

# BUSINESS ADMINISTRATION Apprenticeship

## STUDENT FACTSHEET YOUR FUTURE STARTS HERE

Enhance your administrative skills and develop your career with our business administration apprenticeship - developed by the leading industry experts in the UK.

### Key Information

Level	3
Duration	12 -18 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus
Typical job titles	Administration officer / executive, marketing assistant, administration team leader / office supervisor, personal assistant, secretary, legal secretary and medical secretary.
Key responsibilities	The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.
Qualifications	- End-point assessment - Level 2 English and math
Progression	The administration role may be a gateway to further career opportunities, such as management or senior support roles.

### Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college group providers of apprenticeships in west London



We work with major companies including British Airways, Brunel University London & Menzies etc.



Most of our apprentices secure employment at the end of their apprenticeship

Discounted travel with an Apprentice Oyster card

Discounts on shopping with an NUS Apprentice Extra Card

### Employers involved in creating this standard:

Grant Thornton UK LLP, BT, Npower, Federation of Small Businesses, Peter Jones Foundation, MBDA Missiles, Surrey County Council, Peugeot, Sodexo, oneSource, London Borough of Islington, London Borough of Enfield, Total Security Services, Skills CFA, PRCA, ESOS Ltd, Ceridian UK & Ireland, Northgate Arinso, JJBA Ltd, Bradley & Co Ltd, Prohire Software Systems Ltd, Business Resource & Innovation Network International Ltd,

Moorhouse Accounting & Consultancy Services Ltd, Vicki King Bookkeeping Services, Fresh Financials, Iwona Accountancy Services Ltd, Boots UK, Osborne Property Services, Carillion PLC, Bpi Recycled Products, Great Guns Marketing, Berkley Group PLC, British Council, Capita Group, Accelerator Solutions Ltd, Northern PowerGrid, Manheim, Royal Bank of Scotland, Institute of Customer Service, Serco, Homebase, Scottish Water, Enfield Council, Royal Navy/Babcock, Thames Valley Police and Army Personnel Services Group.

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🐦 @HRUCSkills



HRUC

Apprenticeships & Skills

Harrow, Richmond & Uxbridge Colleges

## Sample Modules and Content

Skills	What is required?
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	Understand who customers are & the difference between internal & external customers & their different needs & priorities of your customers & the best way to manage their expectations & recognising & knowing how to adapt style
Knowledge	What is required?
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
External environment factors	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.
Behaviours	What is required?
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	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.

## Frequently Asked Questions

### What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

### How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

### Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

[www.hruc.ac.uk/apprenticeships](http://www.hruc.ac.uk/apprenticeships)

### Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

### How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

View our vacancies to apply

[www.hruc.ac.uk/apprenticeships](http://www.hruc.ac.uk/apprenticeships)



Already working? Upskill!

Turn your job into an apprenticeship. Call us on 01895 853622 / 0208 909 6328 to get you started.