

BUSINESS OPERATIONS LEADERSHIP LEVEL 3



Blended learning



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

This apprenticeship is ideal for emerging team leaders and first line managers working within administrative and business environments.

It builds on the core Business Administration standard, adding a strong focus on leadership, people management and operational delivery, enabling learners to move beyond task-based roles into positions where they coordinate others and influence performance.

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 used to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment. Access to virtual learning modules, knowledge masterclasses, and our AI Smart videos will be available to aid with development.



LEVEL 3 CERTIFICATE

Alongside the apprenticeship, learners complete a CMI Level 3 **Certificate in First Line Management and Leadership**. Employers will have the option to tailor this certificate for their apprentice. This bespoke offering will allow for 3 units to be selected which will aid progression and development in the first line management role.

Such as:

Approaches to Managing and Leading People and Teams
Stakeholder Communication
Delivering organisational Activities

Learners undertaking the certificate will have access to **CMI Thrive** – a bespoke CPD platform as becoming a member of CMI.

With CMI Thrive you can:

- Build your knowledge with bite-sized resources you can use straight away.
- Get quick answers and support using an AI-powered assistance.
- Follow personalised learning pathways based on your goals
- Track your progress and evidence your professional development

TYPICAL JOB ROLES

- Team Leader
- Supervisor
- Shift Supervisor
- Business Operations Coordinator
- Departmental Manager
- Office Team Lead



Excellent 4 star reviews
based off the government website

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 19-24 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.

COURSE CONTENT

Organisational Awareness & Knowledge

Understand the organisation, its structure, stakeholders, external factors, policies, regulations, and how to align team activity to support efficient operations.

Planning and Organising

Plan, organise and prioritise operational activities as well as 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. Contribute to and lead projects and improvements.

Communication & Interpersonal Skills

Demonstrate clear verbal and effective 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, behaviours and expectations.

APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

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

ADDED VALUE - AI SMART

Heart of England Training is helping learners and employers stay ahead with artificial intelligence. Through our AI Smart approach, part of the HOET Knowledge Boost, every apprentice develops practical AI skills that can be applied directly in the workplace. Learners are trained to use AI tools effectively and responsibly, helping them solve real business challenges, drive innovation, and add measurable value to your organisation.

We also offer AI-led videos aimed at employers to help explain elements of the apprenticeship and guide people through the process seamlessly.

What are the benefits?

- Flexible, adaptive learning to meet learner and workplace needs
- Confidence using AI to work smarter and more efficiently
- Digital capability that keeps your workforce ahead
- Gain knowledge through online resources that can be applied to real-life situations

EMPLOYER & LEARNER SATISFACTION

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*

