



# Apprenticeship Standard

## Business Administrator Level 3

### Who is it accredited by?

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TheLightBulb Limited deliver this standard through City & Guilds as the preferred End Point Assessment Organisation.

### What is this apprenticeship standard?

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Typically, this apprenticeship will take between 15-18 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. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

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 the potential for people management responsibilities through mentoring or coaching others.

### What are the entry requirements?

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- 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 (6 hours a week from 1/08/2022)

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?

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The apprentices will be required to attend virtual workshops over the period of their apprenticeships during which they will be able to interact with other learners taking this level 3 Apprenticeship and develop the knowledge required to support their end point assessment.

The learner will be assigned a learning and development mentor 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 using virtual systems/online meeting. Face to face on site visits can also be arranged.

To achieve the qualification they will be required to demonstrate a set of knowledge, skills and behaviours/personal attributes (KSB's) This is carried out through an end point assessment process carried out by City and Guilds, once the employer and TheLightBulb staff agree the apprentice has met

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the requirements. This cannot happen until the learner has been on their apprenticeship for a minimum of 12 months.

**The end point assessment (EPA)** will test the entire standard and comprises of the following elements:

- **A multiple choice test** - The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.
- **A portfolio based interview** - The interview is for 30-45 minutes and scored out of 100 by the Independent End-point Assessment Organisation (EPAO). The portfolio of learning provides a structure for this conversation. Evidence is gathered on-programme and the employer should facilitate this through relevant tasks and support. The training provider should support where needed. The employer and training provider should review the portfolio with the apprentice and make a judgement on whether they should be progressed to EPA. The interview assesses understanding and learning shown in the portfolio; the portfolio is not directly assessed
- **Project Presentation** - The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation is scored out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being started. The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:
  - How have you improved a process or operating practice?
  - What were the steps you took to implement the project?
  - What worked well and how would you improve the results in future?

The presentation should summarise the aim, outcome and responsibilities of the KSBs shown in the project. The presentation should demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.

A summary of the knowledge, skills and behaviours that will need to be demonstrated are as follows:

### Knowledge

Knowledge of:

- The organisation
- Values of their skills
- Stakeholders
- Relevant regulations
- Policies
- Business fundamentals
- Processes
- External environment factors

### Skills

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

### Behaviours & personal attributes

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

For a full breakdown and further information please visit the following website

<https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator/>

## 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](mailto:info@thelightbulb.net)

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