

Business Administrator (Level 3)

"There is no greater thing you can do with your life and your work than follow your passions – in a way that serves the world and you." - Richard Branson

This apprentice standard is suited to people who are currently working in, or want to work in, a Business Administrator role. tpm will develop with the employer a tailor-made course to meet the needs of the business environment and the apprentice. The standard develops the skills required to support and engage with different parts of the organisation and interact with internal or external customers

Key Facts



Qualifications

You will gain a level 3 apprenticeship standard. If you have not previously passed GCSEs Maths and English, you can also achieve equivalent qualifications as part of your apprenticeship



Duration

12 to 18 months



Training

A programme of structured on and off-the-job training. This can include classes at the tpm training centre, webinars, workshops and practice sessions on skills and professional behaviour, self-directed learning, and distance learning.



Support

You will have a tpm personal trainer who will support you by phone and email. They visit you in the workplace every 6 to 8 weeks to review progress, plan next steps and identify any specific support you need.

Course content

This apprenticeship standard will give you a full portfolio of professional skills, behaviours and knowledge required to be an effective Business Administrator including:

- Using multiple IT packages and systems such as Microsoft Office
- Creating professional emails, letters and documents relevant to your organisation
- Recording and analysing data
- Effective decision making
- Building and maintaining positive relationships within a team and across the organisation
- Good communication in all channels (face-to-face, written, telephone and digital)
- Reviewing processes and improving efficiency
- Initiating and completing tasks to a high standard
- Sharing best practice and coaching others
- Problem solving and conflict resolution
- Managing resources and equipment
- Project Management
- Understanding your organisation and the importance of your role within it
- Understanding laws, regulations, and policies relevant to your organisation
- Meeting needs of all stakeholders and understanding external factors
- Understanding the processes, procedures and principles of the business, and how to apply them
- Behaving professionally and displaying exemplary personal qualities
- Managing performance, taking responsibility, and adapting when necessary



tpm achievement rate for business administration apprenticeships: 5% above national average



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Apprenticeship journey

Step 1 Initial & Diagnostic Assessment

Initial and diagnostic assessments are carried out to establish your levels of English and maths, also skills scans are completed with your trainer to accredit your prior learning and achievements. This is so you don't undertake training for skills you already have. Your trainer will ask you about any learning difference you have e.g. dyslexia, so they can put additional training support in place.

Step 2 Training

This is the main phase of your apprenticeship when you undertake your programme of on and off-the-job training. A specific learning plan will be developed independently for you, using your job role as the guide for your training. A minimum of 20% of your contracted working hours must be spent on off-the-job training. You will be provided with more detailed information on this during your induction. Through a full list of mixed learning activities you will develop your knowledge skills and professional behaviour including attending skills sessions at the tpm training centre, webinars, workshops, tpmOnline and distance learning. You will also undertake regular mock assessments to test your competence.

Step 3 Gateway

This is a point towards the end of your apprenticeship when you engage in discussions and decision-making sessions with your trainer and your employer to assess whether you are ready for your end point assessment or whether you need additional training. You must have achieved your Functional skills to Level 2 (or GCSE) and you must be deemed competent in all of your skills, knowledge and behaviours.

Step 4 End Point Assessment

This is the last stage of your apprenticeship, where the skills, knowledge and professional behaviours you have acquired will be assessed by the independent end point assessor IEPA. You will showcase your skills, knowledge and behaviours to the IEPA in the form of a knowledge test, a presentation of a project you have completed and a portfolio based interview with the IEPA.

Progression

After you have completed this apprenticeship standard you can progress onto a management role, or senior support role.

To apply

Speak to your employer to ensure you have their support to undertake this apprenticeship standard as they play an important role in the training process. The team at tpm are always available to provide advice to you and your employer. Call 0151 709 6000 for more details on how to apply.