



APPROVED  
CENTRE



## Level 3 Business Administrator

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors.

**A Business Administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.**

The programme allows the apprentice to develop a wide range of skills.

Within the qualification the learner will need to demonstrate initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Programme content includes:

- Communication skills
- Use of IT Packages

- Production of accurate records and documents
- Organising meetings and events
- Understanding project management principles
- Relevant workplace legislation and codes of conduct
- Customer service and relationship / stakeholder management
- Understanding external environment factors e.g. market forces and policy changes
- Business fundamentals including finance and change management

## Duration

Minimum duration to gateway - 18 months (this does not include EPA period).

## Benefits for Learners

1. Develop a range of essential skills they can apply in their work place
2. Understanding of business theories to support their practice
3. Build interpersonal skills that supports teams and drives business

## Benefit to the Business

1. A motivated and productive team
2. Qualified staff
3. Strong team players that support business growth

## Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor. Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner & employer to ensure successful completion.

## Delivery

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as online or at a local ACL centre. The apprentice will have a dedicated tutor who they will meet (online or face to face) once a month who will guide them through their apprenticeship and prepare them for their End Point Assessment. Reviews of progress are carried out every 12 weeks with the learner, their line manager and the tutor. Additional workshops and seminars will be available to all learners to support additional learning and the off job learning requirement.

## End Point Assessment (EPA)

End Point Assessment (EPA) takes place at the end of the apprenticeship programme and is a comprehensive holistic assessment of the skills, knowledge and behaviours required as laid out in the apprenticeship standard.

It is made up of:

**Structured Interview (40%)** - The interview lasts approx. 45 minutes and is scored out of 100. The Portfolio of Learning provides a structure for the conversation.

**Online knowledge test (20%)** - The apprentice undertakes a 60 minute online test of 50 equally weighted multiple-choice questions.

**Project presentation (40%)** - The apprentice delivers a presentation to an independent assessor 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.

## Entry Requirements

Applicants must:

- Be a working within a Business Administration role
- Achieve the required level of Maths and English as part of the apprenticeship if a recognised qualification is not already held
- Be employed and have the support of their employer to undertake the programme

## Application Process

Applicants will:

- Complete an application form
- Undertake an Initial Assessment test that includes Maths and English
- Have an interview with an ACL team member to assess suitability and eligibility

Employers will:

- Sign a contract with ACL
- Consent to a health and safety checklist to be completed by an ACL team member

## Contact

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