



Business Administration and Management

**Programme Outline for Business Administration and
Management Apprenticeships at Level 3**

2018

Who we are

ELATT is one of the top Tech apprenticeship providers in Greater London, bringing the best quality training into existing teams and helping companies bring new people into their workforce to help them grow. Established in 1986, ELATT has a long track record of delivering high quality online, and onsite work-based training – helping students to achieve outstanding results.

Recognised by Ofsted as Grade 1 (Outstanding) in all examined areas, ELATT won the prestigious Times Educational Supplement award of 'Best Training Provider and Further Education College in the UK'.



Winner
Overall FE provider
of the year

Winner
Training provider
of the year

Winner
Employer
Engagement

Introduction to the Business Administration and Management Apprenticeship Standards

These apprenticeships are for companies of all sizes and can be applied to all sectors, from the public sector, private sector and charitable sector. They are suitable for employers looking for competent and efficient administrators and team leaders who can implement, maintain and improve administrative services and manage their own projects. Apprentices undertaking these learning programmes will develop key skills and behaviours which are suitable for them to progress towards management roles within a company.

For further information about Apprenticeships in general or the Levy, download our Apprenticeships Guide on: www.elatt.org.uk/apprenticeships

Why choose ELATT?



Flexible delivery to suit your company's needs.

ELATT work with you, the employer to explore the best way that learning can be delivered i.e. a blend of learning in the workplace, learning in the classroom and online learning to our virtual learning environment.



Support in Recruiting new apprentices in to your workforce. If you are thinking of employing a new apprentice, ELATT can help you promote the recruitment opportunity, ensuring you gain maximum exposure on the National Apprenticeship site and in the local and recruitment media. We can organise the recruitment process, drawing up a shortlist for interview – thus saving on expensive recruitment costs.

NB Recruitment of apprenticeships are a great way to help you diversify your workforce and to get a better gender balance, particularly within IT departments.



Top quality training that fits your company's skill gaps.

All ELATT tutors are professional and qualified teachers with a specialisation in their field. Part of the reason ELATT achieved its Ofsted Outstanding status is because of the great results we achieve with students. Tutors work with you, the employer to design a curriculum that fits exactly the needs of your company, adding any further vendor qualifications linked to your business needs.



Expert business advice.

We know that for some employers who have not engaged with apprenticeships before, the process can be confusing and difficult to navigate. ELATT help you convert your Levy pot or apprenticeship budget in to high quality training programmes in Digital Skills and Business Skills – for both existing staff teams and new apprenticeship recruits. Our tutors listen to you, learn where your skills gaps are – or are likely to be in the future – and work with you to put the best training solutions for your company, achieving the best value for money from your apprenticeship levy 'pot'.

Introduction:

The Business Administration Apprenticeship is suitable for employers looking to recruit and train people to improve the efficiency of their company. The apprenticeship is designed to help apprentices develop flexible and responsive skills and behaviours to engage with different parts of the organisation and with customers, adding value and resolving issues as requested. The business administrator will also learn how to show initiative, manage priorities and their own time effectively, problem-solve and make good decisions. By the end of the apprenticeship, the employee will have the potential to move in to management roles, having learnt how to mentor and coach others.

Entry Requirements:

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Skills:

By the end of the apprenticeship, the learner will be skilled in the following areas:

- ▶ **IT:** Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to update and review databases, record information and produce data analysis where required.
- ▶ **Record and document production:** Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.

- ▶ **Decision making:** Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
- ▶ **Interpersonal skills:** Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
- ▶ **Communications:** Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.
- ▶ **Quality:** Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.
- ▶ **Planning and organisation:** Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.
- ▶ **Project management:** Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.

Knowledge:

By the end of the apprenticeship the learner will understand:

- ▶ The organisation's purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- ▶ The organisation's structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.
- ▶ How to manage stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers.
- ▶ Laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
- ▶ The organisation's internal policies and key business policies relating to sector.
- ▶ Business principles such as managing change, business finances and project management.
- ▶ The organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements.
- ▶ Relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact. Where necessary understands the international/global market in which the employing organisation is placed.

English and Maths:

Level 2 English and maths will need to be achieved, if not already, prior to taking the end point assessment.

Career Progression:

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

Behaviours:

By the end of the apprenticeship, the learner will demonstrate:

- ▶ Professionalism in personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders.
- ▶ Qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude.
- ▶ Responsibility for their own work, accepting feedback in a positive way, using initiative and showing resilience.
- ▶ Adaptability
- ▶ Responsibility for team performance and quality of projects delivered.

Duration:

12 - 18 months.

Job Roles Covered:

- Supervisor
- Team Leader
- Project Officer
- Shift Supervisor
- Foreperson
- Shift Manager

Introduction:

This apprenticeship is for employers looking to recruit and train team leaders/supervisors who are equipped to take on operational/project responsibilities and manage a team effectively. Apprentices will learn how to support, manage and develop team members, manage projects, plan and monitor workloads and resources, resolve problems, and build relationships internally and externally.

Entry Requirements:

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Skills:

By the end of the apprenticeship, the learner will be skilled in the following areas:

- ▶ **Leading People:** Able to communicate organisational strategy and team purpose, and adapt style to suit the audience. Support the development of the team and people through coaching, role modelling values and behaviours, and managing change effectively
- ▶ **Managing People:** Able to build a high-performing team by supporting and developing individuals, and motivating them to achieve
- ▶ **Communication:** Able to communicate effectively (verbal, written, digital), chair meetings and present to team and management. Use of active listening and provision of constructive feedback

- ▶ **Operational Management:** Able to translate goals into deliverable actions for the team, and monitor outcomes. Able to collate and analyse data, and create reports
- ▶ **Project Management:** Able to organise, manage resources and risk, and monitor progress to deliver against the project plan. Ability to use relevant project management tools, and take corrective action to ensure successful project delivery
- ▶ **Finance:** Apply organisational governance and compliance requirements to ensure effective budget controls
- ▶ **Management of Self:** Able to create an effective personal development plan, and use time management techniques to manage workload and pressure.
- ▶ **Decision Making:** Use of effective problem solving techniques to make decisions relating to delivery using information from the team and others, and able to escalate issues when required.

Knowledge:

By the end of the apprenticeship, the learner will understand:

- ▶ Different leadership styles and the benefits of coaching to support people and improve performance
- ▶ The organisation's culture, equality, diversity and inclusion
- ▶ Team management models, including team dynamics and motivation techniques including setting goals and objectives, conducting appraisals, reviewing performance, absence management, providing constructive feedback, and recognising achievement and good behaviour
- ▶ HR systems and legal requirements
- ▶ Approaches to customer and stakeholder relationship management, including emotional intelligence and managing conflict
- ▶ Different forms of communication and their application. Know how to chair meetings, hold challenging conversations, provide constructive feedback and understand how to raise concerns

- ▶ How organisational strategy is developed. Know how to implement operational/team plans and manage resources and approaches to managing change within the team
- ▶ Data management, and the use of different technologies in business.
- ▶ The project lifecycle and roles. Know how to deliver a project including: managing resources, identifying risks and issues, using relevant project management tools.
- ▶ Financial governance and compliance, and how to deliver Value for Money. Know how to monitor budgets to ensure efficiencies and that costs do not overrun.
- ▶ How to be self-aware and understand unconscious bias and inclusivity.
- ▶ Learning styles, feedback mechanisms and how to use emotional intelligence
- ▶ Time management techniques and tools, and how to prioritise activities and approaches to planning
- ▶ Problem solving and decision making techniques, and how to analyse data to support decision making

Behaviours:

By the end of the apprenticeship, the learner will demonstrate:

- ▶ Responsibility for all aspects of work and those of the team
- ▶ Determination when managing difficult situations.
- ▶ Open and approachable manner and ability to build trust with others.
- ▶ Flexibility to the needs of the organisation
- ▶ Innovation when seeking solutions to business needs
- ▶ Positive and adaptable approach, responding well to feedback
- ▶ Professionalism
- ▶ Fair, consistent and impartial
- ▶ Ability to operate within organisational values

English and Maths:

Level 2 English and maths will need to be achieved, if not already, prior to taking the end point assessment.

Career Progression:

On completion, apprentices may choose to register as Associate members with the Chartered Management Institute and/or the Institute of Leadership & Management, to support their professional career development and progression.

Duration:

12 - 18 months.

Ofsted Highlights

On achievement...



Success rates for information and communication technology (ICT) courses are outstanding.



Virtually all learners gain their planned qualification at the end of their ICT courses. Alongside the main qualification, a good proportion of learners also complete manufacturers' awards such as one or more specialist vendor certifications.

On teaching...



Teachers are well qualified and all have an academic qualification in the subject which they teach. Several also have, or are working towards, higher degrees or doctorates. A significant minority also has industrial or commercial experience.



The quality of teaching, learning and assessment is outstanding. Lively, but professional, classroom sessions and support outside the classroom have been key factors in ensuring that a very high proportion of learners gain their intended qualification. But, almost as importantly, learners gain confidence in themselves and their abilities.

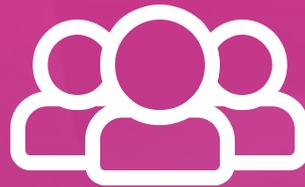
On student support...



All teachers are very supportive of their learners and this helps learners develop beyond the formal requirements of the course; as one passionate teacher rightly said, 'We help them unlock their potential.'



A sensitive style of individual teaching ensures that learners are comfortable about asking for assistance. As a result, teachers are often the first point of contact for a range of concerns, including sensitive personal issues.



Speak to our experts today

If you are interested in any of the apprenticeships that ELATT offer, a quick chat with our apprenticeship expert advisor, will help you navigate the system, inform you of the facts that relate to you and help you plan you're the best value for money apprenticeship programme for your company.

 employers@elatt.org.uk

 www.elatt.org.uk/apprenticeships

 0800 0420 184