



Developing Tomorrows Workforce, Today.

About Us

Basingstoke ITEC is a charity that is primarily funded through the Government Apprenticeship programmes and charitable contributions. We have been working with employers and learners successfully for over 40 years.

We think it is really important to support the community by providing a solid foundation of personal development for the corner stone of everyone's future careers. We want learners to recognise their innate characteristics and suitability for their future careers. We help employers develop tomorrow's workforce today.

Our vision is for Basingstoke ITEC to be recognised as the Digital and IT training provider who can be relied upon to provide an outstanding learning experience. Although we are based in Basingstoke, we work predominantly across the South East but have the ability to work across England.





Business Administrator Level 3 Curriculum

This is an overview of the Business Administrator Level 3 curriculum. We want to work with you to develop a bespoke learning plan to enable us to deliver the knowledge in a logical sequence.

We will complete an initial assessment, skill scan and math and English assessment to determine the needs of the apprentices. Our aim is for the apprenticeship programme to have a positive impact for you and for the apprentice so that they receive a great learning experience.

This plan is fully adaptable to support those with special educational needs or disabilities.

What is the Business Administrator Standard?

The Business Administrator role may involve working independently or 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.

Responsibilities of the role are:

- to support and engage with different parts of the organisation and interact with internal or external customers
- contribute to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested.
- to deliver responsibilities efficiently and with integrity – showing a positive attitude.
- to demonstrate strong communication skills (both written and verbal) and adopting a proactive approach to developing skills
- 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.

Who is this for?

The roles associated with this role can vary but typical job titles include:

- Administrator
- Patient Care Co-Ordinator
- Member Services Assistant
- Customer Services Assistant

Delivery

The delivery of this apprenticeship will include:

- One to one support on a monthly basis from your Trainer
- Monthly workshops with your trainer to develop the knowledge, skills and behaviours of the standard.
- All apprentices will have access to an e-portfolio.
- Maths and English functional skills training – If required depending on GCSE results.

Duration

- The duration of the Level 3 Business Administrator Apprenticeship will typically take 18 months to complete.
- The learning phase in the first 15 months is known as being 'On Programme' this is where the Knowledge, Skills and Behaviours required for the standard will be developed.
- The final 3 months of the apprenticeship will be the completion of the 'End-Point Assessment' phase.

What is covered in Business Administrator?

Skills – What is required?

(advancing skills to support progression to management)

- IT
- Record & document production
- Decision making
- Interpersonal Skills
- Communications
- Quality
- Planning & Organisation
- Project Management

Knowledge – What is required?

(in-depth knowledge of organisation and wider business environment)

- The organisation.
- Value of their skills
- Stakeholders
- Relevant regulations
- Policies
- Business fundamentals
- Processes
- External environment factors.

Behaviours – What is required?

(Role-model behaviours and positive contributions to culture)

- Professionalism
- Personal Qualities
- Managing performance
- Adaptability
- Responsibility

What will apprentices gain upon completion?

Upon completion of the apprenticeship you will have achieved the following:

- Level 3 Business Administrator Apprenticeship – Pass or Distinction grade
- Level 2 Functional Skills in Maths (if required)
- Level 2 Functional Skills in English (if required)

✦ Learner Journey – Delivery Process ✦

1-3 | 4-6 | 7-9 | 10-12 | 13-15 | 16-18
Months



Gateway and End Point Assessment

Once all the knowledge, skills and behaviours have been delivered and a work based improvement project and the portfolio is completed, the apprentice, employer and Basingstoke ITEC will make the decision to progress to the End-Point Assessment.

Apprentices will enter a period called 'Gateway' they will be prepped and supported by Basingstoke ITEC for each stage of their End-Point Assessment. Certificates will be released upon completion of the end-point assessment and the apprenticeship will then be considered achieved.

Progression Opportunities

The administration role may be a gateway to further career opportunities, such as management or senior support roles

End-Point Assessment



Project / improvement presentation

A project that is completed to showcase the skills and knowledge developed throughout the apprenticeship, based on a chosen brief.



EPA Interview

A two-way discussion between an independent assessor and an apprentice to assess an apprentice's depth of understanding of their work, using the portfolio as a structure for the conversation.



Knowledge exam

Online multiple choice exam to test knowledge learnt as outlined in the standards