

Business Administrator

Level 3



Training & Apprenticeships

Overview:

Business administrators may work independently or as part of a team and key responsibilities will include developing, implementing, maintaining and improving administrative services.


With a focus on adding value, the role of the business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.


The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills.


What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skill competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.


Key information:

 Level: **Level 3**

 Recommended duration: **15 months**

 Format / Delivery: **Blended learning delivery**

 Funding band: **£5,000**

 Contextualisation available: **Yes**

Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

Relevant to:

Administrator Assistant, Programme Administrator, Finance Administrator, Data Entry Assistant, Personal Assistant, Human Resources, Sales Executive, Buyer, PR Assistant, Retail Management, Media Buying Administrator.



What is included in the Standard:

Knowledge	Skills & Practical Application	Behaviours
<ul style="list-style-type: none"> Understand organisational aims, purpose and vision. Value of their skills – understand how they fit within the team and organisation. Stakeholder management (internal and external). Relevant regulation – data protection, health and safety, compliance. Policies – of own organisation and the sector. Business fundamentals – change management, project management and finances. Processes – payments, data management. External environment factors – understanding of market forces, supply chain etc. 	<ul style="list-style-type: none"> IT – business communication, perform financial processes, edit databases. Record and document production – drafts document, suggests process improvements, manages records and files. Decision making. Interpersonal skills – build and manage relationships. Communications – demonstrate agility and confidence, adapting communication styles as necessary. Quality of work and problem solving. Planning and organisation – take responsibility and manages priorities. Project management – can scope, plan, monitor and report. 	<ul style="list-style-type: none"> Professionalism – acts as a role model, contributing to team cohesion and productivity. Personal qualities – shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Managing performance – takes responsibility for their own work and development, accepts feedback in a positive way, uses initiative and shows resilience. Adaptability – is able to accept and deal with changing priorities related to both their own work and to the organisation. Responsibility – developing resilience and accountability, as well as determination when managing difficult situations.

10,000+

Empowering over 10,000 learners to achieve their apprenticeships since 2012. Your success, our mission.

100%

of our Business Administrators achieved a Distinction pass at EPA.

Employer reviews



Excellent

Apprentice reviews



Good

58% of our Apprentices across all Standards achieved a Distinction at EPA (2022/23)



Typical learner journey:

	<p>1. Enquiry / Consultation Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.</p>		<p>5. Learning journey commences With enrolment and induction completed, learners start their learning journey by engaging with regular sessions, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.</p>
	<p>2. Programme Introduction Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.</p>		<p>6. EPA Prep and Gateway Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the standard.</p>
	<p>3. Onboarding / Enrolment Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.</p>		<p>7. End Point Assessment The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.</p>
	<p>4. Induction Learners participate in a comprehensive Induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).</p>		<p>8. Achievement / Progression Upon successful completion of the EPA, learners celebrate their achievement and may progress to a higher level within the same sector or explore new pathways.</p>

End Point Assessment:

The End Point Assessment consists of three elements, all of which may be completed online:


Assessment method	Areas assessed	Weighting
Exam	Knowledge	20%
Portfolio - Interview	Knowledge / Skills / Behaviour	40%
Project - Presentations	Knowledge / Skills / Behaviour	40%



Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

5 steps to employer contracting:

1	2	3	4	5
Initial advice and guidance	Contracting	Compliance	DAS approval	Progress reviews and reporting
Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.	Contract for services issued online for review and electronic signature.	Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.	Agreeing learners to enrol and approval on the Digital Apprenticeship Service. 	Employers will be invited to attend progress reviews and receive updates throughout their Apprentices journey.

Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

Customer Service Specialist	Level 3
Team Leader Supervisor	Level 3
Sales Executive	Level 4

What our learners have to say:



I cannot understate how well supported and guided I have been from day one.

Daniel



A 5***** experience. I highly recommend Linden.

Lewis



Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **lindenmanagement.org.uk**

