



Administration for Professional Practice

| *Level 3 Business Administrator Apprenticeship*

About the Programme

Designed for individuals responsible for supporting business operations, delivering administrative services, and contributing to organisational performance.

The Business Administrator apprenticeship is a workforce capability programme that develops the knowledge, skills, and behaviours needed to deliver effective, reliable, and professional administrative support across a wide range of organisational environments.

You will build the confidence and capability to manage your workload, support stakeholders, and contribute to business operations, applying structured administrative approaches in real workplace contexts.

What the Programme Delivers:

The programme equips you to deliver high-quality administrative support that enables organisations to operate efficiently, maintain consistency, and meet business objectives.

It combines:

- Core administrative knowledge and professional practice
- Business communication and stakeholder engagement
- Organisation, prioritisation, and time management
- Data handling, systems, and digital tools
- Problem-solving and continuous improvement

This ensures you can operate as a confident and capable Business Administrator, supporting day-to-day operations while contributing to broader organisational performance.

Programme

Structure

A Five-Phase Delivery Model

The programme is delivered through a structured learning journey, progressing through five defined phases that build capability from core administrative foundations to independent delivery, decision-making, and professional impact. It prepares you to successfully demonstrate your learning at End Point Assessment and the workplace.

GETTING STARTED

Understand your role, reflect on your development goals, and build confidence as you begin your apprenticeship.

PHASE

1

Foundations of Business Administration

Learn core administrative principles, professional communication, and effective organisation

PHASE

2

Supporting the Business Effectively

Develop stakeholder communication, adaptability, and consistent high-quality delivery.

PHASE

3

Business Administration in Action

Apply business knowledge, solve problems, and support project activity.

PHASE

4

Delivering Business Projects and Improvement

Plan and deliver a business project, applying decision-making and improvement skills.

PHASE

5

EPA Success Toolkit / Gateway to Impact

Prepare for End Point Assessment (EPA) and finalise your portfolio of evidence.

EPA

Demonstrate your knowledge, skills, and behaviours through End Point Assessment (EPA).

This structured approach ensures you develop the confidence and capability to deliver effective administrative support, contribute to business performance, and operate as a professional and independent Business Administrator.

Key *Facts*

Duration: 15 months plus EPA

Off-the-job hours: 6 hours per week*

Delivery: Our blended delivery model consists of:

- Self-guided online learning
- Recorded Webinars
- Live virtual teaching sessions
- 1:1 coaching and support
- Progress reviews
- Workplace-based project application

Cost:

- **Levy Payers: Zero.** The full cost of the £5,000 apprenticeship is covered by your levy
- **Non-Levy Payers** will pay a proportion of the programme, with the majority paid by government co-contribution. Please refer to the latest funding rules for full information.

Qualifications:

- **Level 3 Business Administrator Apprenticeship**

*Recommeneded average to support completion of total OTJ requirement

Entry Requirements

Learners enrolling on this apprenticeship must meet the following criteria:

- Be in employment in a job with responsibilities aligned with the apprenticeship standard
- Have evidence of funding eligibility from their employer
- Hold a GCSE Grade A*-C /9-4; OR a have completed recognised Access Programme or equivalent. Please note:
 - All applicants will undertake an initial assessment in English and Maths competency
 - Applicants must achieve a minimum of Level 1 to demonstrate readiness to study and ensure appropriate support to succeed on programme
- Meet DfE apprenticeship funding residency requirements
- Remain in contracted employment for the duration of the apprenticeship, including EPA

Level 2 English and Maths requirements:

Applicants aged 19+ must evidence GCSE English and Maths passes at grade A*- C/9-4, **OR** have an employer exemption, **OR** commit to completing Functional Skills Level 2 in addition to the programme.

If required, this is provided at no additional cost.

Programme

Phase Overview

Getting Started

MONTH 1

You will begin your apprenticeship by reflecting on your current role, responsibilities, and development goals, building a clear understanding of where you are starting from and what you want to achieve.

You will also begin to understand the role of a Business Administrator within your organisation, recognising how your work contributes to team performance, operational efficiency, and organisational success.

Phase 1: Foundations of Business Administration

MONTHS 2-4

You will develop a strong understanding of core administrative principles, including professional communication, organisation, and effective workload management.

You will learn how to produce accurate business documents and work in line with organisational policies, procedures, and legal requirements such as data protection. You will begin applying these skills in your role, taking responsibility for maintaining high standards in your work.

This phase builds the foundation for professional practice, helping you understand expectations and deliver consistent, high-quality outcomes.

Programme

Phase Overview

Phase 2: Supporting the Business Effectively

MONTHS 5-7

You will develop your ability to work effectively with colleagues, managers, and stakeholders, building strong working relationships and adapting your communication style to different situations.

You will learn how to prioritise your work, manage competing demands, and deliver tasks independently while maintaining accuracy and quality.

You will also develop your confidence in using digital systems and tools to support business operations, improving efficiency and responsiveness in your role.

Phase 3: Business Administration in Action

MONTHS 8-10

You will begin applying your knowledge in more complex and realistic business scenarios, developing your ability to make decisions, solve problems, and manage your workload with greater independence.

You will explore how administrative work supports wider business objectives, begin contributing to project activity, and identify opportunities for improvement.

This phase focuses on strengthening your ability to think critically and add value beyond routine tasks.

Programme

Phase Overview

Phase 4: Delivering Business Projects and Improvement

MONTHS 11-13

You will build your capability to plan, manage, and deliver a business project, applying your knowledge, skills, and behaviours in a practical context.

You will learn how to structure your work, solve problems, evaluate outcomes, and present information clearly and professionally.

This phase develops your ability to take ownership, make informed decisions, and demonstrate your impact within the organisation.

Phase 5: EPA Success Toolkit / Gateway to Impact

MONTHS 14-15

In the final phase, you will consolidate your knowledge, skills, and behaviours and apply them within real workplace and assessment contexts.

As part of the assesement you will produce a portfolio of evidence, complete a workplace project, and prepare for End Point Assessment.

This phase ensures readiness for both the professional discussion and project presentation, supported by reflective practice and structured preparation.

Programme

Assessment

End Point Assessment

MONTHS 15-20

At the end of the programme, you will have up to 6 months to complete your End Point Assessment (EPA), where you demonstrate your knowledge, skills, and behaviours through real workplace application.

The EPA is designed to assess your ability to apply business administration principles in a practical organisational context.

You will complete:

- A Project presentation on a work-based project or practical activity, demonstrating your ability to apply your skills in real business scenarios
- A portfolio-based professional discussion, where you explain your experience, decisions, and contribution to your organisation
- A knowledge assessment, confirming your understanding of key administrative principles, processes, and professional practice

The EPA provides clear evidence that you can operate as a confident and capable Business Administrator, delivering reliable, professional, and value-adding support within your organisation.



Ready to
take the next step?

Contact us

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and choose the option for apprenticeships

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