

BUSINESS ADMINISTRATOR



Axia
Solutions

Level 3

Duration: 18 months Learning Hours: 435

The Business Administrator apprenticeship teaches new knowledge and skills whilst improving performance

Suitable roles

Business Administrator
Office Administrator
Administration Coordinator
Records Analyst
Secretary
Business Assistant

Benefits

Career progression
Increased earning potential
Recognised qualification
Job Security
Flexible learning

Progression

Leadership & Management
Human Resources
Customer Service
Marketing
Accountancy

Successful business administration apprentices improve operational efficiency, reduce costs, increase productivity and provide valuable insights for business growth

WHAT TO EXPECT

You will have a dedicated Axia trainer who will deliver learning sessions through a mixture of face to face and remote delivery.

As part of the apprenticeship you must complete a project or process improvement within your business which will include scoping, planning, managing, communicating with stakeholders, monitoring and reporting results - all skills you will develop as part of the apprenticeship. Below is an outline of what will be covered on the course

Induction

Programme,
Policies,
Safeguarding



The Organisation & Self development

Business sectors, Mission,
Vision, SWOT, Pestle, Self
Development



Communication & Types of Customer

Communication Skills &
Theories, Body Language,
Internal/External Customers,
Communication Channels



Value of Skills & Organisation Structure

Organisational Structures,
Identifying Skills Value, Job
Roles, Interdependence



Stakeholders & Processes

Stakeholder Principles,
Engagement, Mapping,
Internal Processes & Policies



Planning, Organising & Managing Self

Deadline Management,
Organisational Logistics,
Delegation Skills



Time Management & Planning

Coping Strategies, Time Management
Techniques, Diary Management,
Prioritisation, Personal Qualities



Social Media & IT Skills

Social Media,
E-safety, ICT Software,
Appropriate Usage

Projects & Finance

Project Lifecycle, Project
Roles & Responsibilities,
Planning Tools, Budget
Monitoring Techniques



Legislation & External Factors

Health & Safety, GDPR,
Equality & Diversity, Impact
of External Factors



Interpersonal Skills & Equality and Diversity

Emotional Intelligence,
Adjusting Approaches,
Impact of Equality and
Diversity



Change Management & Coaching

Change Management
Tools & Theory, Coaching
Techniques, Effective
Feedback, Influencing skills,
Constructive Challenging



Achievement



Portfolio-based Interview



Project Presentation



Knowledge Test



End Point Assessment