

# Business Administrator

This programme is ideal for those whose role may involve working independently or as part of a team and includes developing, implementing, maintaining and improving administrative services.

It has been designed to help you develop the skill set to deliver measurable value to organisations either as a Business Administrator or as an Executive Assistant. It will inspire you to grow and expand your knowledge at the same time as embedding a valuable range of skills and behaviours.



**Duration:**  
12 Month Programme



**Minimum Entry Requirements:**  
Typically, these are GCSE Maths and English at Grade C or above.



**Maths and English:**  
Learners without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment. It is our aim at WDR to provide opportunities for our learners to improve their skills in English and mathematics, embedding these skills so that they are developed and applied as an integral part of your study

## Course Overview

During the programme you will be required to spend 20% of your time at work on off-the-job learning. This will include workshops, virtual learning, research, workplace challenges and reflection. This innovative programme is designed so you can easily fit your learning around your day job. Using our online learning portal, you will be able to access your learning anytime and anywhere, so you get high-quality content and development on the go.

## Benefits

Upon successful completion of this programme, you will:

- Enhance your confidence and credibility.
- Inspire your team members to be the best version of themselves.
- Gain transferable skills for use throughout your career.
- Achieve a Level 3 Business Administrator Apprenticeship Standard.

## Course Content



### Managing Self and Personal effectiveness:

Through focusing on your professional and personal potential, you will learn how to manage yourself more effectively by making positive and powerful changes to your current ways of thinking, being and doing.



### Communicating in a Business Environment:

You will understand the nature and relevance of different stakeholder groups and learn vital relationship building skills. You will focus on the purpose of planning communication and how to communicate effectively in writing using a range of media. You will develop verbal skills to clearly present and use the appropriate IT solution to suit the business problem. You will learn to identify the purpose and value of feedback in developing communication skills and how to influence and challenge whilst maintaining positive relationships.

**Working in a Business:**

Within the business environment, you will look at how the organisation works with its' external environment by focusing on the customer types and services. You will understand how to support an organisation's overall mission and purpose and how to work in a team to achieve goals and objectives. This will include the understanding of how the political and economic environments affect the organisation through market forces, policy and regulatory changes that directly impact the business.

**Delivering Results:**

You will understand the processes and key points of contact for resolving challenging situations. You will work on how to deal with problems and review processes to make suggestions for improvements. This will help you to understand how to make effective decisions through positively initiating, managing and completing tasks. You will also look at organising meetings, managing resources and taking responsibility for logistics such as travel and accommodation using a variety of IT platforms.

## How will you be assessed?

Towards the end of the programme, you, your manager and WDR will decide together if you are ready for assessment. The assessment is then undertaken by a separate End Point Assessor organisation, chosen by your employer. The tutors at WDR will provide you with lots of support in preparing for the assessment. The assessment consists of four separate elements:

**Knowledge Test (30%)**

Using scenarios and questions undertaken online.

**Portfolio Interview (40%)**

A review of the evidence of your learning and its achievement of the required standards.

**Project Presentation (40%)**

A presentation of a workplace project you chose and managed.

## Learning Portal

Our learning portal makes it easy to accumulate the evidence required by this stage. Throughout the programme, simply upload whatever documents, photos, or videos demonstrate your understanding and competence. Completing the self-reflective practices, regularly reviewing your learning with your cohort coach and undertaking set practice assessments will help ensure you are ready for this stage.

## Apply for this course.

Apply for this course and ask any questions you may have by getting in touch with us via the contact methods below. You can also find information about this course and all of our other courses at our website, [www.wdr.co.uk](http://www.wdr.co.uk).

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