

BUSINESS ADMINISTRATOR LEVEL 3



Blended learning
including day
courses



Course duration
15 months (18
months with
apprenticeship
assessment)



EPA Organisation
Training
Qualifications UK



**Training
time**
Approx. 30
sessions



**Funded
learning**
Funded via the
Apprenticeship
Levy



**Apprenticeship
level 3**

OVERVIEW

Business Administrators play a vital role in supporting organisational operations across public, private, and charitable sectors. Working independently or within a team, they develop, maintain, and improve administrative services, add value to functional areas, and engage with colleagues, stakeholders, and customers. Apprentices build essential skills in communication, problem-solving, decision-making, time and priority management, as well as the use of IT and business systems. They also have opportunities to mentor or coach others, supporting team development, while demonstrating professionalism, integrity, adaptability, and a proactive approach to personal and organisational growth.

WHAT TO EXPECT

- As an apprentice, you will have approximately 30 educator sessions throughout the duration of your apprenticeship.
- You will see your educator every 3 weeks for your online sessions. These appointments will be there to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment.
- There are 5 mandatory day courses that you must attend as part of your apprenticeship, the topics are:
 - The organisation.
 - Stakeholders and the environment.
 - Regulations and policies.
 - Business fundamentals and policies.
 - Project management and the knowledge test.

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week.

- If a candidate is 16-18 they must have achieved maths and English at Level 2 prior to completion of the course, this is something that can be completed with us if needed.
- If a candidate is 19+ and hasn't achieved in Maths and English GCSE before enrolling, it is up to the employer to decide whether these qualifications should be attempted.
- The candidate must be employed in a suitable role.

TYPICAL JOB ROLES

- Business Administrator
- Office Administrator
- Team Administrator
- Project Administrator
- Executive Assistant
- Operations Administrator
- Customer Service Administrator
- Departmental Administrator

COURSE CONTENT

Organisational Awareness & Knowledge

Understand the organisation, its structure, stakeholders, external factors, policies, regulations, and business fundamentals to support efficient operations.

Administration & Technical Skills

Use IT, record-keeping, document production, planning, organisation, and project management skills to deliver accurate and timely administrative support.

Decision-Making & Problem-Solving

Analyse information, make informed decisions, and apply critical thinking to resolve issues effectively.

Communication & Interpersonal Skills

Demonstrate clear verbal and written communication, collaborate with colleagues, and manage relationships with internal and external stakeholders.

Quality, Performance & Professional Behaviours

Apply high standards, maintain professionalism, demonstrate adaptability and responsibility, manage performance, and contribute positively to team and organisational goals.

EMPLOYER & LEARNER SATISFACTION

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*

APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

- A 60 minutes knowledge test.
- A 30-45 minute portfolio based interview.
- 10-15 minute presentation with a 10-15 minute question & answer to follow.

YOUR COMPLETE CAREER PATHWAY

Business
Admin
Level 3



Team
Leader
Level 3



Operations
Manager
Level 5

“I REALLY ENJOYED MY DAY COURSES, THEY WERE VERY INFORMATIVE, AND ALL APPRENTICES HAD THE OPPORTUNITY TO ASK LOTS OF QUESTIONS”

