

**Level 3**  
Business Administrator  
Apprenticeship



*Develop your career, connect with peers, grow your confidence*



“ Getting that feel of how other departments are working and how other people are thinking is really helpful.

NHS Apprentice, 2023

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# 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 work force skills gap.

Pearson TQ offers the **Level 3 Business Administrator Apprenticeship Standard**.

This Standard has been carefully 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 NHS Trust.

**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** enabling you to unlock your full potential.

**Challenging and rewarding experience** - enables you to put business fundamentals theory and principles into practice.

**Increased job satisfaction** resulting in you feeling empowered and motivated.

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*I am really enjoying my Apprenticeship, meeting other colleagues that are on the Apprenticeship in our classroom sessions and having that independent time to kind of go away, do our own coursework and then meet again.*

NHS Apprentice, 2023

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# Programme overview

## Business Administrator Apprenticeship

### Who is the programme for?

For individuals working in a Business Administration role seeking to develop their career.

### Example roles in the NHS

Business Administrator, Office Support, Personal Assistant, Receptionist, Recruitment Support.

### 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 their End Point Assessment.

### NHS Leadership Academy

Included in the programme is the prestigious Edward Jenner Leadership Programme.

### Knowledge, Skills and Behaviours

Professionalism, Personal Qualities, Stakeholder Management, Communication and Interpersonal Skills, Adaptability and Responsibility.

### Progression

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

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*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

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“ 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

## End Point Assessment

The End Point Assessment components for the Level 3 Business Administrator Apprenticeship Standard are:

- Knowledge test
- Portfolio-based interview
- Project presentation with Q&A.

# What will I learn?

## Topics

### 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 time management techniques and tools, and how to prioritise activities.
- Understand problem solving and decision making techniques and how to implement them in practice.

# 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

“ 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'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

“ [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

Pearson TQ 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.

## Key partners



Pearson TQ is assured by



Pearson TQ programmes are accredited by



# Find out more

Visit our website for case studies and more information about our Apprenticeship programmes:

[www.pearsontq.com](http://www.pearsontq.com)

Have further questions or need additional support? Contact Pearson TQ for more information:

[tqenquiries@pearson.com](mailto:tqenquiries@pearson.com)



## 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.

