Level 3
Business Administrator Apprenticeship

20+ years apprenticeship delivery experience
4,300+ apprenticeships qualifications per year
Progression and accreditation opportunities
Business Administrator Apprenticeship Standard

Business and Administration Apprenticeships are one of the most effective ways to develop the capabilities and boost the performance of those in an administration role. Apprenticeships help to develop essential skills in existing employees as well as attract new talent, addressing the challenge of the workforce skills gap.

Pearson TQ offers the Level 3 Business Administrator Apprenticeship Standard.

This Standard has been designed to help apprentices develop a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector.

I have more confidence in myself and what I am doing. Now I have started applying the knowledge and skills I have learnt in my work, and I take the lead in some of the things that I was not doing before.

NHS Apprentice, 2022

Why should I apply?

- Personal development opportunity that is structured, bespoke and relevant
- Professional qualification for life and future career enhancement
- Opportunity to build relationships and connections with peer and stakeholder colleagues and gain a broader view of your organisation
- Support digital skill building and enhance maths and English, where relevant
- Build self-awareness - develop the skills to become a reflective practitioner - gain a better understanding of your strengths as an individual and how to utilise them to support your team
- Increased confidence
- Challenging and rewarding experience - enables you to put business fundamentals theory and principles into practice
- Increased job satisfaction.
How is the programme structured?

Knowledge, Skills and Behaviours (KSBs)
- Theoretical knowledge is taught and developed
- Skills, behaviours and attitudes built into the Standard are reinforced, assessed and monitored in work
- Work-based projects will be undertaken
- Work-based evidence collected and assessed to form a portfolio
- High quality resources and support materials designed to meet the requirements of the apprenticeship standard.

Gateway
- Tri–party decision (line manager, skills coach and apprentice) confirming all KSBs have been met and apprentice is ready for End Point Assessment.

End Point Assessment
- Must be passed before the apprentice is recognised as achieving their Apprenticeship
- Several externally assessed pieces of work or assessment opportunities must be passed to a set Standard
- The EPA can only be carried out by an End Point Assessment Organisation (EPAO)
- Each EPAO will develop their own assessment materials and guidance, in line with the Apprenticeship Standard Assessment Plan
- Apprentices’ performance in the EPA will determine the overall Apprenticeship Standard grade of: Pass, Distinction, Fail
- Certification is provided to the apprentice by the EPAO Innovate Awarding.

I really like time out of the workplace to learn some of the theories and strategies and take reflection in a safe space. I like working with other likeminded individuals - you can learn from them as well.
Thales UK Apprentice, 2022
Programme overview

Business Administrator Apprenticeship

Who is the programme for?
For individuals working in a Business and Administration role seeking to develop their career.

Key responsibilities
Supporting and engaging with different parts of the organisation and interact with internal or external customers. The role may involve working independently or as part of a team and will include developing, implementing, maintaining and improving administrative services.

Programme level
3

End Point Assessment Organisation (EPAO)

Programme length
15 - 18 months (including EPA).

Independent learning
2 - 4 hours per week.

Off the job learning
6 hours per week, as part of your contracted work hours.

Delivery model
Flexible delivery model with flexible start dates, which means you can start your apprenticeship at any time during the year.

Entry requirements
Determined by each employer, but apprentices must achieve Level 2 English and Mathematics prior to taking EPA.

Knowledge, Skills and Behaviours
Professionalism, Personal Qualities, Managing Performance, Adaptability and Responsibility.

Progression
Leadership and project management Apprenticeships or qualifications, and further career opportunities, such as management or senior support roles.

Apprentices are well equipped to gain promotion.
Ofsted Report, May 2021

I've learnt things that I wasn't aware of before – the theory side of things for example, and so I know how to put that into practice and my confidence has grown. I am currently working towards a management role and have learned a lot which will help me once I've finished the apprenticeship.
NHS Apprentice, 2022
Understanding your Organisation
Organisational purpose, activities, aims, values, vision for the future, structure, resources and how the political/economic environment affects the organisation. Understand key business policies, processes and procedures to support continuous improvements. Understand and apply laws and regulations including data protection, health and safety, compliance, etc. How your work benefits the organisation, how you fit in your team and how your skills can help to progress your career.

Business Fundamentals
Develop a thorough understanding of Business Fundamentals, from supporting change in the organisation, understanding business finance to developing and maintaining effective stakeholder relationships and interpersonal skills.

Project Management
Understand the project life-cycle and roles. Know how to deliver a work based project including: managing resources, identifying risks and issues, using relevant project management tools.

Personal Effectiveness
Learning how to implement and maintain a robust records and document production system to ensure accurate and reliable information. Understand your own ways of learning and working, and develop your own behaviours, to support personal growth and success. Know how to be self-aware, understand learning styles and to reflect on own performance. Understand problem solving and decision making techniques and how to implement them in practice.

What will I learn?
Modules and Topics

End Point Assessment
The EPA components for the Level 3 Business Administrator Apprenticeship Standard are:
• Knowledge test
• Portfolio-based interview
• Project presentation with Q&A.

Level 3 Business Administrator Apprenticeship

It’s a good networking opportunity, there is a sense of connecting with other people which I enjoy. It’s about confidence, it has helped me see what I am good at, to see my strengths.
NHS Apprentice, 2022
How will I learn?

We deliver this Apprenticeship programme using a variety of support, delivery and assessment methods including:

- Dedicated skills coach to guide the apprentice through their learning journey
- Regular one-to-one skills coach check-ins and progress reviews (every 10-12 weeks)
- Webinars and one-to-one mentoring
- Group Action Learning Sets
- Peer network to share ideas
- E-portfolio (OneFile) and e-learning
- Digital learner handbook
- Signposting to relevant in-house training
- Direct and recorded observations
- Knowledge test
- Portfolio and professional discussion.

“By doing the apprenticeship, and all the things that I have learnt will put me in a better position for career progression. I believe it’s given me the skills and knowledge that I needed, as well as an opportunity to progress to other roles.”

UK Power Networks Apprentice, 2022
Quality of training delivery

Pearson TQ, your trusted delivery partner, is one of the UK’s leading training providers, qualifying over 4,300 apprentices last year. We are passionate about helping to equip apprentices with the skills they need to enhance their employability prospects and to succeed in the changing world of work.

During her progress review today, Nicola explained that her team is the highest performing team in her service and is now seen as the gold standard for all other teams! This change has occurred over the last 12 months and both Nicola and her line manager stated that they felt that the Apprenticeship programme has been instrumental over the past six months in supporting this change.

NHS Trust, 2022

[Pearson TQ’s] leaders and managers are highly ambitious for their apprentices. They ensure that the training apprentices receive includes additional qualifications beyond the requirements of the apprenticeship.

Ofsted Report, 2022

[Apprentices] benefit greatly from a well-planned curriculum and the effective teaching support they get from their coaches. As a result, apprentices have positive attitudes to learning and are highly motivated to succeed in their training and at work.

Ofsted Report, 2022

Apprentices quickly develop the knowledge, skills and behaviours that are essential for managing their work and leading their teams effectively. Consequently, they improve their performance and make valuable contributions to their organisations … A high number of apprentices are promoted during their apprenticeship.

Ofsted Report, 2022

[Pearson TQ] has developed a curriculum which is specific to the employers’ needs and well aligned to employers’ leadership and management development strategies.

Ofsted Report, 2022

Key partners

Pearson TQ is assured by

Pearson TQ programmes are accredited by

Pearson is listed on the Register of Apprenticeship Training Providers (RoATP) as a main provider

Ofsted graded ‘Good’ in November 2022

Quality Management ISO:9001

Investors in People Gold Award

Cyber Essential Plus certified

Defence Employer Recognition Scheme (Silver)

Pearson is listed in Stonewall’s top 30 employers for 2023

Pearson received a top score of 100% on the Disability Equality Index®

Pearson TQ is an approved CMI centre:

Shortlisted for the CMI Partner Awards ‘Outstanding Training Provider of the Year 2022’

One of our apprentices won Highly Commended CMI ‘Outstanding Apprentice of the Year 2022’ Award.

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Ofsted Report, 2022
Find out more

Visit our website for case studies and more information about our Apprenticeship programmes:
www.pearsonqt.com

Have further questions or need additional support? Contact Pearson TQ for more information:
tqenquiries@pearson.com

I've been taken out of my comfort zone and I've learnt a lot about myself and about the way that I work... It’s shown me how to communicate better with people.

UK Power Networks Apprentice, 2022

Association of Apprentices

Pearson TQ has partnered with the Association of Apprentices (AoA), a national, not-for-profit membership organisation which helps apprentices to connect, learn and fulfil their potential.

Apprentices can join the community, share experiences, communicate with people in similar situations, participate in specially curated events, and get support with everything from work skills to wellbeing.

Through our partnership, apprentices are eligible for free AoA membership with access to a bespoke social and professional networking platform that allows apprentices to unite with peers in a dedicated, inclusive virtual community and have access to thousands of resources to support apprentices work and life skills development.