



**BUSINESS ADMINISTRATOR
APPRENTICESHIP**

What is a Business Administrator Apprenticeship?

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 from the public, private and charitable sectors.

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, as a business administrator you will contribute to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.

You will be expected to deliver your 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.

This apprenticeship is a stepping stone into management and employee support roles and will enable you to become more confident in dealing and communicating with people across all functions and roles within an organisation.

Typically, the programme runs for 15-18 months.

Topics covered:

- Understanding the organisation and its environment
- Relevant regulations
- Interpersonal skills
- Communicating with internal and external stakeholders
- Business fundamentals, planning and organisation
- Processes and procedures
- Decision making and quality improvement
- Project management

What qualifications will you gain?

In addition to the apprenticeship, RHG will provide an ILM Level 3 Award in Leadership and Management as an added value qualification.

Who is it for?

This apprenticeship is suited to individuals who are new to business administration or have been in a business administration role for a while but have not had formal training. Typically, applicants will have 5 GCSE's or equivalent at grade C or above. If not already achieved, then Level 2 in English and maths will be required prior to end point assessment.

Want to know more?

Read more about the programmes we offer on our website at www.rhgconsult.co.uk or contact us directly and we will be happy to answer your questions and give you more detail on the apprenticeship programmes we offer, how to access funding or even how to hire staff.



RHG will include an ILM Level 3 Award in Leadership and Management as an added value qualification.



The apprenticeship standard journey



Initial assessment



Induction



Learning & assessment



Learning reviews



Gateway



End point assessment



Exit review

What do our learners say?

The online resources and scheduled one to ones from RHG flexibly incorporate learning into my everyday role – helping me to build confidence and understanding within my role and the industry that I work within. Prior to this apprenticeship, I had no knowledge in my industry and due to the support from my tutor and the learning strategies employed, I have been able to develop independence and expertise.

The tutors go out of their way to make the course as relatable and personable as possible – creating a friendly and welcoming experience that inspires personal growth and skills that can be applied to everyday life as well as course specific learning.

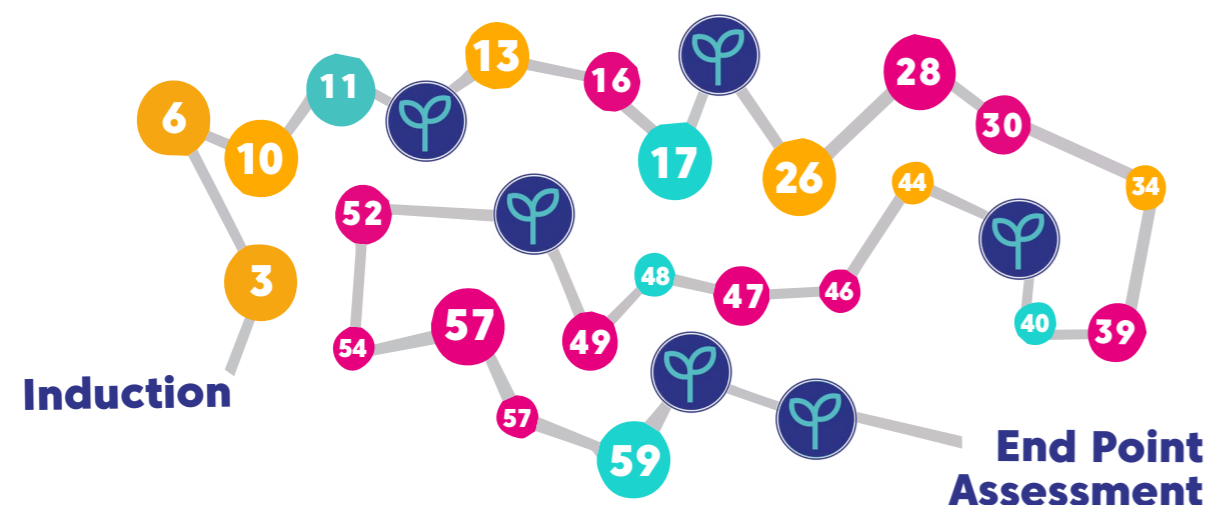


The sessions are thorough and there are direct communication channels to ensure that learners can achieve, at a manageable pace which is bespoke to individual learning styles.

Saffron Gordon-Leah

Business Administration Programme

Mindmap of weekly timescales



Week No.	Learning Unit
3	The organisation and its policies
6	External environmental factors
10	Relevant regulations and laws
11	Professionalism
	PROGRESS REVIEW
13	Organisational structures
16	Interpersonal skills
17	Personal qualities
	PROGRESS REVIEW
26	Managing internal and external stakeholders
28	Communication skills
30	Using social media to promote and influence
34	Business fundamentals -managing change, projects and finance
39	Planning and organisational skills
40	Adaptability
	PROGRESS REVIEW
44	Business processes - data, payments and customer management
46	Producing and managing records and documents
47	Understanding data protection and confidentiality
48	Responsibility
49	Developing IT skills
	PROGRESS REVIEW
52	Decision making techniques
54	Understanding quality and quality control
57	Project management
57	Completing a process change or project
59	Managing performance
	PROGRESS REVIEW
	GATEWAY REVIEW



End point assessment explained



What to include in your portfolio of evidence?

Your portfolio of evidence will showcase your knowledge, skills and behaviours across the learning outcomes. Typical evidence could be written reports and assignments, project plans, CPD logs, minutes of meetings, observations, witness testimonies, email trails and recorded professional discussions with your learning coach. Your portfolio is not assessed but will be used to inform the questions asked in your interview.

Knowledge test

You will undertake a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before you progress to the interview and presentation.

Did you know?

All three components of the final end point assessment must be passed for the apprentice to be deemed competent. Satisfactorily meeting the criteria is a pass, exceeding them can lead to a Distinction.

Portfolio based interview

The interview will last between 30-45 minutes and will be an opportunity for you to showcase the knowledge, skills and behaviours you have developed during your apprenticeship by providing examples and reflecting on your performance.

Grading

The knowledge test, project presentation and portfolio-based interview are weighted evenly and the grades added together to give an overall grade of Fail/Pass/Distinction.

Project presentation

You will deliver a presentation on a project you have completed or a process you have improved. Your presentation will be 10-15 minutes with a further 10-15 minutes allowed for questions. Your project will be completed in the latter stages of your apprenticeship and completed before Gateway. PowerPoint or Prezi should be used to produce your presentation to demonstrate your IT skills.



FAQs

We have compiled a list of frequently asked questions so whether you're looking to grow your team by hiring new members, or up-skill your current workforce, you can gain maximum benefits from apprenticeship schemes.

Background

The Apprenticeship Levy was introduced from 6 April 2017 to inspire employees to expand existing and introduce new apprenticeship schemes.

Here at RHG, we help employers to deliver high-quality, professional apprenticeship programmes to grow existing employees by closing skills gaps and hire new team members.

What is the Apprenticeship Levy?

The Apprenticeship Levy is a compulsory levy on employers that is used to fund the delivery of and increase the quantity and quality of apprenticeships within the UK.

Who has to pay the levy?

From April 2017, UK employers within the private and public sector with a bill of over £3 million pay the Apprenticeship Levy.

Non-levy paying employers will contribute 5% towards the cost of training and assessing apprentices, with the government paying the remaining 95%.

How much do organisations pay?

The levy is set at 0.5% of an organisation's pay bill, however employers receive a £15,000 annual allowance to offset against the levy.

How are levy payments made?

HM Revenue and Customs (HMRC) will collect monthly payments. Businesses are required to calculate and report the levy that they owe each month.

What happens to the levy?

The payments made by levy-paying organisations go into the Digital Apprenticeship Service account where employers can get access to funding as well as find relevant apprenticeships and training providers.



How can funds be accessed?

Levy-paying employers can access their Apprenticeship Levy contributions through their Digital Apprenticeship Service (DAS) account to pay for their apprenticeship training.

For non levy-paying organisations please contact us or visit <https://www.apprenticeships.gov.uk/employer/funding-an-apprenticeship-non-levy#>

How are funds spent?

The funding can be put towards the cost of training and assessments within the apprenticeship and can only be used with an approved training provider who is on the register of apprenticeship training providers.

Are there any funding rules?

Yes, and a key one is that apprentices must be permitted to dedicate at least 6 hours of their working week to off the job training.

Who can become an apprentice?

The apprenticeship scheme is available for both new and existing employees to enable you to develop existing team members, as long as they meet eligibility criteria. There are no age restrictions on the apprenticeship scheme.

Is there a time limit to spend the levy funds?

Levy funds will expire 24 months after they enter the account unless they are spent on apprenticeship training.



Did you know?

A 10% top-up is applied by the government to funds added into the account. So for every £1 an employer adds, the organisation has £1.10 to spend on apprenticeships.



How do I find out more?

Contact us today to discuss how you could fill skills gaps within your existing team, hire new team members through the apprenticeship scheme or for more information about the Apprenticeship Levy.

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