

# WE ARE HERE TO HELP APPRENTICES BEE WHAT THEY WANT TO BEE

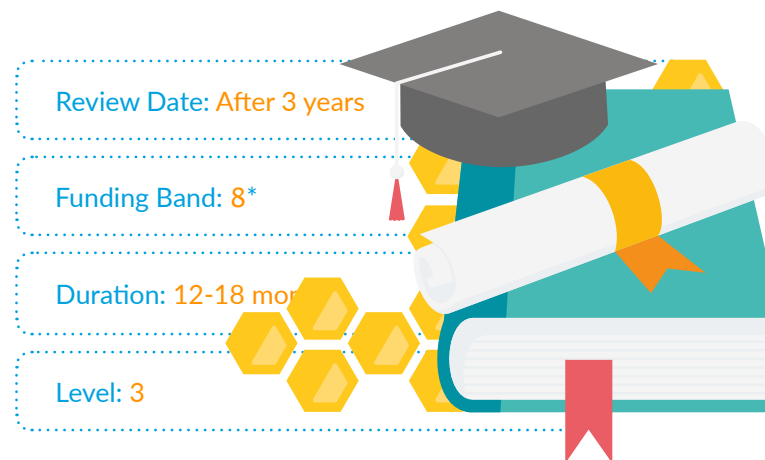
## Business Administrator Apprenticeship

For more information on this apprenticeship standard, visit the [Institute for Apprenticeships](#).

### 1 The Apprenticeship

A business administrator will have, under their belt, a wide set of skills that could give them a prospective place in virtually every sector of work there is, in small and large businesses, in the public and private sectors. A business administrator may be able to work on their own or as part of a team developing, implementing, maintaining and improving administrative services. The skills, behaviours and knowledge they attain in their apprenticeship will ultimately direct them upwards towards the responsibilities of management and upper management. Their job will be to know their department, division and the business inside and out: to support and engage with different parts of the organisation and on occasion interacting with internal and external customers. It will be their job, wherever they are, to improve administrative efficiency by working within and across teams and resolving problems when they crop up. Flexibility will be the name of their game: successful apprentices will need to be able to develop a very wide set of skills that will help them in as many situations as possible.

To be a business administrator, the apprentice must work efficiently, have a positive attitude, have excellent communication skills and adopt a proactive approach to developing skills. They must be decisive, show initiative and problem-solving skills and even may have to develop people management, mentoring and coaching abilities in order to support their team.



### 3 On-the-job and Off-the-job training

This is where the entire apprentice's training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Throughout the apprenticeship, the apprentice will be assessed on their knowledge, skills and behaviours in a fashion agreed between the training provider and employer. During the tailored training course, the apprentice will need to undergo an on programme assessment of knowledge, skills and behaviour before their final synoptic End-Point Assessment takes place.

Apprentices will need to spend 20% of their logged apprenticeship hours in off-the-job training, engaging in activities such as academic study, independent research or other tasks that will increase the apprentice's knowledge, skills or behaviours that are not included in their everyday tasks.

### 2 Initial Assessment Plan

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.



### Recommended programme (not required)

- Regular Performance Reviews Regular performance reviews between apprentice and line manager
- Feedback from line manager, direct reports, peers and customers/stakeholders (including 180/360 degree feedback or equivalent)
- The decision on readiness to progress to the End-Point Assessment will be taken by the line manager and apprentice with input from the Training Provider



### 4 Gateway

This is where the training provider, employer and apprentice meet to ensure the apprentice has completed all the requirements needed to proceed to the End-Point Assessment.

Where the apprentice has not already achieved Level 2 English and Mathematics, they must do so before taking the End-Point Assessment.

### 5 End-Point Assessment

The synoptic End-Point Assessment will consist of **three** components.



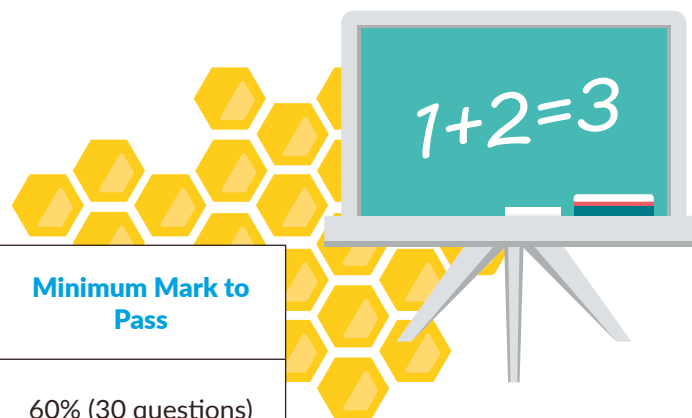
Knowledge Test	Project Presentation	Portfolio-Based Interview
<p>For the knowledge test, the apprentice will undertake a multiple-choice test to last a maximum of 60 minutes and include 50 equally-weighted questions. The test is to be completed online and requires invigilation.</p> <p>The test predominantly focuses on non-organisation specific knowledge outlined in the apprenticeship standard such as regulations and laws, business fundamentals and project management principles.</p>	<p>The project presentation will be a presentation delivered by the apprentice to the apprentice assessor. The project will be an original project or a presentation on an improved existing process. The presentation should last 10-15 minutes with a further 10-15min Q&amp;A session. The presentation should be completed from the 9th month of the apprenticeship.</p> <p>The presentation should summarise the apprentice's capacity for planning and organisation, project management, ability to demonstrate quality standards and an ability to make decisions.</p> <p>Further requirements:</p> <ul style="list-style-type: none"> <li>• A project or process improvement should account for 21-35 working hours;</li> <li>• Must be work-based, incorporating scoping, planning, managing and other skills.</li> </ul>	<p>The portfolio-based interview will last for 30-40 minutes and will assess the apprentice's competence, self-reflection, judgement and understanding of their entire apprenticeship. The portfolio will provide a structure for this conversation and should be submitted to the Apprentice Assessment Organisation 1 month before the interview. The portfolio will consist of evidence of the apprentice's understanding of the purpose of the organisation, the value of their role, their ability to produce records or documents and professional behaviours.</p> <p>The interview will assess:</p> <ul style="list-style-type: none"> <li>• Understanding of the evidence provided and the apprentice's competence;</li> <li>• Self-reflection of performance, demonstration of knowledge, skills and behaviours;</li> <li>• Judgement and understanding.</li> <li>• The portfolio contains evidence of:</li> <li>• A minimum of 8-12 pages of material;</li> <li>• A minimum of one example of the knowledge, skills and behaviours outlined in the apprenticeship standard;</li> <li>• Practical observation/evaluation by the employer.</li> </ul>

## Grading

The three components are weighted as shown below. In order to pass the apprenticeship, the apprentice is required to pass each component.

Component Grade	Weighting on Overall Grade	Minimum Mark to Pass
Knowledge Test	20%	60% (30 questions)
Portfolio Interview	40%	60%
Project Presentation	40%	60%

Overall Grade	Total Mark
Distinction	80% - 100%
Pass	60% - 79%
Fail	0% - 59%



## 6 Completion and Certification

Once the assessor verifies you've successfully completed all End-Point Assessments, TQUK will initiate the certification process. Working with the Education and Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

## 7 Occupational competence

On completion, the apprentice may consider applying for positions that require some administration duties or using the apprenticeship as a gateway to pursue careers in management and senior support.

