

SCHOOL ADMINISTRATOR LEVEL 3



Blended learning



Course duration

15 months (21 months with Apprenticeship Assessment)



EPA Organisation

Training Qualifications UK



Training time

Approx. 32 sessions



Funded learning

Funded via the Apprenticeship Levy



Apprenticeship level 3

OVERVIEW

Schools Administrators play a key role in ensuring the smooth running of schools, academies, and other educational settings. They manage administrative services across areas such as pupil records, communication, finance, and daily office operations. Working with teachers, parents, pupils, and external agencies, they ensure information is accurate, secure, and efficiently handled. They also support colleagues, implement policies, and contribute to process improvements to enhance school efficiency.

Strong organisational, communication, and problem-solving skills are essential, helping staff and pupils focus on teaching and learning.

WHAT TO EXPECT

- As an apprentice, you will have approximately 30 educator sessions throughout the duration of your apprenticeship. Our educators have many years of experience in a school setting giving them the knowledge to support you every step of the way.
- You will see your educator every 3 weeks for your online sessions. These appointments provide the opportunity to discuss progress, assign 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

- School Administrator
- Administrative Assistant
- Office Administrator
- Receptionist
- School Secretary

COURSE CONTENT

Understanding the Organisation

Develop knowledge of the school environment, the value of skills, key stakeholders, external factors, relevant regulations, policies, and school-specific processes to support effective administration.

Administrative Skills

Use IT systems, maintain records and documents, manage projects, and support decision-making. Plan, organise, and prioritise tasks to ensure smooth, school operations.

Communication & Interpersonal Skills

Work effectively with colleagues, school leaders, students, parents, and external agencies. Demonstrate professional communication and collaboration to support school functions.

Quality & Compliance

Ensure high-quality administrative practices, compliance with school policies and relevant legislation, and support the maintenance of organisational standards.

Professional Behaviours

Demonstrate professionalism, integrity, adaptability, personal accountability, and a strong work ethic. Contribute positively to the school environment while developing personally and professionally.

APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

- A 30-45 minute interview supported by a portfolio of evidence.
- A 10-15 minute presentation with a further 10-15 minutes for Q&A.
- A 60 minute knowledge test.

YOUR COMPLETE CAREER PATHWAY

School
Administrator
Level 3



School
Business
Professional
Level 4

EMPLOYER & LEARNER SATISFACTION

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*

“WORKING AS AN APPRENTICE HAS BEEN ONE OF THE MOST SATISFYING ROLES I’VE DONE IN MY LIFE. IT HELPED ME GROW IN CONFIDENCE AND BECOME COMFORTABLE IN A PROFESSIONAL SETTING.”

