



# Business Administrator Standard Level

## 3

### **Overview of the Business Administrator role**

Supporting and engaging with different parts of the organisation and interact with internal or external customers

## Details of standard

### **Overview**

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.

### **Knowledge**

- The organisation
- Value of their skills

- Stakeholders
- Relevant regulation
- Policies
- Business fundamentals
- Processes
- External environment factors

### **Skills**

- I.T.
- Record and document production
- Decision making
- Interpersonal skills
- Communications
- Quality
- Planning and organisation
- Project management

### **Behaviours**

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

## **How Freshfield Training Associates deliver**

Whilst the Scheme of Work overview (below) summarises the plan for the delivery of the apprenticeship, we understand that employers and learners are unique and have individual needs, learning styles and organisational objectives. To maximise these opportunities, we conduct a full training needs analysis so that we can tailor our delivery to meet these requirements to ensure both learners and employers receive tangible benefits.

Using a combination of some or all of the following delivery methods, we will then tailor the package to suit:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme
- E-learning and webinar delivery
- Case studies
- Job shadowing and mentoring
- Employer led technical training

- Work based assignments and projects
- Self-directed learning and research

At each visit Freshfield Training Associates tutors will deliver a teaching & learning session around a given topic, (see summary SoW below). These teaching sessions can be group events or individually delivered to suit your business needs. Our tutors will use each session to facilitate discussions about the topics, including personal experiences / awareness.

To further reinforce the teaching and learning our tutors will also make the relevant resources available via a dedicated online learning platform to assist students in completing their own independent research task through resources such as workbook/learning activities which will be conducted between sessions. Learners will receive their own dedicated licence to access all learning materials as well as being offered access to 'live' online teaching & learning webinar events. This blended learning model ensures students receive an enjoyable and successful learning experience. Can't make the 'live' event, don't worry, all webinars are recorded and placed onto the learners e-portfolio to access at a time that suits them, so they do not miss-out. Access to tutors is also available through a dedicated e-portfolio platform where students will receive feedback on the work they present. As an employer you will receive you own access licence, so you can keep track of your staff progress and achievements.

## Overview of the Scheme of Work

<b>Sessi on</b>	<b>Objectives / Outcomes</b>	<b>Additional</b>
<b>1</b>	<b>Induction to programme. Module 1 1. Introduction</b>	<b>End Point Assessment explained</b>
<b>2</b>	<b>Module 2 2. Information Technology Skills</b>	<b>Functional skills with BKSB (Online)</b>
<b>3</b>	<b>Modules 5 &amp; 6 3. The customer experience 4. Product and service knowledge</b>	<b>Functional skills with BKSB (Online)</b>
<b>4</b>	<b>Modules 7 &amp; 8 5. Interpersonal skills 6. Communication</b>	<b>Functional skills with BKSB (Online)</b>
<b>5</b>	<b>Modules 9 &amp; 10</b>	<b>Functional skills with</b>

	<b>7. Meeting regulations and legislation</b> <b>8. Systems and resources</b>	<b>BKSB (Online)</b> <b>Issue mock English exam</b>
<b>6</b>	<b>Modules 11 &amp; 12</b> <b>9. Being open to feedback</b> <b>10. Team-working</b>	<b>Functional skills English exam.</b>
<b>7</b>	<b>Modules 13 &amp; 14</b> <b>11. Influencing skills</b> <b>12. Dealing with customer conflict and challenge</b>	<b>Functional skills Maths exam.</b>
<b>8</b>	<b>Modules 15 &amp; 16</b> <b>13. Developing self</b> <b>14. Equality - treating all customers as individuals</b>	<b>Functional skills SpL presentation</b> <b>Prepare for English SpL activity</b>
<b>9</b>	<b>Modules 17 &amp; 18</b> <b>15. Presentation - dress code, professional language.</b> <b>16. "Right first time"</b>	<b>Functional skills Level 2 English writing exam</b>
<b>10</b>	<b>Preparation for End Point Assessment - Showcase element</b>	<b>Functional skills Level 2 maths exam</b>
<b>11</b>	<b>Preparation for End Point Assessment - Observation element</b>	<b>Functional skills Level 2 English reading exam</b>
<b>12</b>	<b>Preparation for End Point Assessment - Professional Discussion element</b>	<b>Functional skills - opportunity for re-sits</b>

### **End-Point Assessment**

End-point assessment comprises of the following three elements and weighted as follows:

- Apprenticeship Showcase - Weighting 65%
- Practical Observation - Weighting 20%
- Professional Discussion - Weighting 15%

### **Duration**

The apprenticeship will take a minimum of 12 months to complete

### **Entry requirements**

Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.

### **Link to professional registration**

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level.

### **Level**

This apprenticeship standard is set at Level 3.

### **Progression**

On successful completion, why not explore the possibilities with Customer Service Specialist at Level 3, or look at leadership and management programmes available through Ensis Solutions Ltd.

**Please contact us:**

**For more information about this programme and the others that we deliver, you can contact:**

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