

# Business Administrator

## Level 3



### 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.

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.

### Apprenticeship Breakdown



Level 3



12 - 18 months

### Apprenticeship Delivery

Apprenticeship Delivery – Blended approach  
Face-to-face, Skype, telephone and online learning

### End of Course Qualifications

Functional Skills Level 2 in mathematics and English

### End Point Assessment

Knowledge test

Pass or Distinction grade



Portfolio - based interview

Pass or Distinction grade



Project / improvement presentation

Pass or Distinction grade

Each part of the EPA has a pass mark of **60%**

**The overall grading is weighted as follows:**

Knowledge Test – 20%

Portfolio Interview – 40%

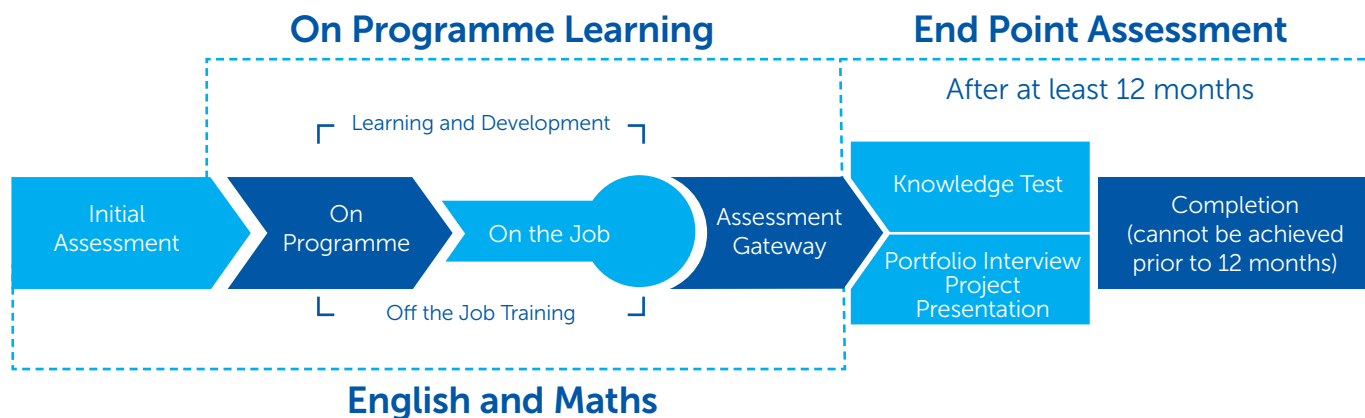
Project Presentation – 40%

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### Apprenticeship Journey



### What will your employees learn?

#### Knowledge

- The organisation
- Value of their skills
  - Stakeholders
- Relevant regulation
  - Policies
- Business fundamentals
  - Process
- External environment factors

#### Skills

- IT
- Record and document production
  - Decision Making
  - Interpersonal skills
  - Communications
    - Qualify
- Planning and organisation
  - Project management

#### Behaviours

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

### How will your employees learn?

Our skills coaches will support your apprentice by completing 1-2-1 interactions. These sessions will include the development of teaching and learning, performance reviews with line managers and will also take in to consideration any in-house training that is provided for the apprentice.

To Enrol or Contact Us:  
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