



**Business  
Administrator**  
Level 3

*Seetec*  
OUTSOURCE



# Business Administrator

## Programme overview

**Level:** 3

**Duration:** Approximately 15 months  
(+3 months for end-point assessment)

### Who is the programme suited to?

This programme is ideally suited to individuals working within a corporate support function, either independently or as part of a team, to develop, implement, maintain and improve administrative services. They could work in an organisation of any size within the public, private or charitable sectors.

Learners will develop the professional knowledge, skills and behaviours needed to support and engage with different parts of the organisation, and to interact with internal or external customers. With a focus on adding value, they will contribute to the efficiency of the organisation, working across teams and resolving issues as required. They will develop a set of highly transferrable skills that can support future progression towards management responsibilities.

### TYPICAL JOB ROLES

- Business administrator
- Office administrator
- Administrative support assistant
- Administrative team member
- Administration coordinator
- Personal assistant
- Secretary



# Key learning outcomes

## Knowledge

- The organisation's purpose, activities, aims, values and vision
- Organisational structure and their role within this
- Internal and external stakeholder management
- Relevant laws and regulations
- Internal policies and key business policies relating to the sector
- Key business principles, including project management, finance and change management
- Key business processes
- External environment factors

## Skills

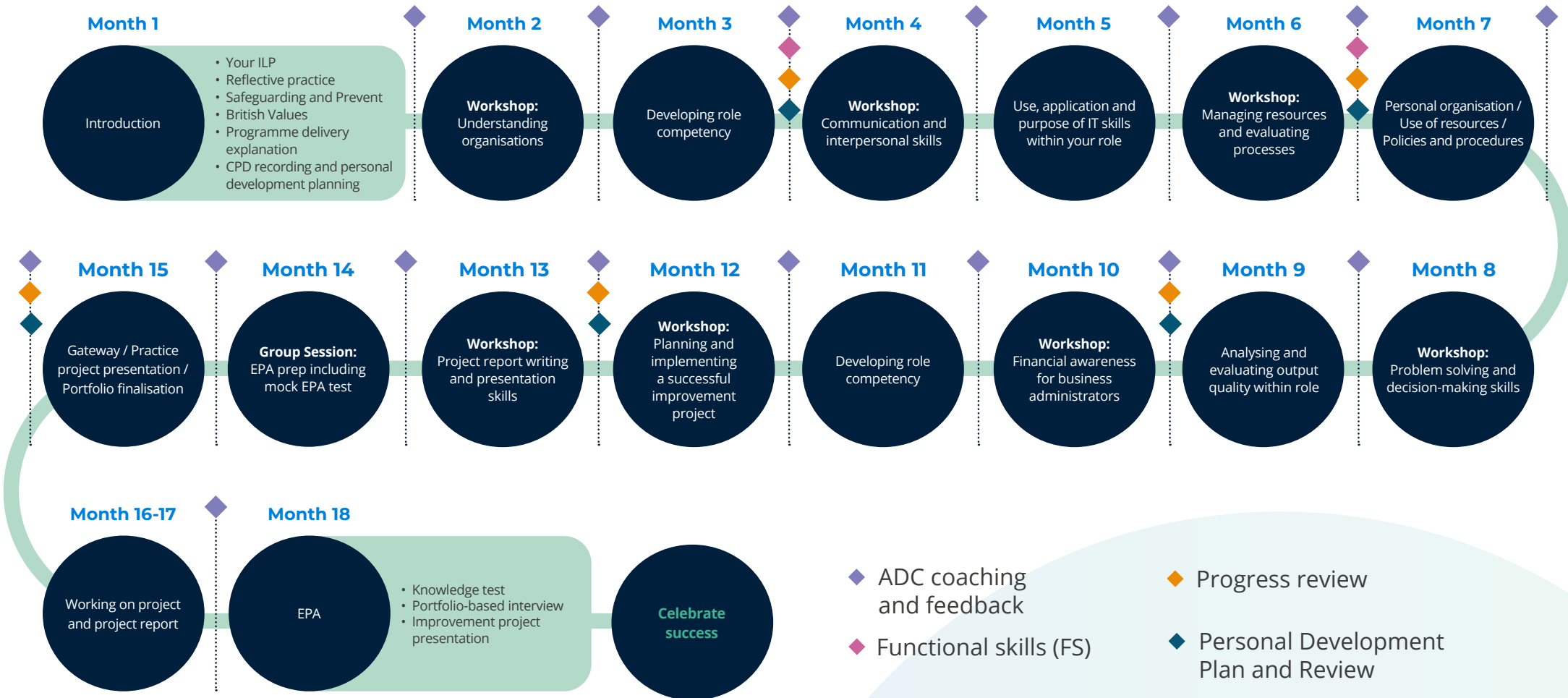
- Using multiple IT packages and systems
- Producing accurate records and documents
- Effective decision making
- Building and maintaining positive relationships
- Effective communication skills
- Quality and continuous improvement
- Planning and organisation
- Project management

## Behaviours

- Demonstrates professionalism
- Demonstrates integrity, reliability and self-motivation
- Takes responsibility for professional development
- Adapts to changing priorities
- Takes responsibility for projects delivered

# Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).





## Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

### **Blended learning activities could include:**

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 2 or above in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by a functional skills tutor to ensure they meet the minimum requirements for certification.

## Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

[seetecoutsource.co.uk](https://seetecoutsource.co.uk)



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