



Bespoke Consultancy & Education Ltd



Apprenticeships



PROGRAMME GUIDE

LEVEL 3 APPRENTICESHIP

# BUSINESS ADMINISTRATORS

Funded by



Education & Skills  
Funding Agency

Awarded by



**Highfield**  
awarding body for compliance

Approved HABC Centre

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# OCCUPATIONAL PROFILE

## BUSINESS ADMINISTRATOR

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

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.

## JOB ROLE SUITABILITY

It is crucial for the employer to assess the suitability of the job role for the candidate to successfully complete their apprenticeship programme.

### **Job titles might include:**

- Business Administrator Office
- Administrator Admin Team
- Member Administration
- Coordinator Records Analyst
- Secretary Business Assistant



### **SKILLS SCAN**

Learner and employer will go through Skills Scan as part of the apprenticeship onboarding process. This process help the learner and others to understand the starting position. This includes a significant commitment by the employer to provide the right experience in the learner's job and in-work training.

## ENTRY REQUIREMENT

To qualify for an apprenticeship, you must meet the following criteria:

- Level 2 English and Maths, or equivalent
- be aged 16+ at the time of enrolment
- be a UK or European Economic Area (EEA), or have lived in the UK or EEA for the past three consecutive years
- not already be in full-time education at the point of enrolment
- not already hold a qualification at the same level or above in the same area that you wish to study

# BLENDED LEARNING APPROACH

BCE deliver a blended learning approach through a combination of self-paced learning, self-research, live online and face-to-face learning sessions, projects and competency development through the required off-the-job training.

## OFF-THE-JOB TRAINING

At BCE we work with you, the employer, to design a bespoke learning experience for your employees. It is imperative that we sit together to plan out the journey.

It is a funding requirement that all apprentices receive their paid working hours 'Off The Job' training to enhance and embed their knowledge. This is an opportunity for you to evaluate your current learning plan for your staff and make amendments to improve their learning.

**Off-the-job training must be directly relevant to the apprenticeship. It can include the following:**

- the teaching of theory (for example, lectures, role playing, simulation exercises, online learning, and manufacturer training)
- practical training, shadowing, mentoring, industry visits, and participation in competitions
- learning support and time spent writing assessments or assignments.

**Off-the-job training does NOT include:**

- training to acquire knowledge, skills and behaviours that are not required in the standard or framework
- progress reviews or on-programme assessment required for an apprenticeship framework or standard
- training which takes place outside the apprentice's normal working hours.

# LEARNER SUPPORT



## Safeguarding

Safeguarding is an important aspect of your role as a professional and yourself as a learner. Safeguarding duties and responsibilities apply to both adult and children who have care and support needs, are experiencing, or at risk of abuse or neglect and are unable to protect themselves.



## Prevent

Prevent is a government counter-terrorism strategy and aims to safeguard vulnerable people. At BCE, we educate our staff and learner about the five British values: democracy, rules of law, individual liberty, mutual respect, and tolerance of different faiths and beliefs.



## Wellbeing

Your wellbeing is important. We can support with any specific learning, please raise this with your tutor. If you have concerns regarding your wellbeing we can implement a support plan and identify key strategies to help.



## Can we talk?

If you have any concerns about safeguarding for yourself or others please contact Lizzie Gregory, the designated safeguarding lead by emailing to [safeguarding@bcelearn.co.uk](mailto:safeguarding@bcelearn.co.uk)

# LEARNER JOURNEY



Getting You Started

Induction Session

Month 1 - 15

## On Programme Learning

The apprentice will be expected to complete the 21 mandatory diploma units. Refer next page for modules.

Month 16 - 18

## End-point Assessment

Preparation of EPA. The apprentice will undergo several assessments over a set period of time, which will be led and graded by the End-Point Assessor who is independent to the training provider.



Qualification is awarded.



# QUALIFICATION SUMMARY

**Title**

Highfield Level 3 Diploma for Business Administrators (RQF)

**Duration**

15 months (excluding EPA)

**Qualification Number**

610/0567/8

**Aim**

This qualification is aimed at learners working in a business administration role. It aims to develop learners' knowledge and understanding across a range of administrative practices and tasks. Topics include project management, decision making, stakeholder management and relevant legislation/regulations.

**Credit Value**

40

**Total Qualification Time (Hours)**

400

**Total Guided Learning (Hours)**

236

**Minimum age of learner**

16

**Assessment Methods**

This qualification is assessed through the completion of a portfolio of evidence, which will be internally assessed and internally quality assured by the centre, then externally quality assured by Highfield.

# MODULES

This qualification is aimed at learners working in a business administration role. It aims to develop learners' knowledge and understanding across a range of administrative practices and tasks. Topics include project management, decision making, stakeholder management and relevant legislation/regulations.

To complete the Highfield Level 3 Diploma for Business Administrators (RQF), learners must complete all units contained within the mandatory group.

## Mandatory group

Learners must achieve **all units** in this group.

Unit reference	Unit Title	Level	Credit	GLH
A/650/1654	The organisation	3	2	14
D/650/1655	Value of their skills	3	2	10
F/650/1656	Stakeholders	3	3	20
H/650/1657	Relevant regulation	3	1	7
J/650/1658	Policies	3	1	4
K/617/5923	Business fundamentals	3	4	22
K/650/1659	Processes	3	1	8
R/650/1660	External environment factors	3	2	12
T/650/1661	IT	3	2	10
Y/650/1662	Record and document production	3	2	14
A/650/1663	Decision making	3	1	8
D/650/1664	Interpersonal skills	3	1	8
F/650/1665	Communications	3	2	12
H/650/1666	Quality	3	2	10
J/650/1667	Planning and organisation	3	3	15
K/650/1668	Project management	3	3	16
L/650/1669	Professionalism	3	3	16
D/617/5935	Personal qualities	3	1	5
H/617/5936	Managing performance	3	1	8
T/650/1670	Adaptability	3	1	5
Y/650/1671	Responsibility	3	2	12

# QUALIFICATION EARNED

Upon successful completion of this apprenticeship, the apprentice will be awarded the following:



**Highfield Level 3 Diploma in Business Administration (RQF)**



**Business Administration Apprenticeship Standards**



**Functional Skills in Maths and English Level 2 (if applicable)**

## CAREER PROGRESSION

The administration role may be a gateway to further career opportunities, such as management or senior support roles.



# HOW CAN WE HELP?

Feel free to contact us by email or telephone. Alternatively, you can complete our contact form on our website and we will be sure to get back to you as soon as possible.

 **01275 876733**

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