

# 3

Course code  
ST0070

**Total Apprenticeship Duration**

19 Months

- **On-Programme**  
16 months
- **Assessment Window**  
3 months
- **Day Courses**  
5 remote sessions

**Recommended EPA Organisation**  
Training Qualifications UK



## Overview

## Apprenticeship Standard BUSINESS ADMINISTRATION LEVEL 3

All sectors can benefit from the knowledge, skills and behaviours of Business Administrators. This includes businesses in public, private and charitable sectors as well as small and large organisations.

Working independently or in a team, this role can involve the development, implementation, maintenance and improvement of administrative services.

In order to progress to managerial responsibilities, Business Administrators will develop key skills and behaviours. In

this role, candidates will support and engage different parts of the organisation, as well as interact with internal and external customers. Business Administrators focus on adding value to an organisation by supporting functional areas, working across teams and resolving issues as requested. The apprentice can acquire a broader set of skills as a result of both flexibility and additional responsibilities.

They should demonstrate a positive attitude in executing responsibilities efficiently and with integrity. A key aspect

of the role is demonstrating strong communication skills (both written and verbal) and taking a proactive approach to skills development.

The Business Administrator is also expected to demonstrate initiative, time/priority management, problem-solving skills and decision-making, as well as the potential to manage others through mentoring or coaching.

## Course content

### Knowledge

- Understanding the organisation
- Value of skills
- Stakeholders
- External environmental factors
- Relevant regulation
- Policies
- Business fundamentals
- Processes

### Skills

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

### Behaviours

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

## Entry requirements

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week. Candidates must have achieved Maths and English at Level 2 prior to their

training. Those who have not must achieve this prior to taking the end-point assessment and we will support this. Maths & English tests must be taken under exam conditions.



## On-programme development & training

Using the **OneFile** online portfolio, candidates will compile evidence demonstrating occupational skills, knowledge & behaviours. We will support the candidate with one-to-one workplace visits, virtual learning modules (VLE), remote sessions and five Day Courses which are delivered remotely.

Candidates will be required to complete a work-based project or improvement from

month nine of their programme. This project/improvement will underpin their End-Point Assessment (EPA). All of the above will contribute to the candidate's requirements of off-the-job training. HOET will work with the employer and candidate to develop a training and development plan to enable the remaining requirements to be met.

Candidates will be supported with mock

End-Point Assessments (EPA) which will include practical observations, Q&A sessions and a professional discussion. Development feedback will be provided at the end of these mocks to ensure candidates are given the support required to achieve EPA.

## Gateway & EPA

### Gateway

This is the preparation area for candidates' EPA, and can only be entered once the standard requirements have been met and we are in agreement with both the candidate and the employer that they are ready for EPA. During this time, the candidate will finalise their project/improvement presentation, complete their portfolio and also sit an online test. The portfolio and presentation are then submitted to the EPA organisation 2 weeks before the agreed EPA date. The test consists of 50 multiple-choice questions to be completed in 60 minutes under exam conditions. It is expected that the assessment should typically be passed before the apprentice

progresses to the interview and presentation.

### End-point assessment

EPA is completed on the date we agree with the candidate and employer; this is usually 60 days after entering Gateway and is finalised once all the required documentation has been completed. The EPA is completed remotely via an online video conferencing platform.

Candidates will complete a 30-45 minute interview on their portfolio submission. The purpose of the interview is to assess competence, self-reflection, judgement and understanding of the entire

Apprenticeship Standard. Finally, the candidate delivers a presentation on the project they have completed or a process they have improved. The presentation is 10-15 minutes with a further 10-15 minutes for Q&A.

Once all elements of the EPA have been completed, the candidate will receive their final grading of either pass or distinction. This takes up to 3 weeks.

The recommended EPA organisation for this standard is **Training Qualifications UK**.



INFORMATION



ADVICE & GUIDANCE



RECRUITMENT SUPPORT



INDUCTION



ON-PROGRAMME LEARNING



EPA PREPARATION

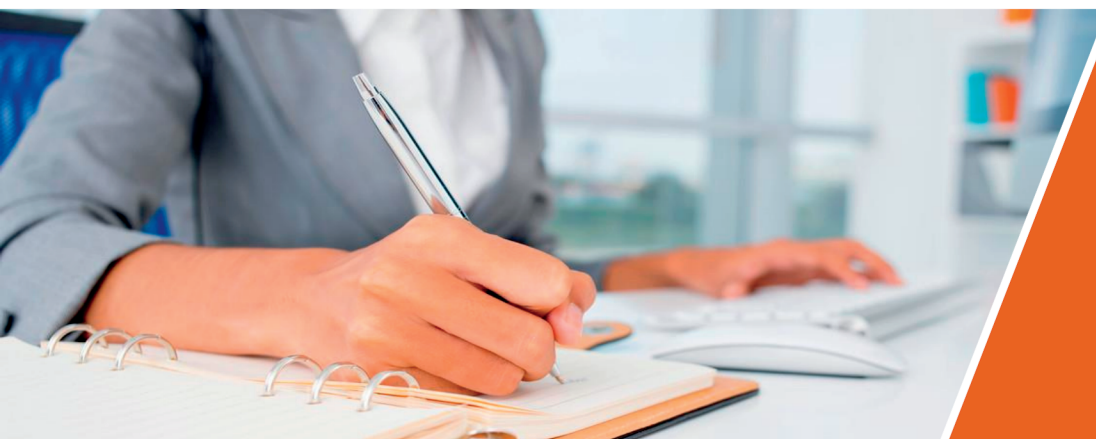


EPA



PROGRESSION ROUTES

*“I have learnt more about industry processes and business fundamentals.”*



### Employer & learner satisfaction



of Employers would recommend us\*



of Apprentices would recommend us\*

\* From our 2020-2021 Employer & Apprentice Survey