




Apprenticeship standard (England only)

Business Administrator

Industry: Business and administration

City & Guilds code: 9473



 **Typical duration:** 18 months
 **Maximum funding:** £5,000*
 **Level 3**

*Funding information accurate as of March 2019. For the most up-to-date information, check the [IfA website](#).

About the role

Business administrators apply business processes across an organisation and have highly transferable knowledge, skills and behaviours. Their skills are required in all small and large businesses across the public, private and charitable sectors.

This apprenticeship gives a firm grounding of organisational operations and functional processes, as well as an understanding of the wider working environment.

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.

On-programme: what apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Formative assessment of knowledge, skills and behaviours required in the delivery of the level 3 business administrator apprenticeship are broken down as follows:

Knowledge:

- The organisation
- Value of their skills
- Stakeholders
- External environment factors
- Relevant regulation
- Policies
- Business fundamentals
- Processes

Skills:

- IT
- Record and document production
- Decision making
- Interpersonal skills
- Communications
- Quality
- Planning and organisation
- Project management

Behaviours:

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

Refer to the [IfA website](#) for further detail on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information, visit our webpage for business administrator [here](#).

Gateway requirements

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice shows evidence of the relevant knowledge, skills and behaviours as set out in the standard. The apprentice also must have achieved maths and English Level 2.

The portfolio and project/improvement process must be completed to trigger the gateway.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA





End-point assessment (EPA): how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:



Online multiple choice test

50 multiple choice questions to be completed in 60 minutes under invigilation conditions. The assessment should typically be passed before the apprentice progresses to the interview and presentation. Please refer to the apprenticeship standard, assessment plan and EPA pack for further guidance. This accounts for 20% of the final mark.

Our assessment delivery: Via e-volve, our platform for online testing.



Portfolio interview

The 30-45 minute interview assesses the apprentice's competence, self-reflection, judgement and understanding of the entire apprenticeship. The portfolio provides a structure for this conversation and should be submitted to the EPA organisation two weeks prior to interview. This accounts for 40% of the final mark.

Our assessment delivery: Via our online video conference platform.



Project / improvement process

The apprentice delivers a presentation to the independent end-point assessor on a project they've completed or a process they have improved. The presentation is 10-15 minutes with a further 10-15 minutes for questions and answers. The project should be completed from the ninth month of the apprenticeship and before EPA. This accounts for 40% of the final mark.

Our assessment delivery: Via our online video conference platform.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **End-point assessment pack:** details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information.
- **EPA exemplar materials:** available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice.
- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience.
- **Recording forms:** supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered.
- **LIEPA report:** A report produced by our lead independent end assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates.
- Our dedicated **EPA customer success team** will be on hand to support you through your EPA journey and can be contacted at epasupport@cityandguilds.com



Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you: When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website cityandguilds.com for our wider offering in this sector and information about leadership and management apprenticeships.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services.

Visit i-l-m.com/apprentice for information on management apprenticeships.