

Business Administrator

Level 3 - 14 Month Apprenticeship Programme

EDUCATION
WISE

OVERVIEW

The Level 3 Business Administration apprenticeship is designed to equip learners with the essential knowledge, skills, and behaviours needed to succeed in administrative roles across all sectors. It creates opportunities for individuals to build a strong career foundation, while giving employers confident and capable staff who can support and drive business efficiency.

This programme covers the full scope of day-to-day business administration, from record-keeping and documentation processes to communication, planning, organisation and project support. It blends practical workplace experience with structured learning, ensuring apprentices develop both technical competence and interpersonal confidence.

Key Features

- Develops strong interpersonal and communication skills
- Builds confidence in decision-making and stakeholder interaction
- Introduces project management techniques to support business growth
- Enhances organisational skills to improve efficiency and productivity

Module	Months	Topic
1	1	Learning Launch
2	2-4	IT Skills, Organisation and Values
3	4-6	Policies and Record & Document Production
4	6-8	Decision Making and Interpersonal Skills
5	8-10	Communication and Quality
6	10-12	Planning, Organisation and Project Management
7	12-14	Knowledge and Business Fundamentals
8	14	Progression and Preparation



ABOUT THE APPRENTICESHIP

What you will learn

- Using IT systems and software to record, analyse, and produce data.
- Producing accurate records, documents, reports, and recommending improvements.
- Exercising judgement, making decisions, and proactively solving challenges.
- Building relationships, influencing stakeholders, and coaching colleagues.
- Communicating clearly across channels, adapting style, and representing the organisation.
- Completing tasks to high standards, reviewing processes, and applying problem-solving.
- Planning, prioritising, and organising tasks, meetings, resources, and logistics.
- Managing and delivering projects using relevant principles and tools.
- Understanding organisational structure, policies, regulations, and external business factors.
- Demonstrating professionalism, integrity, adaptability, and role-model behaviours.
- Taking responsibility for performance, development, collaboration, and quality outcomes.

Additional qualifications included

- Level 2 Maths and English if you do not already hold them.

How you will learn

A mixture of bi-weekly online sessions and face-to-face visits where required. You will have a dedicated tutor who is there to guide you through your training programme. As well as your tutor, you will have access to learning and support materials online to support you with your allocated off-the-job training each week.

Learner Journey

Once learners have completed their training and reached Gateway they move on to the End-Point Assessment which takes place over a three-month period. This includes a work-based project, a presentation with questions and answers and a professional discussion supported by a portfolio of evidence. Learners who successfully complete the programme will achieve the Level 3 Business Administrator apprenticeship standard, a nationally recognised qualification.

End-Point-Assessment (EPA) – 3 Months Period

- Knowledge Test (60 mins)
- Presentation (30 mins)
- Portfolio Based Interview (30 mins)

Off-The-Job Training

Off-the-job is where you will need to log evidence of learning activities that fall outside of your normal working environment but is still classed as learning towards your apprenticeship. The number of hours you need to log throughout your apprenticeship will be discussed at enrolment.



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HOW LEARNERS ARE SUPPORTED

