Customised

We'll partner with you to customise this apprenticeship so it is specific to your company and industry.

Practical

Providing your learners with the relevant knowledge, skills and behaviours to make an impact.

Blended

Select how you want your programme to run. Workshops, virtual, coaching, self-study or mix and match.

Business Administrator

Level 3 Apprenticeship

For Cohorts or Individual Learners

« **Take your business support and administration skills onto the next level** »

mtd
Management Training Specialists

Business Administrator

Develop, implement, maintain and improve your business support and administrative services

TABLE OF CONTENTS

? Did you know?

We can run this as an in-house training programme for a cohort or we can use our eco-delivery model and run the programme completely through virtual training and virtual coaching enabling us to run the programme for individual learners.

Apprenticeship Programme Overview

Who Is This Programme For?

Whether you are **liaising with customers in a sales support role or working with internal stakeholders as a business administrator**, our Business Administration Level 3 apprenticeship will help you **improve your business support and administration skills.**

Learners will be provided with the knowledge, skills, and behaviours to excel in their career being able to improve the efficiency of their organisation, supporting functional areas and providing the highest levels of value.

What Will You Learn?

This **12-18-month programme** covers all the essentials of a Business Administrator's role to include problem solving, stakeholder management, planning and organising meetings.

It will develop your business knowledge and skills whilst you undertake and **lead a project to implement/adapt a new or existing process or procedure**, using appropriate tools to scope, plan, monitor and report on success.

The programme will cover all the essential knowledge skills and behaviours that are required to become a successful Business Administrator that can support progression to management.

At a glance

- Individual training needs analysis
- Monthly coaching sessions
- Role-based tasks and activities
- Online and blended learning
- Real-world projects
- Tangible outputs and impacts
- End Point Assessment

Ofsted **Good Provider**

★★★★ **Excellent**
Rated **Excellent** by our employers

Apprenticeships

Education & Skills Funding Agency
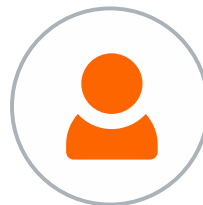
How Is The Programme Delivered?

We Offer 2 Delivery Routes

Cohort Delivery

In-house, customised delivery for a number of you from the same company. Choose from face to face, virtual and online delivery methods.

Individual Learner

Monthly 2 hour virtual training and coaching sessions for individual learners. Flexible, remote learning that is personalised to your role.

Cohort Delivery Options Can Include

Face to Face Masterclasses

LIVE Virtual Workshops

Digital Learning

Coaching

Assessments

Self-Directed Learning

Action Learning Sets

Peer to Peer Coaching

Work Based Project

Flipped Classroom

What Will Learners Improve?

Here's a high level overview of the knowledge, skills and behaviours taken from directly from the apprenticeship standards that learners can expect to improve on this programme.

Knowledge

- Relevant regulation
- Policies & processes
- Understanding your organisation
- Importance of your skills
- Understanding stakeholders
- Business fundamentals
- External environment factors

Skills

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

Behaviours

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

? Did You Know...

This programme is ideal for employees who support and engage with functional areas. It can be with tasks, scheduling, documentation and improving the efficiency of the organisation.

Core Content Outcomes

Here are the overall topics covered across the programme.

Learning Styles
- Formal vs informal learning
- Learning styles and models
- Identifying your learning style

Workplace Communication
- Communication methods and models
- Questioning and listening skills
- Confident and assertive communication

Understanding Organisations
- Organisational types and functions
- Organisational strategy and values
- Organisational and team structures

Team Working
- Relationship building
- Characteristics of effective teams
- Team roles and productivity

Record & Document Production
- Using relevant IT packages and systems
- Creating business documents
- Recording and analysing data

Managing Meetings
- Manging diaries and organising events
- Minuting meetings and note taking
- Actioning planning and logging

Time Management & Organisation
- Prioritising tasks
- The Pareto Principle
- Time management models

Project Management Skills
- Project management principles
- Scoping, planning and monitoring projects
- Supporting project quality and performance

Stakeholder Management
- Identifying internal and external stakeholders
- Communicating with stakeholders
- Negotiation and influencing skills

Legislation & Regulation
- Compliance and data protection
- Equality, diversity and inclusion
- Organisational policies and procedures

Researching & Reporting
- Understanding the marketplace
- Market and competitor research
- Reporting on trends and changes

Problem Solving & Decision Making
- Five steps to solving problems
- Identifying problems and their causes
- Implementing solutions

Quality & Improvement
- Task management and process administration
- Identifying process and quality improvements
- Sharing best practice and role modelling

End Point Assessment Preparation
- Planning and preparation
- Practice and techniques
- One-to-one help and guidance

Programme Structure

Designed in a way that will maximise the performance of each learner

Learning the theory of a topic is great but it's what the learner does to **embed the learning** and actually use it, that matters most. All **learning is reinforced** with ongoing coaching, online resources and off-the-job activity to bring it all to life. Each part of the programme supports the learner to apply their knowledge and skills via **INTENT – IMPLEMENT – IMPACT.**

✔ What did they plan to change? ✔ What did they change and how? ✔ What impact did it make?

Onboarding & Induction

Initial workshop and event about the programme and how to get a high grade.

Skills Individual Learning Plan

Creation of a pre-programme learning and development plan. Includes goal setting and actions.

Practical Learning Events

These can consist of workshops, masterclasses, virtual training, action learning sets, projects or coaching.

Regular Coaching Sessions

One to one development with a designated skills coach. Covers skills and an assessment progress review.

Digital Learning

To take in-between learning events and to help embed the learning. Selfstudy and in the flow of work resources.

Off-The-Job Training

20% of the learner's total working hours is used for "off-the-job" learning and development activities.

Ongoing Reviews

Held between the learner, employer and skills coach to monitor progress and to make any adjustments.

Support & Help

Our designated skills coaches will always be on hand to help your learners throughout the programme.

End Point Assessment

End of programme assessment. Consists of activities like observations, evidence, tests and discussions.

Apprenticeship

Learners gain a pass, merit or distinction from their end point assessment based on their results.

Progress Reviews & End Point Assessment

Ongoing Reviews

As part of this programme your learners will receive regular coaching sessions. This will develop their knowledge, skills and behaviours further and also ensure that they're on track for passing the apprenticeship through tailoring the learning and development to each individual. Evidence of their development will be collated and stored within their e-learning account. This will allow their coach to review the skills and knowledge they have learnt and continually tailor their individual learning plan to their training needs.

Gateway

Before each learner is able to progress to the End Point Assessment (EPA) both you (employer) and their coach will ensure that they have the sufficient levels of knowledge, skills and behaviours required to pass - this is know as Gateway.

Once everyone is in agreement that the learner is ready, they can then progress to the End Point Assessment.

End Point Assessment

All apprenticeships contain a compulsory end of programme assessment, which is called an End Point Assessment (EPA).

Upon successful completion of the Business Administrator apprenticeship, **learners will achieve a nationally recognised Advanced Apprenticeship.**

Assessment

Assessment methods (or components of) can be:

- ✓ Observations
- ✓ Practical Assessments
- ✓ Tests
- ✓ Discussion
- ✓ Interview
- ✓ Presentation & questioning
- ✓ Project
- ✓ Evidence Portfolio
- ✓ Logbooks

How Much Does This Apprenticeship Cost?

Business Administrator Level 3

For Levy Employers
£5,000 per person

For Non-Levy Employers (SMEs)
£250 per person
(you receive 95% funding)

Each learner receives

✔ **Onboarding & Induction**

✔ **Customised Programme**

✔ **Digital Learning**

✔ **Ongoing Reviews**

✔ **End Point Assessment**

✔ **Skills Individual Learning Plan**

✔ **Regular Coaching Sessions**

✔ **Off-The-Job Training**

✔ **Support & Help**

✔ **Apprenticeship**

Duration
Typically, this programme will take between 12 and 18 months.

Eligibility
Learners will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their programme.

Enquire today

📞 0333 320 2883

@ enquiries@mtdtraining.com