

Business Administrator Level 3 Standards

Course Offer

The role of the Business Administrator is to support and engage with different parts of the organisation and interact with internal or external customers. Their role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. The Business Administrator is expected to deliver their responsibilities efficiently and with integrity, showing a positive attitude. They need to demonstrate strong communication skills (both written and verbal) and adopt a proactive approach to developing skills. They need to use their initiative, manage responsibilities and own time, problem solving skills, decision making to mentoring or coaching others.

To enable apprentices to demonstrate their knowledge, skills and behaviours for these standards, they could work towards the below City & Guilds qualification.

Level 3 Diploma for the Business Administrator

The qualification is aimed at individuals working in a business administrator role across any industry. It aims to develop learners' highly transferrable set of knowledge, understanding and skills across a range of administrative practices and tasks.

To achieve this qualification apprentices must successfully complete the mandatory units plus one optional unit.

Mandatory Units:

- 301 – Principles of business administration
- 302 – Personal and professional development
- 303 – Managing performance
- 304 – Your organisation
- 305 – Communication in a business environment
- 306 – Project management
- 307 – ICT for business

Optional Units:

- 308 – Providing services in an administrative environment
- 309 – Legal administration
- 310 – Medical administration
- 311 – Social media for business
- 312 – Marketing and sales
- 313 – Human resources environment
- 314 – Providing administration in the educational environment
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This qualification is not part of the Business Administrator End Point Assessment but is a stand-alone qualification that can support those on the Apprenticeship.

English and Maths

Apprentices who have not already achieved Level 2 English and Maths, they must do so before taking the End Point Assessment.

End Point Assessment

As well as completing the above, apprentices will be required to complete the EPA. This consists of three assessment methods:

One: Multiple choice on-line evolve knowledge test.

Two: Portfolio based interview

Three: Project / improvement presentation

For each of the three assessment methods, all pass criteria (100%) must be achieved to progress and complete the apprenticeship programme. Apprentices can achieve either a pass or distinction grade.

The duration of this apprenticeship is 18 months.