

Apprenticeship standard (England only)

Business Administrator




Industry: Business and Administration

City & Guilds code: 9473

LARS number: 196



A City & Guilds Group Business

-  **Minimum duration: 12-18 months**
-  **Funding band: 7 (£5,000)***
-  **Level 3**

*Funding bands from May 2017

On-programme learning: Available

On-programme optional qualifications (5528 and 3473-03):

Available and in development

End-point assessment (EPA): Open for registrations from spring 2018

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.

City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

The apprentice journey



1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during on-programme. Specific rules govern this and it must take place in the apprentice's contracted hours.

Apprentices need to know:

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

Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content. We also have:



Qualification

The mandatory units of the City & Guilds Level 3 Diploma in Business Administration (5528) are closely aligned to the content of this apprenticeship standard and enhance the on-programme experience for the apprentice and employer.

A new qualification is currently being developed, which is mapped 100% to the new standards and will be available from spring 2018.



Apprenticeship training manual

Tasks are available in electronic PDF format via SmartScreen. A print version will be available from May/June 2018 and will also be available as part of our e-portfolio. The training manual guides learners through tasks that develop the skills, knowledge and behaviours required for this standard.



Learning Assistant

Learning Assistant is an innovative and cost effective e-portfolio solution that allows colleges and training providers to improve dramatically the delivery of their vocational qualifications by tracking progress and 20% off-the-job in real time online.



SmartScreen

The comprehensive tutor pack covers all units to help tutors/assessors deliver content to cover the new optional qualification. It contains:

- PowerPoints
- handouts
- sample questions
- EPA preparation materials for apprentices.



Guidance documents

- Guidance for apprentices and training providers to help prepare the apprentice for their EPA.
- Qualification handbook.

Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: cityandguilds.com/functionalskills



2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

2 Gateway

To move on to EPA, the apprentice must show evidence of the relevant business administration knowledge, skills and behaviours as set out in the standard and have achieved maths and English Level 2. The portfolio and project/improvement process must be completed to trigger the gateway.

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

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor. Grades available are distinction, pass or fail. Assessment events for this standard are:



Online multiple choice test

50 multiple choice questions to be completed in 60 minutes under invigilation conditions. The apprentice must pass the test before they progress to the interview and presentation. Please refer to the apprenticeship standard, assessment plan and EPA pack for further guidance.

20% of mark



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 one month prior to interview.

40% of mark



Project presentation

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.

40% of mark

Our resources and tools that support EPA

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

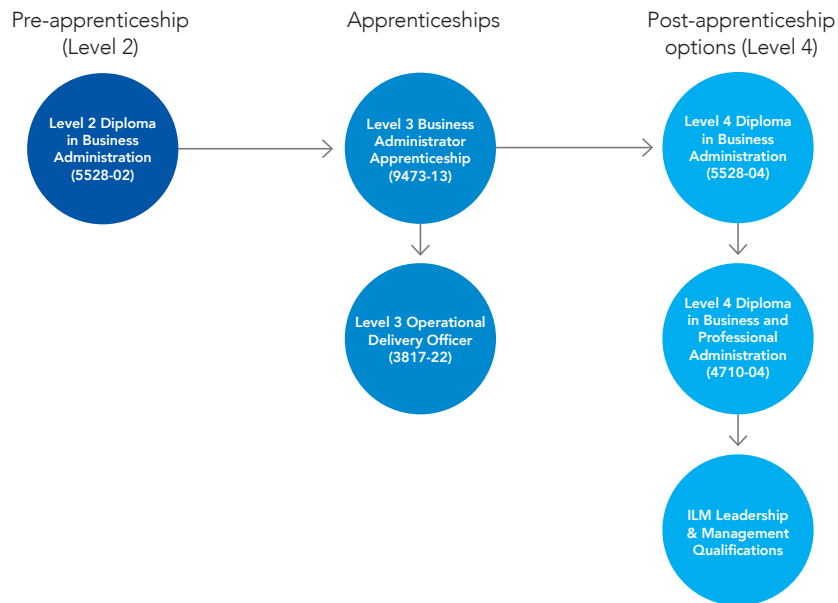


4 Apprenticeship certification

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.

Progression with City & Guilds Group

This apprenticeship is an ideal stepping stone into specialist, team leading, supervisory or line management roles within retail and higher level training and apprenticeships. It's part of our wider offering in the sector and you can develop new and existing talent with ILM management apprenticeships including: Team Leader/Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



Grant Thornton UK LLP, BT, N Power, Peter Jones Foundation, Surrey County Council, London Borough of Islington, London Borough of Enfield, Peugeot, Sodexo, ESOS Ltd, Boots UK, Carillion, British Council, Capita Group, Berkley Group PLC, Northern PowerGrid, Royal Bank of Scotland, Serco, Homebase.

How our offer supports you:

Supportive payment structure

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

Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. 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.