



Level 3

Business Administrator



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FAQs

Q: Who is the qualification for?

A: Those who are typically involved in working independently or as part of a team, who are involved in developing, implementing, maintaining and improving administrative services within small and large businesses alike; from the public, private or charitable sector.

Q: Is it part of an apprenticeship standard or initiative?

A: ST0070 – Business Administration.

Q: What does the qualification cover?

A: This qualification allows candidates to learn, develop and practice the skills required for employment and a career in Business Administration. The content covers all essential areas, with a focus on adding value. The role of the business administrator contributes to the efficiency of an organisation and is mapped out to the institute of apprenticeships standards.

Q: What is a Level 3 Business Administrator Apprenticeship?

A: It's a work-based program which combines on-the-job training with classroom learning, equipping you with skills to support functional areas. They will work across different teams to improve the efficiency of the organisation.

Q: What opportunities for progression are there?

A: This qualification allows candidates to go on to develop key skills and behaviours which will support their progression towards management responsibilities. They will also progress to higher level 4 management & training courses and be able to expand their management career.

Q: What will I be responsible for?

A: Supporting and engaging with different parts of the organisation and interacting with internal or external customers.

FAQs

Q: What skills will I learn?

A: You will: learn how to use multiple IT packages, be able to produce accurate records and documents, develop exceptional communication skills, learn to build and maintain positive relationships within your team, and review and continuously improve on your work.

Q: What level qualification is it equivalent to?

A: This qualification is equivalent to an A Level or NVQ Level 3.

Q: What industry sectors is it suitable for?

A: All sectors! Public, private, and charities all rely on excellent business administrators.



Structure

Entry Requirements

Whilst any entry requirements will be a matter for individual employers, an apprentice needs a minimum of English & Math GCSE.

Structure

Our candidates are trained to the highest standards, and they're fully supported to develop all the knowledge, skills and behaviours required to be an outstanding Business Administrator.

The course duration is typically 12 - 18 months.

Knowledge

Our course is delivered via live training webinars with specialist tutors.

Skills and Behaviors

You will be appointed a designated Learning & Skills Coach, who will coach you through your qualification and complete regular assessments with you to support you in completing your qualification. You will have weekly contact with your tutor.



Course Contents

- What is a Business Administrator's Role & Function?
- IT Skills
- Business Fundamentals
- Records and Documentation
- Personal Qualities and Managing Performance.
- Processes, Regulations & Policies
- Decision-Making & Planning
- Evaluation
- Communication and Interpersonal Skills
- Teamwork and collaboration

Completion of these units will produce a portfolio of evidence of your competency.





What is a Business Administrator's Development Role & Function?

You will be introduced to the roles and responsibilities and essential attributes and behaviours required in the various Business Administrator roles that are required for effective administration in an organisation.

Additionally, it will teach you the ability to influence and challenge appropriately. Become a role model to peers and team members, and develop coaching skills. Priorities and time to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace.

Be able to understand the organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.

IT Skills

Become skilled in the use of multiple IT packages and systems relevant to the organisation to: write letters or emails, create proposals, perform financial processes, and record and analyse data. Examples include MS Office or equivalent packages.

Learn to be able to choose the most appropriate IT solution to suit the business problem and to update and review databases, record information and produce data analysis where required.





Business Fundamentals

You will understand the applicability of business principles such as managing change, business finances and project management.

Learn to understand relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact.

Where necessary gain the knowledge to understand the international/global market in which your employer works. As well as learn to deal with changing priorities related to both your work and the organisation.

Records and Documentation

Learn how to produce accurate records and documents, including:

- Emails, letters, files, payments, reports and proposals.
- Be able to make recommendations for improvements and present solutions to management.
- Draft correspondence.
- Write reports.
- Be able to review others' work.
- Maintain records and files.
- Handle confidential information in compliance with the organisation's procedures.
- Have a full understanding of GDPR.
- Be able to coach others in the processes required to complete these tasks.





**WHAT
DO PEOPLE
THINK ABOUT
YOU?**

Personal Qualities and Managing Performance

Learn how to build and maintain positive relationships within your own team and across the organisation, as well as being able to demonstrate the ability to influence and challenge appropriately.

Gain the confidence to become a role model to peers and team members, develop coaching skills as you gain knowledge, to contribute to team cohesion and productivity.

Develop the knowledge to know how you fit within your team and recognise how your skills can help you to progress in your career.

You will learn to always behave professionally. This includes personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders.

Adhering to the organisation's code of conduct for professional use of social media.

Become a representative of the positive aspects of team culture and respectfully challenge inappropriate prevailing cultures.

Processes, Regulations & Policies

You will gain the knowledge to understand the laws and regulations that apply to your role including data protection, health & safety, compliance etc.

You will learn how to support the company in applying the regulations by understanding the organisation's internal policies and key business policies relating to its sector.

Understand your organisation's processes, e.g. making payments or processing customer data.

Learn to be able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures.

Understand how to administer billing, and process invoices and purchase orders.





Decision-Making & Planning

The learner will develop the skills to exercise proactivity and good judgement to make effective decisions based on sound reasoning be able to deal with challenges in a mature way and know when to seek advice from more experienced team members when appropriate.

You will learn to take responsibility for initiating and completing tasks and managing priorities and time to successfully meet deadlines.

You will positively manage the expectations of colleagues at all levels.

Gaining the confidence to make suggestions for improvements to working practice, and showing understanding of implications beyond the immediate environment (e.g. the impact on clients, suppliers, and other parts of the organisation).

Learn to manage resources e.g. equipment or facilities.

Organise meetings and events.

Be able to take minutes during meetings and create action logs as appropriate.

Take on the responsibility for logistics e.g. travel and accommodation.

Evaluation

You will gain the knowledge and skills required to evaluate the impact of learning solutions - measure and assess development initiatives for effectiveness, business relevance, and efficiency, and continually seek ways to improve learning solutions.

Build evaluation mechanisms for learning outcomes including the use of quantitative and qualitative feedback where appropriate.

Apply techniques to analyse the impact of training on learners' experience.





Communication & Interpersonal Skills

Develop the knowledge and skills to communicate and influence through a range of media e.g., phone, face-to-face, email, online/ virtual, adapting their style to their audience.

- Build trust and sound relationships with customers/learners/ colleagues.
- Handle conflict and sensitive situations professionally and confidentially.
- To act with integrity and demonstrate organisational values in the way they interact with others.
- They deliver the outcomes of their work through co-design, with a willingness to question and challenge as appropriate.
- They will understand and apply social media solutions appropriately.
- Be able to answer questions from inside and outside the organisation, representing the organisation or department.

Teamwork & Collaboration

Learn how to consistently support colleagues / collaborate within the team and for learning & development practitioners to achieve results.

Build and maintain strong working relationships with others in the L&D team, HR and the wider business as required.

To become a collaborative partner with consideration of the needs of others alongside the needs of the business.



Off The Job

Employer Engagement

