

## Level 3 School Business Administration Apprenticeship Guidance for Line Managers (2019/2020)

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Serco Education is pleased to offer the new **Level 3 School Business Administration Apprenticeship**. The programme is based on the new generic business administration apprenticeship developed by a trailblazer group of employers and based on standards and an assessment plan approved by the Institute for Apprenticeships and the Department for Education. We are currently seeking accreditation by City & Guilds of the qualification within School Business Administration Apprenticeship, the Level 3 Diploma for the Business Administrator.

The School Business Administration Apprenticeship will benefit anyone working in a school administration function and whose role involves developing, implementing, maintaining and improving administrative services. Through this apprenticeship, School Business Administrators will develop key skills and behaviours to support their own progression towards school business management, should they aim to do so. With practical work-based assignments customised for the schools sector, the line manager and employer of a SBAA apprentice should quickly see tangible benefits in the workplace as the apprentice demonstrates their learning and skills.

The School Business Administration Apprenticeship will typically take 18 months to complete and is based on an apprenticeship standard at Level 3; it is suitable for all individuals in school administration roles, in a school or academy setting in England. See Terms & Conditions for detailed eligibility conditions.

### What are the benefits to the school?

Research has shown that apprentices increase innovation and drive quality. The School Business Administration Apprenticeship will help learners to develop job-specific skills that will benefit the school. This apprenticeship may also be a gateway to further career opportunities, such as school business management or senior support role. Successful apprentices wishing to further development their career may then consider a Level 4 SBM qualification / apprenticeship.

### Programme Overview

Applicants signing up to the School Business Administration Apprenticeship are committing themselves to a 18-months programme of study, plus end-point assessment which follows the study period. They are supported by a coach, a facilitator, their line manager / mentor, and also through peer support via online group forum areas and networking opportunities via face-to-face workshops.

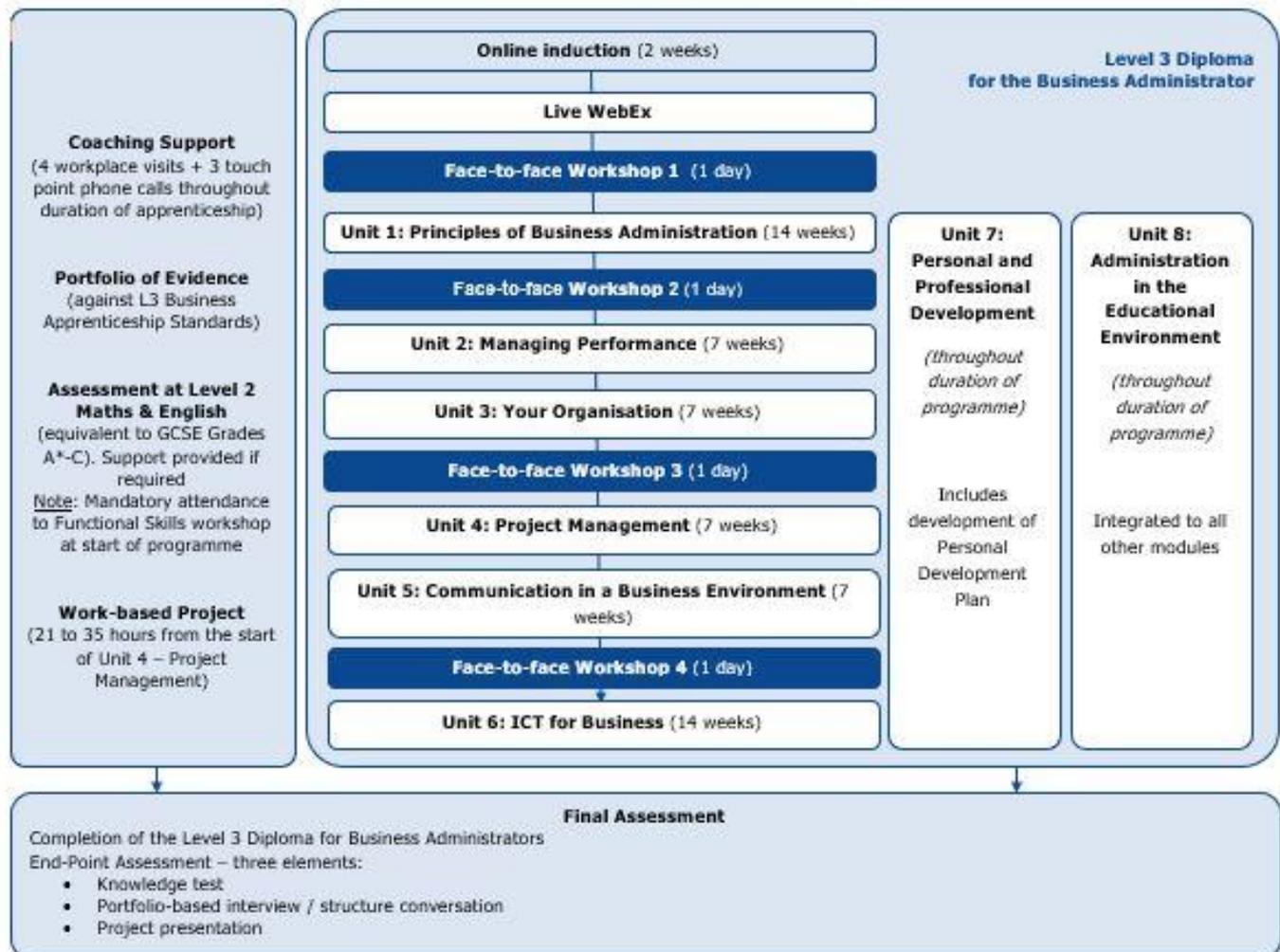
**Note:** part-time/term-time only applicants will have the duration of their apprenticeship learning extended pro-rata beyond the 18-month period.

Each applicant will complete a **self-assessment**, with their line manager's input, prior to acceptance on the programme to enable us to confirm their eligibility and develop an **Individual Learning Plan (ILP)** which is then agreed with their line manager or mentor. They will begin their academic studies, completing the L3 Diploma for the Business Administrator, and developing a portfolio of learning of the skills and knowledge of business administrator. Each unit (or block of units) will begin with a 1-day face-to-face workshop at a regional centre but the remainder of their studies will be online, maximising the flexibility of learning to suit not only the individual's needs, but also the needs of the workplace.

In addition, the apprentice will receive regular visits from their coach who will ensure, with their line manager's support, that the learning is put into practice and help the apprentice develop a portfolio of evidence. There will also be opportunities for touch points via phone at various points during the programme.

During their studies, the apprentice will be required to complete a work-based project as part of the qualification. The project should account for 21-35 working hours; the apprentices will choose the projects / process improvement with the guidance of both the line manager and the training provider.

In order to successfully complete the School Business Administration Apprenticeship, the apprentice will have to go through **end-point assessment** once they have completed all activities.



## Structure

The apprenticeship studies will take up 18 months to complete (part-time or term-time only employees may be eligible for additional time), and must include 20% off-the-job training (which includes attendance at workshops and coaching sessions, etc.).

The programme includes units on:

- The principles of school business administration
- Providing administration in the educational environment
- Personal and professional development
- Managing performance
- Your organisation

- Communication in a school business environment
- Project management
- ICT for school business

The programme will develop and examine the knowledge, skills and behaviours of these activities associated with the role of school business administrator.

In addition to the above, it is a requirement that the apprentice is able to evidence that they are working at Level 2 Maths and English. Should your apprentice not have these GCSE qualifications (or their equivalent) or be unable to find their original certificates, then we will provide additional support to help them gain these qualifications (at no extra cost).

### **What is my role as a line manager of an apprentice?**

We will only accept applications from individuals who have the support of their line manager. You will be asked to provide a written statement in support of their application and confirm their Apprenticeship Agreement and Individual Learning Plan details so that we are satisfied that each party understands the commitment being made. You will also be asked to sign to confirm that you have read this guidance.

You may wish to identify a mentor to support the apprentice throughout their programme of study rather than undertake this yourself. Regardless of whether you will be offering direct support or providing a mentor, we require a written statement from the line manager.

### **Cost**

The fee for the programme is a maximum of £5,000 depending upon previous skills and experience. If you are a levy paying school then the cost of the School Business Administration Apprenticeship can be covered by the apprenticeship levy (if sufficient funds are available). You should have a digital apprentice account (DAS) and be able to provide us with the contact details for the parent organisation holding the account; this may be the local authority or trust for example. Please ensure that your employer (usually the organisation on payslips) or employer's finance / procurement department are aware of the apprenticeship and that funding is available for it.

As long as there are sufficient funds in your / your employers' digital apprenticeship account (DAS) then there is no additional cost for the programme delivery itself (although dialling in to WebEx conference calls may be charged depending on the phone provider), other than the registration fees with City & Guilds (optional) for the Level 3 Diploma.

If you are a non-levy paying school then you will be invoiced for 5% of the total cost of the programme in advance, as outlined by the government's employer co-investment scheme (the remaining 95% paid via the central apprenticeship levy fund, conditions apply).

Please be aware that the apprentice will be required to attend up to 4 regional face-to-face workshops throughout the programme. Although workshops are situated in the closest location for the majority of participants within the cohort, your employee may have to travel some distance and stay in overnight accommodation. You will need to agree with your employee whether your school will cover the cost of travel and accommodation (if required).

### **Time Commitment**

The line manager, or mentor identified by the line manager, will be required to:

- join the first meeting between the apprentice and coach for approx. half an hour to ensure that all key parties are aware of the requirements of the individual learning plan. This is also an opportunity to ask any questions you may have about the School Business Administration Apprenticeship.
- actively contribute to the regular coaching/assessment sessions held with the apprentice – you will not be required to attend the full session. Some of these sessions will be observations by the coach of the apprentice undertaking certain activities. It is unlikely that you will be required to attend these events unless they are part of your daily work activities.
- observe your apprentice undertake certain activities such as chairing a meeting or giving a presentation, for example. You will be required to complete a proforma confirming that you observed certain skills and behaviours and the apprentice will include this proforma in their portfolio of evidence.
- attend a review of progress between the coach, apprentice and yourself. This should not exceed 2 hours.
- support the apprentice by providing a room within their normal place of work for the above meetings to take place in confidence
- ensure that the apprentice is given time to attend the above meetings and the face-to-face workshops. This must not be deducted from their annual leave allowance. Please note that the workshops, web conferences and coaching/assessment sessions are mandatory elements of the apprenticeship. The apprentice cannot successfully complete the programme without full attendance.
- support the apprentice in their studies, identifying opportunities for them to develop their skills alongside their learning
- provide the apprentice with support when identifying their work-based project. The focus of the project will be agreed by you, your apprentice and the coach. You will also be expected to help ensure that the apprentice has appropriate access to other staff, documents etc in order to carry out their agreed project.

In addition to the above mentioned workshops, etc, apprentices must be given time to study. Study time should be flexible to minimise the impact in the workplace. This should be agreed between you and the apprentice prior to them starting the programme.

It is an apprenticeship requirement that you (as line manager/employer) are required **to allow the apprentice 20% of their work time** to study (full-time and part-time employees) across the duration of their studies; this includes workshops and meetings with their coach but it also includes any learning or development activities that their role requires, for example meetings with you to discuss their work, work based dialogue between colleagues, attendance at relevant meetings etc.

Study time should be flexible, recognising the work commitments, for example, it could be 1 hour at the beginning or end of each day or a morning/afternoon twice a week etc.

## Next Steps

If the School Business Administration Apprenticeship seems to be the right way forward for a member of your team and you are confident that they are committed to beginning their studies then they will need to complete an application form which can be accessed via [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education) .

We may invite some applicants to participate in a phone-based interview as part of the selection process. Applicants will receive confirmation of their place on the programme approximately 5 to 6 weeks prior to the start date. Should an applicant be unsuccessful in their application they will be offered feedback and recommendations to help prepare them to study the programme at a later date.

Successful applicants will be sent an **Apprenticeship Agreement** and an **ILR** (Individual Learner Record), by email, after the application round has closed. The Apprentice Agreement is usually completed and signed by you, the line manager, and your apprentice, and then the original, hard copy returned to Serco Education. The ILR is completed by the apprentice.

Further documents will also be sent to you and the apprentice, e.g. **Training Services Agreement** (employer to complete), a **Commitment Statement** and **Individual Learning Plan (ILP)** which you, or appropriate colleague, will need to review and sign. Apprentices will also be requested to complete a **Skills Scan**, i.e. a diagnostic questionnaire allowing them to score their abilities in each of the apprenticeship standards.

Please remember that you have a key role in helping your apprentice successfully complete their programme of study. Without your support, encouragement and interest they will struggle to achieve this challenging programme. You can make a huge difference through offering them an additional hour or two to complete an assignment with the understanding that they can make up the time at a later date.

Note that apprenticeship funding is managed by the Education and Skills Funding Agency (ESFA), the Government agency accountable for funding education and skills for children, young people and adults. As an apprenticeship training provider our activities have to adhere to ESFA guidance and requirements.

Note: the term 'schools' used in this document applies to both maintained and independent schools as well as academies, multi academy trusts, etc

Please visit our website: [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education) for more details about this programme including FAQs and full T&Cs.

**Further information:**

[www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education)

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