LEVEL 3 APPRENTICESHIP - 15 MONTH PROGRAMME

BUSINESS ADMINISTRATOR

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MODULE ONE
UNDERSTANDING ORGANISATIONS
- Understand the department in which the learner works, the organisation’s aims and how the job role fits within their organisation
- The organisation’s purpose, values and vision for the future
- Identify the organisational structure and how the learner’s work will benefit the organisation
- Understand other types of organisation structure

MODULE TWO
VALUE OF SKILLS
- Business administration principles including integrity, reliability, motivation, proactivity and positivity
- Qualities contributing to progression in a career
- Types of leadership that motivate staff
- Know how to establish and measure against KPIs

MODULE THREE
STAKEHOLDERS
- How to manage stakeholders including internal and external customers, clients and suppliers
- Methods of liaising with stakeholders
- Building constructive relationships

MODULE FOUR
REGULATIONS
- The laws and regulations that apply to the learner’s job role, including data protection, health and safety, compliance, brexit and other legislative changes
- How to support their organisation in applying these regulations

MODULE FIVE
POLICIES
- Internal policies of the organisation
- Key business policies relative to organisations’ sectors

MODULE SIX
BUSINESS FUNDAMENTALS
- Business budgets and sources of finance
- PESTLE analysis
- Managing changes
- Project management principles

MODULE SEVEN
PROCESSES
- Making payments
- Processing customer data
- Review processes to make suggestions for improvement
- Administering and processing an invoice

MODULE EIGHT
EXTERNAL FACTORS
- SWOT (strengths weaknesses, opportunities, threats)
- PESTLE (political, social, economic, environmental, technological, legal) affecting the organisation
- Impacts of policy/regulatory changes to an organisation
- International and global markets affecting the organisation

GATEWAY READINESS AND END POINT ASSESSMENT

- Knowledge Test - 60 minute multiple-choice test
- Portfolio-based Interview: 30-45 minute interview with questions related to the learner’s portfolio
- Project Presentation: 10-15 minute presentation based on where the learner has improved within the company

- LIVE TUTOR LED SEMINARS AND ROUND TABLES PLUS REGULAR 1-2-1 COACHING SESSIONS
- FLEXIBLE START DATES
- SUPPORT FROM NEURODIVERSITY SPECIALIST
- ADDED VALUE: WORKPLACE AND LIFE SKILLS DEVELOPMENT

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