



APPRENTICESHIP TRAINING:

Business Administration Level 3

Train your staff to contribute
to the efficient running of your
organisation



NTG
TRAINING

Course Overview



The **Business Administration Level 3** Standard has been designed for individuals currently working in an administration environment who are looking to develop their skills in communication and administration.

The training will allow your staff to effectively support and engage across different parts of the organisation and interact with internal and external customers. The role of Administrator involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. They are 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.

Upon completion of the course, learners will have a good working knowledge of:

- Understand an organisation's purpose, objectives and future vision
- Confidently use IT systems and software
- Use appropriate channels to communicate effectively
- Review processes and apply a solutions-based approach
- Produce accurate records and documents and make recommendations for improvements

By engaging NTG Training to deliver this apprenticeship programme, you can upskill your current administrative staff, or recruit and train new high-calibre apprentices by investing in their training and development.

The duration of this apprenticeship is 15 months, with the final 3 months being dedicated to end of point assessment.

Our training is tailored to suit your business needs and we will work around you to put together a training plan using a blend of online training, webinars and face-to-face workshops at your premises.

Apprentix – flexible e-learning software



Apprentix is a collaborative e-learning and e-portfolio management system for apprenticeship training. It offers a user-friendly "Netflix-style" interface for apprentices, giving over 200 hours of high quality online learning for each standard.

Apprentices have access to all the e-learning courses on the system free of charge in addition to the courses built into the apprenticeship package. These can be accessed online anytime, from anywhere, to meet your business needs and saving you time and money.

What does the Apprenticeship cover?

During this course, learners will complete training and activities to cover the modules below.

The organisation and your role

- Understanding an organisation's purpose, objectives and future vision
- How the political/economic environment affects the organisation

Business fundamentals

- Managing change
- Understanding business finances
- Effective project management

Project management

- Project management principles
- Tools to scope, plan, monitor and report
- Resources and plans required to successfully deliver projects
- How to lead and delegate on any given project

Producing records and documents

- Produce accurate documents efficiently and make recommendations for improvements
- Draft business correspondence
- Maintain records and files
- Effective delegation and monitoring

Building positive business relationships

- Influence and challenge appropriately
- Become a role model to peers and colleagues
- Develop effective mentoring skills

Effective business communication

- Use appropriate channels to communicate effectively
- Demonstrate agility and confidence in communications
- Understand how to communicate effectively via social media to external customers

IT systems and software

- Choose the most effective IT solution to suit the business objective
- Update and review databases
- Record information and produce data analysis

Effective decision making

- How to exercise proactivity and good judgement
- Make effective decisions based on reasoning
- When and how to seek advice

Planning & organisation

- How and when to take responsibility effectively
- How to manage priorities and time
- Manage expectations of colleagues
- Manage resources and delegate
- Organise meetings and events

Stakeholders

- Manage stakeholders
- Liaise with internal/external customers

Policies and regulations

- Understanding an organisation's internal policies
- Sector-specific key business policies
- Business processes
- Understanding the organisation's processes
- How to review processes autonomously
- Apply a solutions-based approach
- Understand how to administer billing, process invoices and purchase orders



Entry requirements

To be eligible for this course, you would need Maths and English at level C or above. You must also already be working in a position where you perform typical administration duties regularly.

What qualifications will you achieve?

Learners will get:

- Business Administrator Level 3 Standard
- Level 3 Diploma for Business Administrators (RQF)
- Level 2 Functional Skills Maths*
- Level 2 Functional Skills English*

** If required*

End Point Assessment

The Business Admin Apprenticeship Level 3 will last 15 months. After 12 months, learners will be entered into their End Point Assessment.

At this stage they will submit their portfolio, complete a multiple-choice online exam, participate in a portfolio-based interview and deliver a project presentation.

Develop your admin staff today with the industry's best training

We offer a complimentary consultancy service to ensure we find the best qualification for you and your business.

Contact us to discuss this opportunity further.

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