

DEVELOP TALENT.
REACT TO CHANGE.
STAY COMPETITIVE.
EMBRACE NEW TECH.

Apprenticeships are versatile, serving as pathways for current employees to upskill or as a means to recruit new talent into apprentice roles. We offer top-tier, cost-effective solutions aimed at cultivating a skilled and sustainable workforce tailored to the long-term success of your company



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BUSINESS ADMINISTRATOR

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. The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers.

Level: 3 (Equivalent to A-Level)

Typical Duration: 18 months

Maximum Funding: £5,000

KEY THEMES INCLUDE:

The course has been designed to cover 48 key areas of knowledge, skills & behaviour required to be an effective business administration specialist.

- Record production
- Decision making
- Building relationships
- Communication
- Project Management
- Finance
- Behaviours
- Interpersonal skills
- Digital skills
- Legislation
- Planning and organisation
- Document production

TYPICAL JOB TITLES INCLUDE:

Administrator | Customer Service Advisor | Administrator
Business Support

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BENEFITS

BENEFITS FOR EMPLOYERS INCLUDE:

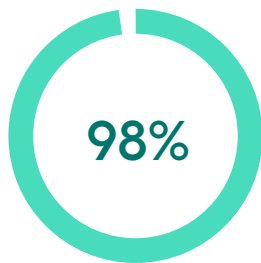
- ◆ Develop improved communication and interpersonal skills
- ◆ Develop greater strategic thinking
- ◆ Improved internal customer focus
- ◆ Increased motivation for delegates
- ◆ Visible commitment and investment for delegates
- ◆ Helps with career progression planning
- ◆ Delivered digitally by an experienced team of trainers using government funding.

BENEFITS FOR EMPLOYEES INCLUDE:

- ◆ Improved knowledge, skills and behaviours to improve performance
- ◆ Help with career progression
- ◆ Increased job satisfaction
- ◆ Increased confidence
- ◆ Raised profile within your organisation
- ◆ Platform for further learning and progression
- ◆ Recorded workshops that fit in around your working pattern
- ◆ Connected learning tracked digitally by an online portfolio



Of Employers felt that BPIF Training delivers training that is up-to-date, relevant and meets industry standards.



Of Apprentices would recommend BPIF Training to a friend.



Of Employers would recommend BPIF Training to another employer.

WHAT ARE THE KEY SKILLS YOU HAVE ACQUIRED DURING YOUR APPRENTICESHIPS?



Through carrying out my apprenticeship I have further developed my knowledge in many areas, from learning styles to the area of finance. One key area I enjoyed relates to communication, it was fascinating looking at past experiences and breaking down where communication went 'right or wrong' especially in regards to transactional analysis and the parent, child and adult states.



Each Business Administrator will be competent in the following, Knowledge, Skills and Behaviours (KSBS):

KNOWLEDGE - UNDERSTAND OF THE FOLLOWING:

- Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
- Knows organisational 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.
- Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.
- Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.
- Understands the organisation's internal policies and key business policies relating to sector.
- Understands the applicability of business principles such as managing change, business finances and project management.
- Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.
- Understands 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.

SKILLS - COMPETENT TO DO THE FOLLOWING:

- 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 choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
- 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.
- 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.
- 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.
- 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.
- Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously

improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.

- Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. 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.
- 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.

BEHAVIOURS - LEARN TO DO THE FOLLOWING:

- Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
- Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.

- Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
- Is able to accept and deal with changing priorities related to both their own work and to the organisation.
- Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.

DELIVERY PLAN MAP

An example of an individualised learning plan, delivered by BPIF Training L3 Business Administrator

	MONTHS 1 - 2	MONTHS 3 - 4	MONTHS 5 - 6	MONTHS 7 - 8	MONTHS 9 - 10	MONTHS 11 - 12	MONTHS 13 - 14	MONTHS 15 - 16	MONTHS 17 - 18
UNIT(S) ASSIGNMENT	1 Personal Development	2 Time Management	3 Communication	4 Business Environment	5 Legislation	6 Business Finance	7 Decision Making	8 Project Management	10 EPA Preparation
PLANNED OFF THE JOB HOURS	53	53	42	55	53	40	60	75	40
TOTAL	471								



COURSE SUPPORT

The course consists of the following support:

- Planned online workshops and regular formal reviews
- Bespoke programme to cater for slower and faster achieving learners
- One-to-one sessions to meet the needs of individual learners
- Helps with career progression planning
- Telephone, email and video support - 5 days a week
- Access to the Virtual Learning Environment (VLE) - 7 days a week
- An assigned personal tutor
- Access to the E-Portfolio System - 7 days a week
- Access to the Maths and English E-Learning System - 7 days a week
- Access to the BPIF Skills Hub E-Learning System - 7 days a week
- Specialist support for learners with special educational needs and/or disabilities

TRAINING PROGRAMMES AT BPIF TRAINING

BPIF Training specialises in delivering practical training tailored to the specific needs of the modern printing industry. Our training programmes, designed specifically for the printing sector, have been rated as 'Good' by Ofsted. With our work-based apprenticeships, there's no need for apprentices to attend college on a day-release basis.

A dedicated training coordinator provides support to both employers and apprentices throughout their learning journey, ensuring personalised assistance for various learner requirements and guaranteeing the development of skills crucial for your business. Continuous access to progress updates via online portfolios is available around the clock for both employers and apprentices. Moreover, our Virtual Learning Environment and Online Classrooms offer access to top-quality learning resources.

Mathematics and English skills are indispensable in the workplace, and these qualifications remain mandatory for all apprenticeships. BPIF Training offers support to apprentices lacking these qualifications, assisting them in reaching the required standard based on their individual starting points.

Employers remain actively involved in monitoring their apprentice's progress throughout the training period. At the programme's conclusion, a formal end-point assessment is conducted as per the standard requirements. Prior to this assessment, a review involving the employer, apprentice, and training coordinator ensures unanimous agreement on the apprentice's readiness to successfully complete it.

BPIF Training is dedicated to supporting both employers and apprentices through this new standard, enabling the development of a highly skilled workforce.

TRAINING

HIGH QUALITY TAILORED TRAINING
PROGRAMMES THAT WILL MEET
YOUR INDIVIDUAL NEEDS WHILST
ENSURING THAT IT MEETS ALL THE
REQUIREMENTS OF THE STANDARD.

FOR MORE INFORMATION

To find out more on the Business Administrator Apprenticeship, please contact our team at training@bpif.org.uk or call us on 01676 526 060.



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