ✓ **Relevant regulations and Policies** – understanding the laws, regulations and policies
- ✓ **Business Fundamentals** – understanding managing change, business finance and project management
- ✓ **Processes** – understanding organisation processes for customer data, making suggestions form improvement and improving business processes and procedures.

Skills

- ✓ **IT** – demonstrates skills in the use of a variety of IT systems and packages, able to write letters and emails, perform, record, analyse and report on financial data and business processes
- ✓ **Project Management** – can use project management principles and tools to plan, monitor, manage and report on progress.

Behaviours

- ✓ **Professionalism** – following organisation values, being fair, open, consistent and honest
- ✓ **Personal Qualities** – demonstrating integrity, reliability, positive and self-motivated
- ✓ **Managing Performance** – demonstrating responsibility, sought and actioned feedback and working independently
- ✓ **Adaptability** – Positively respond to change, assessed benefits and drawbacks
- ✓ **Responsibility** – taking the initiative to problem solve and make decisions, taking ownership, developing own performance.

Adult Education recommends (and at no extra cost to you) the BTEC Business Administrator qualification, which will support the apprentice in developing the required knowledge, skills and behaviours.

Gateway and End Point Assessment

The employer will need to choose an independent End Point Assessment Organisation, who will complete the Apprenticeship process.

The End Point Assessment has a number of requirements:

1. **Knowledge test** – multiple-choice Knowledge Test
2. **Portfolio Based Interview** – a structured interview around the showcase portfolio
3. **Project Presentation** – A presentation based on the project.

The End Point Assessor will then award a grade.