



Level 3

# BUSINESS ADMINISTRATOR

## Apprenticeship Guide



# Introduction



This qualification is an ideal career progression route for your career into business administration.

## Overview

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.

Some typical role titles include: **Administration Officer, Marketing Assistant, Administration Team Leader, Office Supervisor, Personal Assistant, Secretary.**

## What's Involved

The apprenticeship standards are a new in-depth way of gaining qualifications in your chosen job role. As part of the apprenticeship you will create a portfolio of evidence and complete the end point assessment.

Below is a brief summary of some of the subject areas you can expect to study:

### Record and Document Production

This unit looks at how to produce various documents in accordance to your company's standards. You will be learning how to produce accurate records, maintain files and any confidential information and how to support others in using these.

### Communications

In this unit you will be demonstrating your communication skills and learn about ways to communicate effectively, how to be confident in your communication, how to represent your company in a professional way.

## Key Features

- Work-based qualification
- Equivalent to 2 A-levels
- Flexible delivery to fit around working pattern
- Approximately 18-24 months to complete\*

*(\* Depending on hours worked per week and previous attainment)*

- Includes Maths and English qualifications\*

*(\* Unless previously achieved or hold an equivalent)*

- Online portfolio based achievement
- Ideal for existing administrators or those new to business administration

## IT

This unit looks at your skills in technology and the systems you use in the business. You will be learning how to use software to write letters, emails, record and analyse data and look at financial processes.

### Project Management

This unit looks at how to use project management tools and techniques to effectively monitor and report on projects in the organisation. You will also be learning how to plan the required resources and how to lead projects when necessary.

### Processes

In this unit you will be learning about the processes in the company, including making payments and processing data and understand how invoicing and billing works

## **Showcase Portfolio**

During your apprenticeship you will gather evidence as part of a portfolio to demonstrate your knowledge, skills and behaviours.

This will include:

- Completion of workbooks and knowledge questions.
- Virtual observations, carried out in line with data protection and GDPR requirements.
- Recorded professional discussions to capture reflective learning and understanding.
- Witness testimonies from managers to verify on-the-job performance and competence.

Forget about lugging around all your work. The online iLearner e-portfolio system means all your work can be uploaded directly to your account and accessed wherever you go.

The system is easy to navigate and full guidance will be provided through our iLearner handbook and from your tutor through one-to-one support.



## What is Off-The-Job Training?

Off-the-job (OTJ) training is a mandatory part of all apprenticeships funded by the Department for Education. Each apprenticeship standard has a set number of OTJ training hours that must be planned and completed. If you have no prior learning and your apprenticeship duration and funding have not been reduced, you are expected to complete the full number of OTJ hours as specified in the standard.

There is no requirement to increase OTJ hours for part-time apprentices. This includes those working less than 30 hours per week or on zero-hour contracts. The training must be realistic and aligned with the standard's set requirements.

OTJ training takes place during your normal working hours and involves learning activities that are directly related to your apprenticeship. This could include one-to-one sessions with a tutor, preparing for assessments, role-playing workplace scenarios, attending training sessions or webinars on key industry topics and individual study time to complete coursework.

**To check the minimum required hours for your apprenticeship, please use the link below:**

**[View Apprenticeship Hours Requirements](#)**

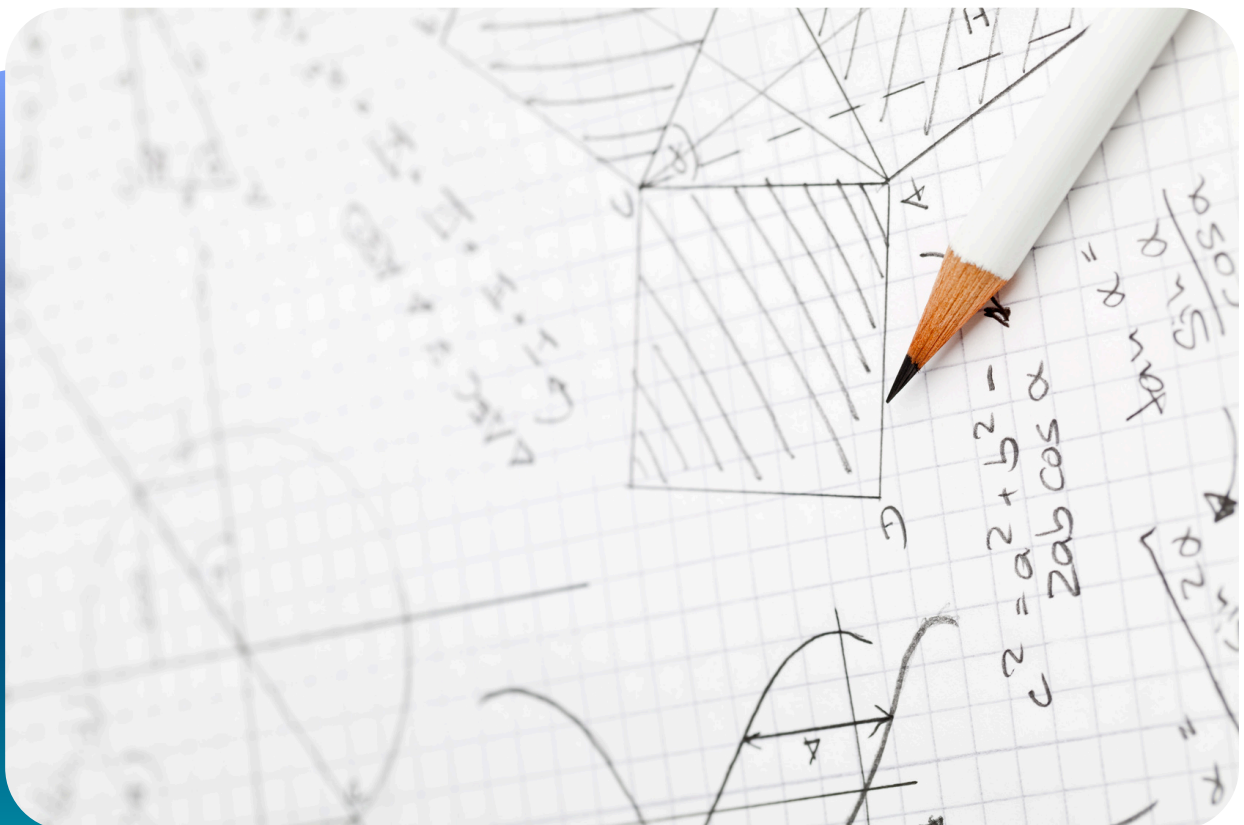


## Functional Skills

Functional Skills Maths and English are an essential part of many apprenticeship courses. Apprentices aged 16-18 who have not previously achieved Grade 4/C or above (or an equivalent qualification) are required to complete and achieve their Functional Skills qualifications. However, for adult apprentices (19+), Functional Skills are now optional and not a mandatory requirement for completing an apprenticeship. The decision is for the employer and the learner to decide whether to undertake these qualifications.

### Benefits of completing Functional Skills:

- Some higher-level roles and further qualifications require maths and English at Level 1 or 2. Completing Functional Skills can open doors to promotions and further education.
- Strong communication and numerical skills are essential in most job roles, helping with tasks like report writing, budgeting, and problem-solving.
- Functional Skills help with real-life tasks, such as managing finances, understanding contracts, and effective communication in personal and professional settings.
- Functional Skills are designed to be practical and flexible, meaning they can be tailored to fit around your apprenticeship work.





# The End-Point Assessment

As part of your qualification, you will complete End Point Assessments (EPA) to demonstrate the skills, knowledge and behaviours you have developed through our programme. You can achieve either a Pass or Distinction based on your final grade.

For the Advanced Apprenticeship in Business Administrator, the EPA consists of the following:

## **Knowledge Assessment**

The knowledge assessment comprises of a multiple-choice assessment around business administration and the topics you will cover when compiling your portfolio, the knowledge assessment can be completed online and in the workplace. The on knowledge assessments will be 60 minutes and will be out of a total of 50 marks. It will be conducted by an independent assessor under exam conditions. To ensure this, snapshots will be take during the exam.

## **Project Presentation**

As part of your apprenticeship, you will be working on a project in the workplace or helping improve the tasks and systems in place. The final assessment will be a presentation showcasing your input and work on this project/improvement and the skills and knowledge you developed by working on this project.

## **Portfolio-Based Interview**

Once your portfolio is ready, you will complete an interview on the knowledge, skills and behaviours you documented during your apprenticeship. This assesses your understanding and development through the qualification. This will be conducted by an independent assessor.



## Delivery



The apprenticeships are delivered through a variety of remote learning, video conferencing and one-to-one sessions at your business / on online platforms. The apprentice's designated tutor will arrange with you the most convenient location and method of delivery bespoke to them to support their needs as part of the initial assessment. Learning sessions usually occur once or twice a month and last from 1.5 to 2 hours depending on the learner's personal needs.

You should expect to carry out self-study and remote learning as part of the off-the-job training using your iLearner portfolio. You can do as much work as you want at a time that works for you and your employer.

## Go Further

Once you have completed this qualification at Level 3, there are several progression routes available;

- Level 3 Team Leader
- Level 3 Customer Service Specialist
- Level 3 HR Support
- Level 5 Operations Manager

Contact the office to check availability and for further advice about the next steps. Our team will be happy to advise you on additional programmes we provide and can help point you in the right direction for any learning requirement not delivered by ATL.

## Contact Us

### ATL

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