Course Information

CITY OF WOLVERHAMPTON COLLEGE

Business Apprenticeship Level 3

Study Mode: Full Time, Work Based Learning

Is this course right for me?

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors, including small and large in the public, private and charitable sector.

Their role is to support and engage with different parts of the organisation and interact with internal or external customers and add value by contributing to the efficiency of the business by supporting functional areas, working across teams and resolving issues as requested.

The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities, and the flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

Business administrators are expected to show a positive attitude and deliver their responsibilities efficiently and with integrity. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills, and they are also expected to show initiative, manage priorities and their own time, demonstrate problem-solving and decision-making skills and the potential for people management responsibilities through mentoring coaching others.

Entry Requirements

The selection process will include a basic Initial Assessment and an interview during which suitability, commitment and interest for the programme will be determined.

What will I learn?

- The organisation: its purpose, values, structure, and external influences.
- Stakeholders: working with customers, clients, suppliers, and internal teams.
- Regulations & policies: data protection, health and safety, compliance, and internal policies.
- Business basics: change management, finance, and project management.
- Processes: how organisational processes work and how to improve them.
- External environment: market forces and global factors affecting the organisation.
- IT: using digital tools, software, and systems effectively.
- Document production: creating accurate reports, records, and files.

- Decision-making: using sound judgement and seeking advice appropriately.
- Communication & interpersonal skills: building relationships and communicating across different channels.
- Quality: producing high-standard work and solving problems.
- Planning & organisation: managing time, priorities, meetings, and resources.
- Project management: planning and supporting projects using basic tools and techniques.
- Professionalism: being respectful, punctual, and a positive role model.
- Personal qualities: integrity, reliability, and self-motivation.
- Performance ownership: taking responsibility, using initiative, and responding to feedback.
- Adaptability: handling change positively.
- Responsibility: owning outcomes and contributing to team success.

What skills will I gain?

How will I be assessed?

Throughout the programme the apprentice will receive expert training from highly qualified staff A qualified assessor will provide an induction and regular workplace assessments

What can I do next?

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

Delivery

Location:

Start Date:

Day:

Time:

Course Fee:

Course Code: AP0082

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