

Apprenticeships for Business Administrators



For more information scan the QR code or contact the team via sales@jga-group.co.uk or 020 8426 2666



Duration: 15 months

Business administration plays an important role in managing organisational processes, resources, people and time. It adds value to all industry sectors and is a common starting point for many careers.

The apprenticeship is designed to familiarise learners with the responsibilities of the role and how to support and engage with different parts of the organisation, both internally and externally.

Apprentices learn to show initiative, manage priorities and their time, solve problems and make decisions. Throughout the apprenticeship, they will develop key skills and behaviours to support their progression towards supervisory responsibilities.

The course is designed for school and college leavers seeking to gain first-time professional experience in both B2B and B2C environments.



The knowledge I learnt and skills I developed from the masterclasses and coaching sessions have allowed me to develop more confidence and allowed me to secure my new role. Moving forward, I feel positive and confident about continuing to build my career due to the skills I have developed whilst on the apprenticeship."

**Business Admin Apprentice
City & Guilds**

Delivery Model

The course is delivered remotely through once monthly full day seminars plus coaching from experts as well as virtual classroom and pre-recorded lessons. We deliver nationally.

1 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

2 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

3 Stakeholders

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

4 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

5 Policies

- Internal policies of the organisation
- Key business policies relative to organisations' sectors

6 Business Fundamentals

- Business budgets and sources of finance
- PESTLE analysis
- Managing changes
- Project management principles

7 Processes

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

8 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

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