Learner Journey
Business Administrator
Level 3 Business Administrator

Standard Name: Business Admin	Enrolment	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Knowledge, Skills & Behaviours	Induction: Prior learning Objective setting Skill scans results Learning plan	The Organisation	Value of Their Skills, Planning and Organisation	Communication, Document and Record Production	Relevant Regulation	Policies and Processes	Interpersonal Skills	Stakeholders Responsibility	Business Fundamentals - Project Management
Group Sessions **2 Hour online workshops**	Discussed, agreed and booked	Organisational purpose, aims, activities, values, vision & political/economic environment Products & or services PESTLE analysis Organisational SWOT	Organisational structures Fitting into the team Progression & succession Personal SWOT Prioritisation Organisation Time/diary management Meeting/missing deadlines Effective to-do lists Managing expectations Setting a positive example	Communication skills Using appropriate channels Barriers to communication Body language Open & closed questioning IT packages Written letters emails Proposals Recording information Updating databases	Laws Legislations Regulations Which of the above apply to role/affect organisations'. Data protection & GDPR, including data breaches. Health & safety Compliance Industry legislation Supporting the organisation in applying all of the above	Policy, process, procedures Customer data Reviewing processes Autonomy Making suggestions for improvements Solutions based approach Applying solutions Benefits of improving business processes Helping to define procedures	Team theory - Belbin, Forming, Storming, Norming. Building positive relationships with own team & wider organisation. Influence & challenge appropriately. Becoming a role model. Coaching skills. Areas for personal development	Stakeholders & partner organisations Different relationships. Internal & external customers &/or suppliers - who they are, where they are - in/outside of UK.	Project management principles, theory & tools Scoping Planning Resources Gantt charts Project management monitoring & reporting Leading a project IT - Record & analyse data Evaluation IT solutions to solve business problems
**Additional Group Sessions (as required), e-portfolio (Learning Assistant), How to Pass EPA, Functional Skills**								
1:1 Session **Each session to include a feedback section on activities work produced to date & a review of the training plan.**	Meeting dates Zoom links Assessment Visit Records (AVR's) Training plan, Hot Topics & TheLightBulb website First Impressions	SPAG check Training plan review Learning Assistant Training Hot Topic Remote observation Your role & responsibilities, presentation & dress code	SPAG check Training plan review Learning Assistant Training Hot Topic Personal Development Plans	SPAG check Training plan review Progress Review Hot Topic Proof reading Plagiarism	SPAG check Training plan review Hot Topic Professional discussion Risk assessments	SPAG check Training plan review Hot Topic Proposals	SPAG check Training plan review Progress Review Observation	SPAG check Training plan review Hot Topic Building a reputation	SPAG check Training plan review Hot Topic Presentation skills
EPA planning activities	Understanding EPA process	Understanding EPA process Training Plan Review	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Progress review	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Progress review	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant

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Standard Name: Business Admin	Month 9	Month 10	Month 11	Month 12	Month 13	Month 14	Month 15	Gateway Period	Month 16-18
Knowledge, Skills & Behaviours	Business Fundamentals - Managing Change Discussion & questioning, covering all skills criteria	Business Fundamentals - Business Finances	Quality Employer Reference Behaviours document to be completed, covering all behaviours	Quality - complaints	Decision Making	External Environment Factors	Communication Professional discussion & questioning, covering all skills		Reflection
Group Sessions **2 Hour online workshops**	Change management theory & practice Making recommendations for improvements within document & record production. Who to make recommendations to & in what format Wish list - what would you love to improve	Business finance Responsibility Trust Compliance Confidentiality Security Making payments IT - financial software Billing Invoicing Purchase orders	Compliance & standards Pride & reputation Skills/standards required Proof reading & quality checking Self-sufficiency Personal SWOT Assessing needs CPD Reviewing processes Suggestions for improvement Respect & tolerance Best practice Coaching others	Complaints Procedures Problem solving Attitude & behaviour Empathy, not sympathy Importance of record keeping How to initiate contact Protecting reputation Making & fulfilling promises Key point of contact	Proactivity Good judgement Effective decision making Frequent decisions Sound reasoning Challenges Maturity Seeking advice Asking the right people Advice outside of their team - wider organisation Respecting others time	Market forces Policy & regulatory changes Supply chain Wider business impact International/global market, with pro's & cons PESTLE revisited Organisational SWOT revisited	Agility Confidence & authority Social media policies & solutions Answering questions from inside & outside of the organisation Representation of the organisation or department Reviewing others work How to provide feedback Coaches others	Regular 1:1 coaching & support to ensure learner is at ease with the process & remains in a state of readiness	
	Additional Group Sessions (as required), e-portfolio (Learning Assistant), How to Pass EPA, Functional Skills								
1:1 Session **Each session to include a feedback section on activities work produced to date & a review of the training plan.**	SPAG check Training plan review Progress Review Professional discussion Questioning	SPAG check Training plan review Hot Topic GDPR	SPAG check Training plan review Hot Topic Templates and branding	SPAG check Training plan review Progress Review Professional discussion Questioning Presentation Skills	SPAG check Training plan review Hot Topic Employer reference behaviours Self sufficiency	SPAG check Training plan review Hot Topic Local community	SPAG check Training plan review Progress Review Professional Discussion Questioning Project/ Presentation IQA actions		Exit Review Next steps Information, advice & guidance
EPA planning activities	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Progress review Project development	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Project development	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Project development	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Progress review Project development	Understanding EPA process Training Plan review Building showcase portfolio on Learning Assistant Project development	Understanding EPA process Training Plan review Showcase portfolio gap analysis & project completion, submit for IQA	Understanding EPA process Training Plan completion Completion & submission of showcase portfolio & project, along with IQA feedback Progress review		Virtual mock competency interview, professional discussion & questioning