

# BUSINESS ADMINISTRATOR APPRENTICESHIP (LEVEL 3)



Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. The role involves working separately and as part of a team to contribute to the efficiency of an organisation, supporting the functional areas and resolving issues as requested.

As a business administrator, employees will be responsible for interacting with different parts of the organisation and networking with internal and external customers. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills. Employees will be expected to show initiative, problem solving abilities, decision making skills, and strong communication skills, both written and verbal.

The knowledge, skills and behaviours gained from a business administration apprenticeship are useful to both small and large businesses from the public, private, or charitable sector.

This apprenticeship may be a gateway to further your employees' career opportunities, such as moving into management or senior support roles.

## Level

This apprenticeship standard is set at Level 3

## Duration

Typically this apprenticeship will take 18 months

## Related Job Roles

Working as a business administrator your duties will include overseeing and analysing financial operations, approving purchases and expenditure, mediating between staff and other executives, assisting heads of departments, marketing and promoting the business, and facilitating training programmes.

## Apprenticeship standards

Employees must obtain the apprenticeship standards before progressing to the End-Point assessment. The standards are assessed through a portfolio of evidence gathered during the employee's work.

## Functional Skills

For this standard, L2 Functional skills in English and Maths (or the equivalent) are required to progress to the End-Point assessment.

For more information contact us at  
01992 677373 | [info@emskills.org.uk](mailto:info@emskills.org.uk)

# KNOWLEDGE, SKILLS AND BEHAVIOURS



Apprentices will be assessed on their key knowledge of:

- The Organisation
- Values of their skills
- Stakeholders
- Relevant regulation
- Policies
- Business fundamentals
- Processes
- External environment factors

Business administrators are also expected to demonstrate key behaviours:

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

They must also demonstrate that they possess the following skills:

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

# ASSESSMENT



## End-Point Assessment

The End-Point assessment consists of three parts:

The Knowledge Test comprises 50 multiple choice questions with a time limit of 60 minutes. The test will focus primarily on non-organisation specific knowledge such as regulation and laws, business fundamentals, and project management principles.

A Portfolio-Based Interview.

Apprentices will produce a Portfolio of Learning that contains evidence of:

- At least one of each of the minimum knowledge, skills and behaviours outlined
- Practical observation and/or evaluation by the employer, such as acknowledgement of a skill shown, or evidencing work completed on a particular project with manager comments, to be discussed at interview
- A minimum of 8-12 pages is expected for consistency

The interview assesses the apprentice's understanding and learning identified in the portfolio in a 30–45-minute conversation.

Apprentices will also deliver a Project Presentation that should last 10-15 minutes with the addition of a 10–15-minute question and answer session. Apprentices will be given a question to answer, and they must demonstrate the skills required to complete a project including planning and organisation, project management, demonstrating quality standards and decision making in prioritising areas of focus. Evidencing these skills in the presentation is coupled with effective communication in delivery.

# COMMITMENTS



## Employer commitment

Apprentices must be employed for 30+ hours a week in a business administration role to meet the standards of the apprenticeship. Employees should sign an apprenticeship contract outlining both the employer's and apprentice's commitments. The employer is also required to have monthly meetings and tutorials with their apprentices as part of their ongoing assessment and evidence gathering for the apprentices' portfolios.

Apprentices are entitled to 20% off-the-job training that is a combination of face-to-face and online learning. The 20% can also include meetings, research, working in a new environment.

Employers may be entitled up to £3,000 for an employee who starts an Apprenticeship depending on their first day of employment. Apprentices aged between 16 and 18 automatically receive an incentive payment of £1,000. All training is free and there is no employer contribution.

The apprenticeship lasts for 18 months (not including the End-Point assessment period).

## EM Skills commitment

EM Skills will guide both the employer and the employee through the apprenticeship. They will design an assessment plan at the beginning of the course with clear milestones for achievement, ensuring that the evidence is collected as effectively as possible. There will be monthly workshops, either held at the employer premises face-to-face, or through Zoom, as well as a monthly 1-2-1 tutorial to check progress.

We will also support you in downloading your apprenticeship account so that you can secure any government incentives, as they become available.