



Business Administrator Apprenticeship Level 3 Case Study

Aldershot and Joint Hospital Group South,
Portsmouth



Cpl. Corrina Cameron

In March 2024, Corrina talked to us about her experience of her Level 3 Business Administrator Apprenticeship.

Corrina is a Military Personnel Administrator in the British Army and completed her apprenticeship at Aldershot and Joint Hospital Group South, Portsmouth.

Read on to hear about how the apprenticeship helped Corrina strengthen her skills, her award nomination, and how she went into her End-Point Assessment feeling confident and well-prepared. ►

About the apprenticeship

The Business Administrator Level 3 Apprenticeship standard is designed to create a comprehensive learning experience for those wishing to work within a Business Administrator role.

Learners develop a highly transferable set of knowledge, skills and behaviours that can be applied in small and large businesses alike; from the public to private sector. They develop skills and experience that bring added value and contribute to the efficiency of their organisation.

What was your apprenticeship experience like?

My apprenticeship experience was great. I thought the online tool where my skills coach sent work for me to complete and return was easy to navigate and use, especially when receiving feedback on my work and responding to it. I felt like the tasks I was studying went hand in hand with my day-to-day job as an Administrator in the Army and it was making me think more outside the box with the importance of certain procedures and processes whilst dealing with specific areas and documents.

How has your apprenticeship training helped build your skills?

My apprenticeship has helped me become a more competent business administrator and I have a much stronger understanding of internal and external stakeholders, data legislation, and business processes, which I probably wouldn't know if I hadn't completed the apprenticeship.



How did your line manager support you during your apprenticeship?

My line manager would join some of my support calls with my skills coach, would allow me to take time away from work to complete apprenticeship tasks and would have individual meetings with me about my progress and if I required any advice or assistance with any of the more complex areas of the apprenticeship.

How has your apprenticeship helped you adapt and grow?

I feel far more confident as a business administrator when advising and managing customers, and I am interested in progressing in this area and completing my own personal development courses for a career in the area of HR and business.

What was the most enjoyable part of the apprenticeship for you?

Being nominated for the AGC SPS (Army Adjutant General's Corps Staff and Personnel Support) Apprentice of the Year awards and being selected, then attending the awards ceremony at Worthy Down in November of last year. All my hard work paid off! ▶



What progression opportunities do you have now because of your apprenticeship training?

I have the confidence and knowledge to coach others on this apprenticeship and I can progress to higher level qualifications with ease.

How well prepared for your EPA did you feel?

My skills coach prepared me very well with mock exams and interviews which helped me feel very confident on the day of the EPA. Also, revising in my own time helped me with some of the questions on the mock exams.

Would you recommend this apprenticeship to others?

It's an interesting apprenticeship to learn more about administration and business. I have taken a lot away from my learning that I still use during my working weeks, and I feel more competent. It's also a great boost to your CV with a qualification of this level on there and it will make you more attractive to employers in the future.

How did you balance studying an apprenticeship with service life? What tips would you have for other service apprentices?

During my apprenticeship I was not deployed and I was able to commit a lot of my time to the apprenticeship to get it completed quickly. However, some tips I would give to others would be to lean on other people in your detachment that have completed this apprenticeship as every individual has their own insights into certain areas of work and can help point you in the right direction with creating evidence and work if you're ever struggling with anything.

What are your next steps?

I am seeking to enrol myself on to the CIPD L5 Diploma in People Management next because I want a career in Human Resources when I leave the Army.

Do you have any other advice or experiences to share?

My skills coach at Pearson TQ was excellent and I learnt a lot from her. I really valued all of our support calls which helped me to refine my work to a high standard with the advice and direction I received. Any apprentice who completes this qualification with Pearson TQ will be very lucky to have the skills coach I was assigned to! ■