



Apprenticeship Framework

Business Administrator Level 4

What is this apprenticeship framework?

Typically, this apprenticeship will take 18 months.

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. This higher level role will involve communicating with colleagues and stakeholders, evaluating and solving business problems, making decisions, preparing, co-ordinating and monitoring operational plans, implementing, monitoring and maintaining administrative services and co-ordinating events. It could also involve supporting sustainability within an office environment, assessing, managing and monitoring risk, managing an office facility, managing projects, chairing meetings, overseeing customer service delivery and contributing to innovation.

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 people management responsibilities including mentoring or coaching others.

Typical job roles include Office Manager, Administration Team Leader, Personal Assistant and Business Development Executive.

What are the entry requirements?

- Must be 16 or over and working at least 30 hours per week including all training and study time.
- Must be in an occupation relevant to the apprenticeship and hold a contract of employment.
- Must be allowed to use 20% of their working time to complete off the job training.

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment and we will support the learner through this programme where necessary.

What's involved with this apprenticeship standard?

The learner will be assigned an assessor/coach who will work with them throughout the qualification to support/mentor/teach and advise and to ensure that they are learning and meeting the requirements of this standard. The majority of this will take place at your premises.

The learner will need to achieve one competence and one knowledge qualification throughout the course of their programme as detailed below:

- Competence: Level 4 NVQ Diploma in Business Administration (City and Guilds)
- Knowledge: Level 4 Diploma in Business and Professional Administration (City and Guilds)
- Employee rights and responsibilities unit

What's next?

For more information on how we can **upskill** your existing staff using this apprenticeship framework or help you to recruit an apprentice please call 01268 270648 or email info@thelightbulb.net