

TQUK APPRENTICESHIPS CAN TAKE YOU EVERYWHERE

DESTINATION: BUSINESS ADMINISTRATOR APPRENTICESHIP

1 CHOOSE YOUR DESTINATION

Where do you want to go?

BUSINESS ADMINISTRATOR 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.



2 TRAVEL AGENTS

Everything in order?

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.



3 PREPARE YOUR LUGGAGE

Bring together the essentials for your trip!

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.

*£5,000 from May 2017

Funding Band: 7*

Duration: 12-18 months

Level: 3

Review date: After 3 years



4 CHECK IN

Are you ready to fly?

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 maths, they must do so before taking the end-point assessment.



5 AIRPORT SECURITY

The final hurdle before flight.

END-POINT ASSESSMENT

The end-point assessment usually begins 12 months after the start of the apprenticeship. It will consist of three sections:

- Knowledge test
- Portfolio-based interview
- Project presentation

Knowledge test (20%)

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. 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.

Project Presentation (40%)

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&A session. The presentation should be completed from the 9th month of the apprenticeship.

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.

Further requirements:

- A project or process improvement should account for 21-35 working hours;
- Must be work-based, incorporating scoping, planning, managing and other skills.



Portfolio-Based Interview (40%)

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.

The interview will assess:

- Understanding of the evidence provided and the apprentice's competence;
- Self-reflection of performance, demonstration of knowledge, skills and behaviours;
- Judgement and understanding.

The portfolio contains evidence of:

- A minimum of 8-12 pages of material;
- A minimum of one example of the knowledge, skills and behaviours outlined in the apprenticeship standard;
- Practical observation/evaluation by the employer.

Overall Grading

Distinction grades which are applied at the end-point assessment with the final grade based on the performance in the Knowledge test, Portfolio-based interview and Project presentation.



END-POINT ASSESSMENT EVIDENCE	Weighting	Maximum Mark
Knowledge Test	20%	50
Portfolio Interview	40%	100
Project Presentation	40%	100

GRADE	Total Mark
Distinction	80% or over
Pass	60-79%
Fail	Less than 60%

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TRAVEL

Almost at your destination!

COMPLETION AND CERTIFICATION

You're on the plane and travelling towards your destination. 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.

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HIT THE BEACH

You're ready to go!

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.

