



BUSINESS ADMINISTRATOR

The Business Administrator Level 3 Apprenticeship prepares individuals for a career in business administration. This apprenticeship covers a range of topics, including project management, business communication, financial management, resource management, and customer service.

Upon completion of the apprenticeship, apprentices will have a solid understanding of business administration and will be able to provide effective support to their organisation in a range of areas. They will also be equipped with the skills and knowledge to manage projects, communicate professionally with stakeholders, manage budgets, and provide excellent customer service.

As a Business Administrator, they will have a vital role in ensuring that their organisation runs smoothly and efficiently, and that its objectives are achieved. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to stakeholders. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in business administration or management.

**Level 3****£0 to £250***Maximum cost for non-levy employers and micro-businesses***15+ months***Approximate on-programme training
(does not include EPA period)***£5,000***Maximum cost/funding for levy employers*

Linked to our Professional Services Pathway providing career advancement and progression opportunities.

[find out more](#)



Knowledge

- The organisation and their role
- Customers and stakeholders
- Relevant industry laws and regulations
- Business fundamentals
- Organisation's policies, processes and procedures
- The impact of external environmental factors



Skills

- Professionalism and personal presentation
- Your organisation and internal policies and procedures
- External factors affecting business and stakeholders
- Continuous improvement and coaching
- Creating a project
- Assertiveness and confidence building
- Effective Communication and stakeholders
- Your role within your organisation
- Finance
- Records and document production



Behaviours

- Professionalism
- Integrity, reliability, motivation
- Manages own performance
- Proactivity
- Adaptability
- Responsibility

ENROLMENT TIMELINE



CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME


BUSINESS ADMINISTRATOR ROADMAP

Modules are delivered holistically through-out the programme.

17+ months

15+ months

2+ months

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	Module 7	Module 8	Module 9	Module 10	Module 11	Module 12	End-Point Assessment
Apprenticeship Induction	Professionalism and personal presentation	Your organisation and internal policies and procedures	External factors effecting business and stakeholders	Continuous improvement and coaching	Creating a project	Assertiveness and confidence building	Effective Communication and stakeholders	Your role within your organisation	Finance	Records and doument production	End-Point Assessment Preparation	
INDUCTION	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Prepare presentation
KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	KSBs	
Preparing for your apprenticeship training	Professional behaviour Time management Respecting others Personal presentation Unconscious communication Workplace code of conduct	Health and Safety within your organisation Documents, GDPR Internal policies Compliance with regulations The sector your organisation is in	External stakeholders and expectations External factors that affect your business Stakeholders outside of the UK Legislation	Review CPD Review of PESTLE What is continuous improvement? How do you gain feedback? How can you support others in your team? Coaching skills	PESTLE analysis Problem solving skills Fundamentals of project management	Personal development Decision making Showing maturity and flexibility Self confidence	Different forms of communication Your team Look at the structure of your organisation Who do you work with? What is a stakeholder? Communication with stakeholders	Explain business principles How you manage finance within the organisation How this impacts on your role as a business administrator	Draft a correspondence Write a written report/s Supporting others in production of documents	Set learning goals Track apprentice progress Create a forum for coaching and guidance Co-ordinate 20% of apprentice time being spent in off-the-job training	LIVE ASSESSMENT Project Presentation Portfolio based interview	
1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review	1-2-1 tutor review		1-2-1 tutor review

EPA GATEWAY

🔍 Formal review every 8-12 weeks



0 - 6 months Functional Skills based on Prior Qualifications and Assessment results