

catch
22

BUSINESS ADMINISTRATOR

▶ LEVEL 3


Ofsted
Good
Provider

BUSINESS ADMINISTRATOR

LEVEL 3

This apprenticeship trains you to provide excellent business administration services and can be applied to hundreds of job roles across many different sectors.

- Administration team leader
- Database clerk
- Executive officer
- Office supervisor
- Personal assistant
- Secretary

The duties of the apprentice will vary across the business type they are working in, but they will include development, implementing, maintaining and improving administrative services, supporting, managing and developing team members, managing projects, working across teams, resolving issues and supporting organisational functional areas.



CATCH-22.ORG.UK



ENROLMENT TIMELINE

Catch22 Apprenticeships believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, the below steps will be followed to confirm the eligibility of everyone who wishes to enrol upon one of our apprenticeship programmes:



Potential apprentice is emailed a link to complete Initial Assessments for Maths & English. Then a Skill Scan is completed with the potential apprentice and the employer, which can be done either online or in person. These assessments determine the eligibility for the apprenticeship to proceed.



If eligible, all enrollment documentation is completed by the employer and apprentice.



The apprentice is invited to attend an Induction Session, which is delivered by one of the Apprenticeship Training team via Microsoft Teams.

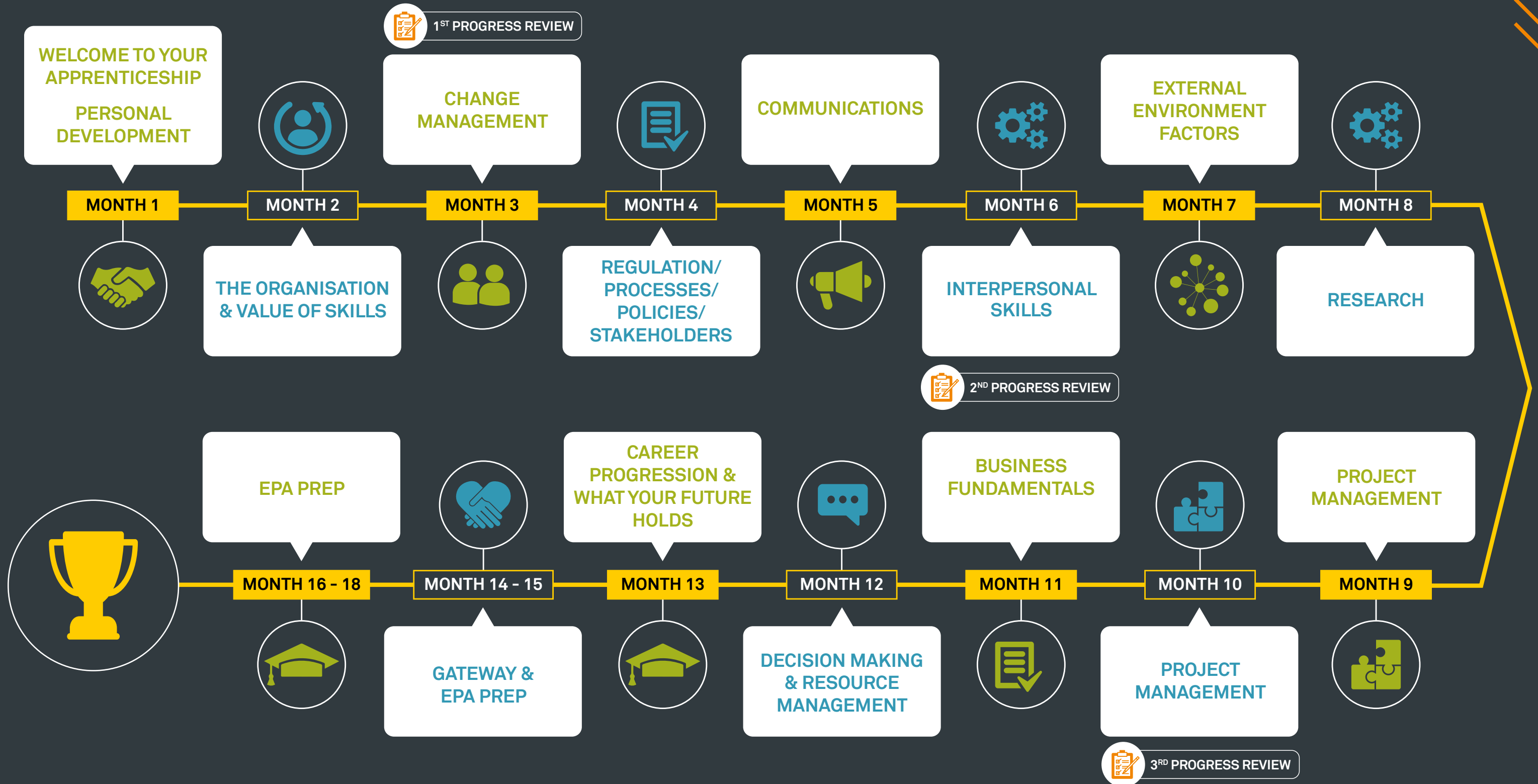


Learning then commences from the date of the apprentice's attendance at the Induction Session.

YOUR JOURNEY

BUSINESS ADMINISTRATOR LEVEL 3

These learning topics will be delivered via webinar sessions with your trainer. They will be via the Microsoft Teams platform and will be a maximum of two hours.



REMOTE 1-1 or a FACE to FACE

These sessions will occur each month and will be delivered either remotely via Teams or in person at the Apprentice's workplace. They will last between 1 and 3 hours.

BUSINESS ADMINISTRATOR LEVEL 3

Month	Session Title	Session Contents	Self-Learning
1	Introduction and Personal Development	<ul style="list-style-type: none"> Explanation of Apprenticeship & Delivery Types Functional skills explanation (Initial assessments - BKSB) Cognassist Equality & Diversity and Inclusion Online Safety SWOT Analysis Importance of personal development Smart targets and creating a PDP Understand Time Management tools and techniques Understand equality, diversity, and inclusion in the workplace. 	<p>Knowledge statement:</p> <ul style="list-style-type: none"> The organisation its structure/culture and the influence on organisational strategy and behaviour Teams and the organisational structure Roles within teams
2	The Organisation & Value of skills	<ul style="list-style-type: none"> Understand different types of organisations (partnerships and sole traders, private and public sector – features, aims, objectives, etc) Understand organisational structure & culture of organisation Understand organisational strategy Understand team roles (Belbin) and how your role sits within the team 	<p>Knowledge Statement:</p> <ul style="list-style-type: none"> The organisation its structure/culture and the influence on organisational strategy and behaviour Environmental impacts on organisations Teams and the organisational structure Roles within teams
3	Change Management	<ul style="list-style-type: none"> Understand project cycle, project roles and responsibilities, project planning/ implementation & evaluation Understand organisational change management. Change management tools and techniques Understand barriers to change and implementing change seamlessly <p>PROGRESS REVIEW</p>	<p>Workbook:</p> <ul style="list-style-type: none"> Project Management <p>Assessment Activity:</p> <ul style="list-style-type: none"> Managing a project <ul style="list-style-type: none"> - PID, Stakeholder plan - Communication plan - Project plan - Project Implementation - Project Report <p>Assessment Activity:</p> <ul style="list-style-type: none"> Managing change through problem solving
4	Regulation/ Processes/ Policies/ Stakeholders	<ul style="list-style-type: none"> Understand GDPR, Data Gathering & relevant regulatory legal and organisational frameworks Understand different stakeholders Understand different customers Internal/external customers Global customers Stakeholder analysis 	<p>Knowledge:</p> <ul style="list-style-type: none"> GDPR within your organisation and your role Organisational customers their interest and influence <p>Assessment Activity:</p> <ul style="list-style-type: none"> Receiving and processing information Stakeholder analysis plan <p>OneFile course:</p> <ul style="list-style-type: none"> Stakeholder analysis

5	Communications	<ul style="list-style-type: none"> Understand different communication and their use with differing stakeholders Understand questioning, negotiating, and influencing skills and techniques Understand different types of meetings Understand how to plan, organise, and manage meetings 	<p>Knowledge statement:</p> <ul style="list-style-type: none"> Differing communication methods, their value and drawbacks <p>Assessment Activity:</p> <ul style="list-style-type: none"> The use of social media within a business Use of different communication techniques within the organisation Maintaining records and files. Managing meetings Planning, organising, managing a meeting. Post meeting activities
6	Interpersonal Skills	<ul style="list-style-type: none"> Understand different interpersonal skills and their importance Understand Coaching & Mentoring skills Understand Coaching models Understand Coaching plans and reflection Understand role model behaviours <p>Progress Review</p>	<p>Knowledge statement:</p> <ul style="list-style-type: none"> Differing interpersonal skills and their impact. The role and responsibilities of a coach or mentor The individual & organisational benefits of coaching & mentoring <p>Assessment Activity:</p> <ul style="list-style-type: none"> Coaching and mentoring log Reviewing others work and providing feedback
7	External Environment Factors	<ul style="list-style-type: none"> Understand supply chains Understand the international/ global market Understand Force Field Analysis Recap PESTLE 	<p>Knowledge statement:</p> <ul style="list-style-type: none"> Organisational supply chains Impact of the international & global market Environmental impacts on organisations <p>Assessment activity:</p> <ul style="list-style-type: none"> Managing change – environmental impact Analysis of the impact of environmental factors
8	Research	<ul style="list-style-type: none"> Understanding types of research and the advantages and disadvantages of each. 	<p>Assessment Activity</p> <ul style="list-style-type: none"> Undertake research task Explain reasons for using the type of research you have used.

Month	Session Title	Session Contents	Self-Learning
9	Project Management Pt1	<ul style="list-style-type: none"> Understand project cycle, project roles and responsibilities, project planning/ implementation & evaluation. <p>PROGRESS REVIEW</p>	<p>Workbook:</p> <ul style="list-style-type: none"> Project Management <p>Assessment Activity:</p> <ul style="list-style-type: none"> Managing a project <ul style="list-style-type: none"> - PID, Stakeholder plan - Communication plan - Project plan - Project Implementation - Project Report
10	Project Management Pt2	<ul style="list-style-type: none"> Understand project cycle, project roles and responsibilities, project planning/ implementation & evaluation. 	<p>Workbook:</p> <ul style="list-style-type: none"> Project Management <p>Assessment Activity:</p> <ul style="list-style-type: none"> Managing a project <ul style="list-style-type: none"> - PID, Stakeholder plan - Communication plan - Project plan - Project Implementation - Project Report
11	Business Fundamentals	<ul style="list-style-type: none"> Understand the role of the FCA (Financial Conduct Authority) Understand business finance Understand payments, administer billing, process invoices and process orders. Understanding requirements of finance processes within your organisation and how to follow correctly. 	<p>Knowledge statement:</p> <ul style="list-style-type: none"> The role of the FCA (Financial Conduct Authority) Principles of business finance <p>Assessment activity</p> <ul style="list-style-type: none"> Financial processes within an organisation
12	Decision Making & Resource Management	<ul style="list-style-type: none"> Understand problem solving techniques and decision-making tools Understand how to manage a variety of resources within an organisation. 	<p>Assessment activity:</p> <ul style="list-style-type: none"> Identifying and resolving a problem through effective decision making Manage resources to provide an effective working environment
13	Career Progression & What your future holds	<ul style="list-style-type: none"> Understanding job adverts and criteria Future aspirations and skills required. New PDP plan for the future 	<ul style="list-style-type: none"> Complete PDP plan Research potential jobs Update CV

14	Gateway and EPA Prep	<ul style="list-style-type: none"> Preparing your showcase portfolio Finalising your project 	<ul style="list-style-type: none"> Learner to present showcase to trainer Learner to deliver project presentation
15	Gateway and EPA Prep	<ul style="list-style-type: none"> Roles and Responsibilities Support & EPA Health-checks The pre-Gateway review <p>Information needed, including:</p> <ul style="list-style-type: none"> Employer & Apprentice contact details Timelines and roles post-Gateway 	<ul style="list-style-type: none"> Gateway meeting with Employer/Apprentice, Mock Test Scenarios Revision Guidance and resources Mind maps and revision techniques
16 - 18	Gateway & EPA Prep		



END POINT ASSESSMENT INFORMATION

WHAT IS GATEWAY?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 week and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is roughly 3 months, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessment will take place.

Note: Gateway can only be achieved once the following has been met.

English and Maths at Level 2

Completion of knowledge, skills and behaviours

Minimum of 20% OTJT recorded

Gateway declaration signed by apprentice, line manager and apprenticeship trainer



WHAT IS END POINT ASSESSMENT?

End Point Assessment (EPA) is made up of a range of synoptic assessments which are completed at the end of the apprentices' programme, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. There are 3 available grades for this standard; **fail, pass and distinction**.

Assessments which form EPA activities – Business Administrator Level 3

Knowledge Test	60-minute test consisting of 50 questions.
Project Presentation	15-minute presentation on project completed.
Portfolio Based Interview	45-minute interview around portfolio.



DELIVERY TYPES:



WEBINARS

These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The trainer will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.



1:1 SESSIONS

These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your trainer to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your trainer will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your trainer can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum 20% requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 12 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide their input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.



ONEFILE ONLINE COURSES

These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your trainer. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Catch22 staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 20% off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



For the duration of your Apprenticeship, you will be given an Microsoft365 account, which provides you access to a wide range of Microsoft Office applications such as Outlook, Word, Excel and the Teams collaboration and communication tool. Teams will be integral to how you will engage and communicate with your trainer and take part in online webinars with other apprentices. You will be provided with a separate user guide to support you in setting this amazing tool up.



BKSB is a web based platform used to obtain initial assessments and diagnostic assessments on English and Maths which then provide an individual learning plan on how to fill learners' skills gaps. Our trainers use BKSB to support one-to-one learning to improve English and Maths skills no matter what apprentices previous achievements in these subjects are. Independent learning on BKSB is encouraged to allow apprentices to work at their own pace through learning resources, skills checks and revision scenarios.



NEXT STEPS...

Following successful completion of your apprenticeship, you will be able to progress to the following:

- Team leading apprenticeship
- Operations/departmental manager apprenticeship
- AAT

INTERESTED?

If you are interested in starting your apprenticeship journey? Please contact us at
apprenticeship@catch-22.org.uk



[catch-22.org.uk](https://www.catch-22.org.uk)

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