Business Administrator

Apprenticeship Standard Specification

1.1 Occupational profile

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.

1.2 Purpose

This apprenticeship has been designed by a range of employers to ensure that both new entrants and those interested in progressing a career in the sector have an opportunity to develop the right skills, knowledge and behaviours. This apprenticeship is a fantastic way of developing these skills whilst learning and gaining experience at work.

At the end of the programme apprentices will:

- demonstrate strong communication skills (both written and verbal)

- adopt a proactive approach to developing skills

- manage priorities and own time

- people management responsibilities through mentoring or coaching others

- use multiple it packages and system

- produce accurate records and documents.

1.3 Entry requirements

There are no formal entry requirements for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that learners have the potential and opportunity to achieve the apprenticeship standard successfully.

1.4 Gateway requirements

Gateway requirements are stipulated by the apprenticeship standard's assessment plan and end-point assessment organisations must ensure that all apprentices have completed and achieved the requirements.

1.4.1 Apprenticeship duration

Business Administrator apprentices must have exceeded the 12-month Government minimum duration and completed a programme of learning as set by their employer, supported by the appointed training provider. The programme will develop the skills, knowledge and behaviours detailed in the standard.

1.4.2 Mandated qualifications

Apprentices are required to achieve the following mandated qualifications for this standard:

*   Level 2 English

*   Level 2 mathematics

Evidence of these qualifications must be submitted to OAL along with a declaration that the apprentice has met the gateway requirements. Qualification certificates can be submitted at any point once the apprentice has been registered on our Portal. OAL will accept qualification certificates from any awarding organisation.

In the main OAL expects evidence to be in the form of the qualification certificate. Where the certificate is not available then a formal transcript or notification of results. Where either a certificate or formal notification of results is not available, but the apprentice has other evidence that may be acceptable, you should contact us directly so we can offer advice on the verification of the evidence.

Apprentices, who have previously achieved their English and/or mathematics as specified above, must submit their qualification certificates to Occupational Awards Limited as evidence of achievement and exemption.

Apprentices and their employer/training provider should refer to the OAL English and Mathematics Policy for end-point assessment gateway evidence available at https://www.oawards.co.uk/about-us/ for evidence requirements of English and mathematics achievement.

1.4.3 Programme evidence required for the end-point assessment

Apprentices are required to submit the following documentation to OAL during the Gateway process. These requirements are mandatory and form part of the end-point assessment. Whilst they are not directly marked they will be used to carry out the Portfolio-based Interview and Project Presentation. The apprentice will not be allowed to undertake their end-point assessment until these documents are submitted to OAL.

- A portfolio of learning demonstrating evidence of all the knowledge, skills and behaviours
- A project carried out during the programme of learning as agreed with the end-point assessment organisation.

Further guidance on the requirements for both of these can be found in the OAL Business Administrator Apprentice Standard Handbook.

1.5 End-point Assessment (EPA) requirements

End-point assessment will take place at the end of the programme and is designed to test apprentices' skills, knowledge and behaviours independently of learning and qualifications.

End-point assessment for this standard includes a:

- Knowledge test

The test will be 60 minutes under controlled examination conditions and invigilated by the end-point assessment organisation. The test will comprise of 50 multiple-choice questions. The test is available online or paper-based.

- Portfolio-based interview

The portfolio-based interview is a structured discussion between the apprentice and their independent assessor. The portfolio-based interview will cover areas of the standard outlined in 1.11. A portfolio of learning is required to be submitted during the gateway process. This provides a structure for the interview. The interview will be no longer than 45 minutes.

- Project presentation

The project presentation is a formal presentation based on a project that the apprentice has completed or a process they have improved during the programme of learning. A specification for the project and presentation can be found in the OAL Business Administrator Standard Handbook. The presentation will be no longer than 15 minutes with a further 15 minutes for a question and answer session.

1.6 Planning the EPA

Once the apprentice has successfully passed through gateway a planning session will take place between the employer, training provider and OAL. The outcome of the planning session is to ensure that the EPA runs smoothly on the day.

Apprentices will be given access to the OAL Apprentice End-point Assessment Handbook once they have been enrolled onto the standard. The Apprentice End-point Assessment Handbook sets out the assessment requirements of EPA and the criteria on which the apprentice will be graded.

1.7 Order of end-point assessment

The assessment plan for this standard stipulates that the EPA is taken in the following order:

1.	Knowledge test

2.	Portfolio-based interview and project presentation.

1.8 Assessment personnel

An Independent Assessor appointed by OAL must invigilate and assess all components of the end-point assessment.

1.9 Apprenticeship grading

The apprenticeship is graded: Fail, Pass or Distinction. Apprentices must achieve a minimum of a pass in each of the 3 components.

Results are subject to moderation and will be issued every 10 working days to the named training provider. OAL will send results to the Education and Skills Funding Agency in line with guidelines for certification. It is expected that a period of further learning will need to be undertaken if the apprentice has to re-take any part of the end-point assessment. OAL can make exemptions to this ruling should reasons for the fail are deemed to be outside the control of the apprentice.

1.10 EPA fees

The Business Administrator apprenticeship standard attracts a total funding of £5,000. 20% of the total apprenticeship funding is withheld until the EPA has been concluded, this is to encourage completion of the apprenticeship training and mandated qualifications. In respect of this standard this represents the maximum cost of an EPA.

OAL typically charges 15% of the total funding for this standard. However fees are worked out on an individual basis to ensure that employers and apprentices get the best value for money. For approved centres our fees can be found in the online Portal. Non-approved centres should contact us directly for a bespoke quote.

At OAL there are no hidden fees. Our fees are inclusive of all support, documentation and materials. This includes access to our team of experts to support the induction of apprentices, preparation for EPA, handbooks and assessment specifications and materials.

1.11 Standard Knowledge, Skills and Behaviours

Key to table

MCQ   Multiple choice questions

PI   Portfolio-based interview

PP   Project presentation

Business Administrator Apprenticeship Standard		
Knowledge statements		Assessed by:
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.	PI MCQ
Value of their skills	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.	PI
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.	MCQ PI
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	MCQ PI
Policies	Understands the organisation's internal policies and key business policies relating to sector.	PI
Business fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.	MCQ
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.	PP

Knowledge statements		Assessed by:
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.	MCQ PI
Skills statements		
IT	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. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.	PI
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	PI
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.	PP
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.	PI

Skills statements		Assessed by:
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.	PI
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies them self to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.	PI
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.	PI
Project management	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.	MCQ PP

Behaviour statements		Assessed by:
Professionalism	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.	PI
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.	PI
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.	PI
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.	PI
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.	PI