

Apprenticeship Standard for Business Administrator

Occupation:

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills. The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Entry Requirements

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C / 4 or higher.

Course Content & Duration

Knowledge

The organisation
Value of their skills
Stakeholders
External environment factors
Relevant regulation
Policies
Business Fundamentals
Processes

Skills

IT
Record and document production
Decision making
Interpersonal skills
Communications
Quality
Planning and organisation
Project management

Behaviours

Professionalism
Personal qualities
Managing performance
Adaptability
Responsibility



City & Guilds



HOET

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On Programme:

On completion of course you will have achieved **City & Guilds Business Administrator Level 3 Standard**.

If necessary Heart of England Training will support you with achieving Maths and English through either GCSEs or Functional Skills examinations.

Workshops:

We will be delivering the following workshops to complement your qualification. Please note that workshops can be tailored to suit organisational requirements whilst meeting the Business Administrator Apprenticeship Standard. Dates will be announced on our website www.hoet.co.uk/business-administration.

Principles of Business Administration

Day 1

Project Management

Day 2

Dealing with Customer Conflict & Communication in a Business Environment

Day 3

Your Organisation & Managing Performance

Day 4

Systems & Resources, ICT for Business

Day 5

Gateway:

We will also be offering 2 full day workshops and a mock EPA to prepare you for the End Point Assessment (EPA).

EPA:

The EPA will consist of an online multiple choice test, a portfolio interview and project presentation you will then receive your grading of either Pass (P) Merit (M) Distinction (D).

20% Off The Job Training:

Heart of England Training will support you in realising 20% off the job training, including our 5 full day workshops and offering added value complementary day courses to suit the needs of your business.

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