



BUSINESS ADMINISTRATION

Course Duration / 18 Months Level 3

Apprenticeship Standard

Supporting and engaging with different parts of the organisation and interact with internal or external customer.

Course Overview

- * 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.



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Business Administration Course Content

Knowledge

- * Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- * Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
- * Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
- * Understands the organisation's internal policies and key business policies relating to sector.
- * Understands the applicability of business principles such as managing change, business finances and project management.

Skills

- * Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages.
- * Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management.
- * Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way.
- * Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.
- * Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines.

Behaviours

- * Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
- * Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.