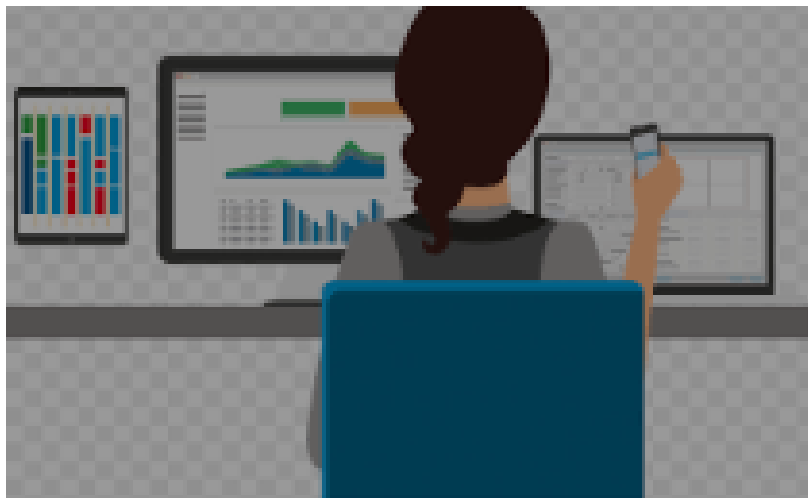


Business Administrator Apprenticeship Standard



Bury College



What is an Apprenticeship?

An apprenticeship programme provides you with a direct insight into the industry you would like to progress your career in. You will enjoy earning a wage whilst gaining nationally recognised qualifications and training which helps to improve your career prospects.

Functional Skills are a vital part of the apprenticeship. They provide the essential knowledge, skills and understanding needed to operate confidently, effectively and independently. Functional Skills are available at Level 1 and Level 2 and the level the apprentice will work towards will depend on the previous qualifications achieved, the results of an assessment prior to the apprenticeship and the requirements of the apprenticeship they are completing.

As an apprentice, you must spend a minimum of **20% of your employed time** completing off-the-job training as part of your working week. This is paid learning to be undertaken in the workplace or in college, training may include:

- The teaching of theory at college
- Online learning e.g. webinars /blended learning
- Practical training
- Shadowing and mentoring
- Time spent writing assessments/assignments

Role Profile

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 alike; from the public sector, private sector and charitable sector. The role may involve working independently or as 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.

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, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their 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. The business administrator is also expected 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.

Knowledge, Skills and Behaviours

All Business Administrators will be required to show the following skills knowledge and behaviours: The organisation, value of their skills, stakeholders, relevant regulation, policies, business fundamentals, processes, external environment factors, IT, record and document production, decision making, interpersonal skills, communication, quality, planning and organisation, project management, professionalism, personal qualities, managing performance, adaptability and responsibility

Delivery Model

As an apprentice you will attend college for planned workshops. If required, you will also attend Functional Skill maths and English classes.

A dedicated and qualified Learning and Skills Coach will visit the workplace on a regular basis, supported by a workplace mentor to assist your progress. An electronic portfolio will be used to support the gathering of skills, knowledge and behaviour evidence so that you can then progress to the gateway to complete your end point assessment.

End point assessment (EPA)

You will access the end point assessment following agreement from your employer and Learning and Skills Coach. The end point assessment will consist of the following three stages:

Knowledge Test (20%): A multiple choice test to last a maximum of 60 minutes and include 50 equally weighted multiple choice questions with four possible answers to each

Portfolio-based interview (40%): 30 – 45 minute interview with the End Point Assessment Organisation. The portfolio of learning provides the structure for this conversation.

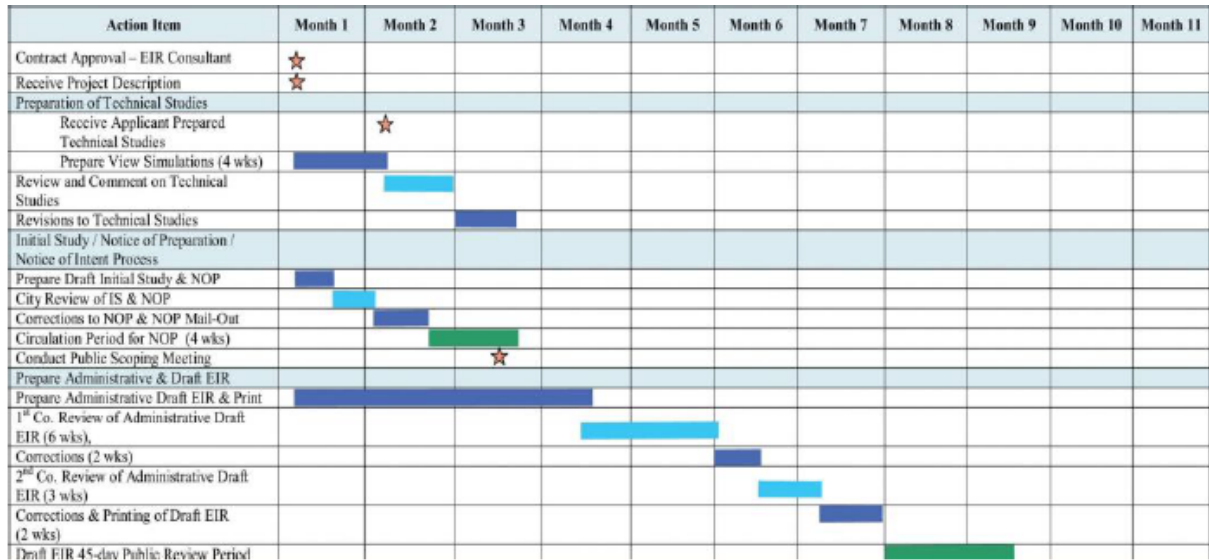
Project Presentation (40%): A delivery of a presentation to the End Point Assessment Organisation on a project you have completed or a process you have improved. The presentation will last 10-15 minutes with a further 10-15 minutes for Q&A session

Task 1

Overview of managing a project

In Business Administrator Level 3 Apprenticeship, you will need to take part in a project and show your information technology skills.

The use of a Gantt chart helps track key milestones and tasks within a project. As you will see from the image below this is a very visual way to track projects.



Give four examples below why we need to track progress with projects?

- 1.
- 2.
- 3.
- 4.

Task 2

Below is a link to demonstrate how to create a simple Gantt chart. Please watch the video.

https://www.youtube.com/watch?v=TjxL_hQn5w0

Now create your own Gantt chart with the data listed below:

Task 1 start Jan 1 for 10 days

Task 2 starts Feb 10 for 60 days

Task 3 starts March 8 for 7 days

Task 4 starts March 20th for 21 days

Task 5 starts April 7th for 5 days

Task 6 starts May 22nd for 10 days

TASK 3

General Data Protection Regulation (GDPR)

The GDPR is a piece of legislation that regulates how individual's data has to be managed by organisations in the United Kingdom.



Conduct research into the General Data Protection Regulation using the website below and complete the tasks.

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

Name the seven principles of the General Data Protection regulation and give an explanation of each principle.

1		
2		
3		
4		
5		
6		

Data Protection Case Study

John buys a mobile phone remotely on a phone companies' website. He has to complete an online form with his name, address, telephone number, email address and credit card details. He is asked if he would like to set up an account and he says yes. The form then asks him for more details including his age, sex and product preferences. He inputs the information and completes his purchase inputting his credit card details. Now answer the following questions.



Six months later John can't remember what information the company hold on him.

- Does he have a right to ask them to provide the information?
- If he does have the right to ask them to provide the information how can he find out?
- He decides he doesn't want them to have this information about him, what are his rights in relation to this?

Task 4

Organising Meetings

- Your manager has asked you to organise a meeting. Put the tasks below in the order you would complete them.
 - Take the minutes of the meeting
 - Type the agenda
 - Invite the attendees
 - Book the room
 - Order the refreshments
 - Type up the minutes of the meeting
 - Organise the resources required for the meeting
 - Lay out the room ready for the meeting
 - Send the minutes of the meeting to the chairman
- Some of the attendees are from a different company and do not know how to get to the location or where to park. What would you do to help them get to the meeting?
- Write an explanation and send an example email providing the information.
- You have taken the minutes and now need to type them up. Your notes are below, use a conventional layout for your minutes and professional language.



- Proof read your completed minutes you might have made some mistakes when writing your notes so check your spellings carefully.
- Write an email to the chairman of the meeting asking if they would like any amendments to be made to the minutes.

H&S meeting - 03/05/21

In meeting

Chair J Johnson,

Present: P Smith, A Jones, T Sommers, C Braithwaite, D Matthews

Not present

J Andrews, M Williams, F Johnson

2 fire iracuation signs fallen off the wall and broken. JJ to order new signs and arrange for them to be put back up.

PS brought up fire extinguishers have not been checked and stickers are out of date. JJ to arrange for company to do service and update records by June.

JJ confirmed first aid boxes have been checked and now have all required items. CB - Memo to be sent to all staff this week remind them to inform JJ if any items used.

Training - JJ to ensure H&S training manuals to be updated and sent out to staff by 15 June. Fire saftety training to be arranged for all new fire marchalls by JJ. CB to arrange who new fire marshalls will be and advise JJ next week.

Security - Staff to be reminded they should not let anyone in the building when they are entering authorised personal will have an access fob so will not need to be 'let in'. if you see someone wandering around the building who doesn't have identification badge on politely ask if you can help or report to a manager.

Next meeting 06/07/21

