

# BUSINESS ADMINISTRATOR

This training programme has been designed for those working in the business professions sector. Individuals support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, business administration contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

## The programme in brief

- Level 3
- Duration - 14 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



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## The learner journey

**1. 14 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

**2. Gateway** – After the 14 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

## How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

## What your employees will learn

### Knowledge:

Understands organisational purpose, activities, aims, values and vision; knows organisational structure and how they fit within their team; has practical knowledge of managing stakeholders; liaises with internal and external customers and suppliers; understands laws and regulations that apply to their role; internal and key business policies relating to sector; business principles; understands organisation's processes and reviews autonomously and suggest improvements; help define business processes and procedures; administer billing, process invoices and purchase orders; understands the international or global market where appropriate.

### Skills:

Skilled in the use of IT packages and systems; makes recommendations for improvements; drafts correspondence and writes reports; maintains records and files; handles confidential information; makes effective decisions; builds and maintains positive relationships; ability to influence and challenge; communication skills; communicates effectively; reviews processes; administrative best-practice; problem-solving skills, prioritises time and manages expectations of colleagues; resource management; organises meetings and events; uses project management principles; plans resources to successfully deliver projects; undertakes and leads projects as and when required.

### Behaviours:

Behaves in a professional way; adheres to code of conduct; acts as a role model, contributing to team culture; shows integrity, reliability, self-motivation, being pro-active and has a positive attitude; motivates others where responsibility is shared; takes ownership for their work, development and tasks; able to accept and deal with changing priorities; responsibility for team performance and quality of projects delivered; interest in seeing that projects are successfully completed and customer requests handled.

For more information visit:  
[Institute of Apprenticeships and Technical Skills](#)