

Business Administrator



<i>Provision Sector</i>	<i>Level</i>
Business & Administration	3

Intent

The intent of this apprenticeship is to develop the skills within administration across all sectors. This includes small and large businesses alike, from the public sector, private sector and voluntary sector. The role may involve working independently or as part of a team and will include developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities. Alongside the knowledge, skills and behaviour modules studied at college, it also involves significant workplace input for:

- Completion of a project the apprentice has undertaken or a process they have improved within the workplace
- Development of new skills and the transfer of knowledge to supplement existing skills
- Support to develop the necessary behaviours
- On the job training to build knowledge, skills and behaviours in a variety of situations
- Opportunities to develop awareness of the organisational vision for the future.

On successful completion of this course, an apprentice will be able to deliver their responsibilities efficiently and with integrity – showing a positive attitude, demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing existing and new skills. The apprentice will also be able to demonstrate using initiative, managing priorities and time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

The focus of the apprenticeship is to provide a breadth of transferrable skills, knowledge and behaviours that are required to successfully work in the administrative sector of an organisation.

This includes studying a variety of knowledge modules in college then applying this knowledge to build skills in the workplace. Appropriate behaviours for this role are developed at work and reinforced at college. This application of knowledge into skills and behaviour development are captured via the completion of an exam, work-based portfolio and a project that demonstrate competence across the standard.

<i>Minimum Entry Requirements</i>	Ideally: English: 4 / C Maths: 4 / C (discussion for support to achieve these during the course is available)
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Implementation

<i>Duration</i>	18 months (this includes the End Point Assessment period)
<i>Content & Responsibilities</i>	<ul style="list-style-type: none"> ○ College delivery for the Standard (CCN & Apprentice) ○ Workplace Reviews once every 10-12 weeks (Employer, CCN & Apprentice) ○ Workplace Visits to build evidence (Employer, CCN & Apprentice) ○ 20% Off-the-Job Training (Employer, CCN & Apprentice)
<i>Delivery</i>	<ul style="list-style-type: none"> ○ The release pattern for this course is once a week (term time only) for a term plus some workshops (please see road map) ○ Functional Skills sessions may be on a different day to an Apprentice's regular college day. These can require additional attendance. ○ Additional sessions, including examinations, may be run in holiday periods if needed and by prior agreement with Apprentice and Employer.

English & Maths Functional Skills	<ul style="list-style-type: none"> ○ If a learner has achieved English & Maths at Level 2 (4/C or above at GCSE or Functional Skills Level 2), they will not have to attend these sessions. ○ If a learner has achieved English & Maths at Level 1 (3-2/D-E at GCSE or Functional skills Level 1), they will have to attend college until they are able to attempt Functional Skills exams at Level 2.
College Training	<ul style="list-style-type: none"> ○ The college sessions have been designed to reflect workplace situations, to engage the apprentice into real problem-solving skills and sharing best practice. There is a mixture of individual study, group working and opportunities for delivering presentations. There is also tailored support towards End Point Assessment. Assessments are set to help the apprentice develop their portfolio evidence and manage projects.

Impact	
Apprentice	<p>End Point Assessment The Apprentice will be ready for End Point Assessment which includes:</p> <ul style="list-style-type: none"> ○ Knowledge Test: This test will consist of multiple-choice questions on a computer-based platform. ○ Portfolio Interview: Portfolio of evidence to be submitted two weeks prior to the interview. The interview will be 30 – 45 minutes and the questions will be set from the evidence submitted in the portfolio. ○ Project Presentation: A workplace project/process improvement report will be submitted 2 weeks prior to the EPA date, as well as a PowerPoint presentation and a log of time spent on the project. The presentation will need to be 10-15 minutes and this is followed by a question and answer session of 10-15 minutes. <p>Qualifications Upon successful completion of the course, learners will be awarded a Level 3 Business Administrator Apprenticeship Standard.</p> <p>Progression The impact of this course should support a learner’s progression which may include:</p> <ul style="list-style-type: none"> ○ Continuation, development or promotion at work or within this sector. ○ The skills to further develop a specialism, such as project management, coaching or team leading.
Employer & Sector	The successful completion of this course should provide the employer or wider sector with a skilled staff member. They will have the ability to further develop with their careers and share best practice across the organisation.

General Information	
Course Cost	Apprenticeship course fees are subject to the age of the Apprentice, the payroll of the employer and the number of employees currently employed at the company. Course fees are paid by the employer and not the Apprentice.
Eligibility	Apprenticeships are open to anyone over the age of 16, whether they have just left school or have been working for years. However, candidates must ensure they: <ul style="list-style-type: none"> ○ Are legally permitted to work in the EU. ○ Are employed in a relevant job role before they become an Apprentice. ○ Are not taking part in full-time education from the commencement of their Apprenticeship.

Contact Information	
<p>If you are an employer who would like to support an Apprenticeship, or an employee who is interested in doing an Apprenticeship with your current employer, please contact the CCN Apprenticeships team.</p> <ul style="list-style-type: none"> ○ Phone: 01603 773365 ○ Email: Apprenticeships@CCN.ac.uk <p>If you would like to become an Apprentice, but you need to find an employer to support the Apprenticeship, please contact the CCN Advice Shop team.</p> <ul style="list-style-type: none"> ○ Phone: 01603 773773 ○ Email: ApprenticeshipAdvice@CCN.ac.uk 	