

Skill Scan

For:

**Business Administrator Apprenticeship Standard**

Name:

Date:

**Completion of this skill scan will enable you to identify: -**

* Areas of your current role that may provide you with evidence to meet the standard
* Skill ability within each of the identified areas of learning and development within the standard
* Level of knowledge and understanding within each of the identified areas of learning and development
* The behaviours and positive contribution made within each identified area of learning and development

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| Identified standard:  Areas for learning and development | | Is this part of your current job role?  Do you consider yourself as having the required skills to meet the areas of development | Do you feel confident in the knowledge and understanding to meet the areas of development | Do you feel you possess the right behaviours and that you can make positive contributions to meet the areas of development | Please record any notes relating to experiences gained. |
| Identified areas of development | What is required of you  Please tick **✓** if able to carry out tasks identified in a competent and confident manner | | | |
| IT Skills | Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data.  ☐  Work with MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. ☐  Ability to update and review databases, record information and produce data analysis ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Record and document production | Produce accurate records and documents including: emails, letters, files, payments, reports and proposals. ☐  Make recommendations for improvements and present solutions to management. ☐  Draft correspondence, write reports and able to review others' work. ☐  Maintain records and files, handle confidential information in compliance with the organisation's procedures. ☐  Coach others in the processes required to complete these tasks. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |

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| Decision making | Exercise proactivity and good judgement. ☐  Make effective decisions based on sound reasoning and able to deal with challenges in a mature way. ☐  Seek advice of more experienced team members when appropriate. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Interpersonal Skills | Build and maintains positive relationships within own team and across the organisation. ☐  Demonstrate ability to influence and challenge appropriately. ☐  Become a role model to peers and team members, developing coaching skills as I gain area knowledge. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Communications | Demonstrate good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. ☐  Use the most appropriate channels to communicate effectively. ☐  Demonstrate agility and confidence in communications, carrying authority appropriately. ☐  Understand and applies social media solutions appropriately. ☐  Answers questions from inside and outside of the organisation, representing the organisation or department. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High | Behaviour I possess:  Low:  Medium:  High: |  |
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| Quality | Complete tasks to a high standard. ☐  Demonstrate the necessary level of expertise required to complete tasks and apply myself to continuously improve own work. ☐  Able to review processes autonomously and make suggestions for improvements. ☐  Share administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. ☐  Apply problem-solving skills to resolve challenging or complex complaints and be a key point of contact for addressing issues. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Planning and Organisation | Take responsibility for initiating and completing tasks, manage priorities and time in order to successfully meet deadlines. ☐  Positively manage the expectations of colleagues at all levels and set a positive example for others in the workplace. ☐  Make suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on others.   Manage resources e.g. equipment or facilities. ☐  Organise meetings and events, takes minutes during meetings and creates action logs as appropriate. Take responsibility for logistics e.g. travel and accommodation. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
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| Project Management | Use relevant project management principles and tools to scope, plan, monitor and report. ☐  Plan required resources to successfully deliver projects. ☐  Undertake and lead projects as and when required. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| The Organisation | Understand organisational purpose, activities, aims, values, vision for the future, resources and the way that the political / economic environment affects my organisation. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Value of Skills | Know organisational structure and demonstrate understanding of how my work benefits my organisation. ☐  Know how I fit within my team and recognise how my skills can help me to progress my career. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High | Behaviour I possess:  Low:  Medium:  High: |  |

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| Stakeholders | Have a practical knowledge of managing stakeholders and their differing relationships to my organisation. ☐  Including internal and external customers, clients and/or suppliers. ☐  Liaise with internal/external customers, suppliers or stakeholders from inside or outside the UK. ☐  Engage and fosters relationships with suppliers and partner organisations. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Relevant Regulation | Understand laws and regulations that apply to their role including data protection, health & safety, compliance etc. ☐  Support the company in applying the regulations. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Policies | Understand the organisation's internal policies and key business policies relating to our sector of business. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High | Behaviour I possess:  Low:  Medium:  High: |  |

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| Business Fundamentals | Understand the applicability of business principles such as managing change, business finances and project management. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Processes | Understand the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. ☐  Apply a solutions-based approach to improve business processes and helping define procedures. ☐  Understand how to administer billing, process invoices and purchase orders. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| External Environment Factors | Understand relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact. ☐  Where necessary understand the international/global market in which the employing organisation is placed. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High | Behaviour I possess:  Low:  Medium:  High: |  |

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| Professionalism | Behave in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. ☐  Adhere to the organisation's code of conduct for professional use of social media. ☐  Act as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Personal Qualities | Show exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. ☐  Motivate others where responsibility is shared. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Managing Performance | Take responsibility for your own work, accept feedback in a positive way, use initiative and show resilience. ☐  Also take responsibility for your own development, know when to ask questions to complete a task and inform your line manager when a task is complete. ☐  Perform thorough self-assessments of your work and comply with the organisation's procedures. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High | Behaviour I possess:  Low:  Medium:  High: |  |

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| Adaptability | You are able to accept and deal with changing priorities related to both their own work and to the organisation. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Responsibility | Demonstrate taking responsibility for team performance and quality of projects delivered. ☐  Take a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. ☐  Take initiative to develop own and others’ skills and behaviours. ☐ | Skill level I possess:  Low:  Medium:  High: | Knowledge level I possess:  Low:  Medium:  High: | Behaviour I possess:  Low:  Medium:  High: |  |
| Any other comments: | | | | | |