

**Business administrators** have a highly transferable set of knowledge, skills and behaviours that can be applied across the public, private and charitable sectors.

Their responsibility is to support different parts of the organisation and interact with customers. The role requires strong communication skills. Candidates are expected to show initiative as well as show potential for progression towards management responsibilities through mentoring or coaching others.

# BUSINESS ADMINISTRATOR

## APPRENTICESHIP STANDARD LEVEL 3

### 14-MONTH COURSE + GATEWAY:

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

### ENTRY REQUIREMENTS

No minimum requirements but a grade C in Maths and English GCSE is preferred.

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**NEXT LEVEL**  
Apprenticeships | Skills | Training

Next Level is the Business Development Group of **Reflections Training Academy**

## BUSINESS ADMINISTRATOR

# COURSE DETAILS

### WORKSHOPS

Workshops are mandatory and will be delivered either virtually or face-to-face dependent on the needs and access arrangements for the learner. Where access and facility is limited, alternative arrangements will be made for the learner.

- **Effective Communication Skills and Social Media**
- **Organisational Structures**
- **The Organisation**
- **Interpersonal skills**
- **Business Fundamentals**
- **Project Management and Presentation**
- **Stakeholder Theory**
- **Different types of leadership approaches and styles**
- **External Environmental Factors**
- **Problem Solving & Effective Decision Making**
- **Laws & Regulations / Policies & Procedures**
- **EPA Prep**



### ASSESSMENT PLAN

You will need to demonstrate your skills and knowledge.  
Your assessment plans will be split into three stages:

|            |              |
|------------|--------------|
| ■ Month 6  | Checkpoint 1 |
| ■ Month 9  | Checkpoint 2 |
| ■ Month 12 | Checkpoint 3 |

### END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer, tutor and site assessor where entry requirements are discussed, checked and recorded including functional skills at the required level. The End Point Assessment will include the following types of assessment:

- **Knowledge Test - using scenarios & questions**
- **Portfolio-based interview**
- **Project presentation**

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