



PRIORY APPRENTICESHIPS

Business Administrator Level 3

COURSE GUIDE

Overview

Administrators play a vital role in the smooth running of all businesses. From managing communication and supporting customers, to maintaining accurate records, coordinating activities and ensuring compliance, they are central to a range of critical processes. Our Level 3 programme is designed to help apprentices build strong organisational, communication and digital skills that directly support the daily operations of your business.

About Priory Apprenticeships

Priory Apprenticeships is part of a large Multi-Academy Trust, delivering a range of programmes covering multiple industries. Our programmes are rooted in our vast experience as a provider of education and designed in collaboration with industry to meet the needs of the modern workforce.

www.prioryapprenticeships.co.uk

Why

BENEFITS FOR EMPLOYERS

- Builds confident, capable administrative staff who understand the demands of their business
- Strengthens communication, organisation and professionalism across your support teams
- Reduces workload pressures by improving efficiency and accuracy
- Suitable for all businesses
- Funded, low-cost training accredited by industry
- Proven to improve retention and long term effectiveness of colleagues

BENEFITS FOR LEARNERS

- Develops strong administration, communication and organisational skills
- Builds confidence in managing workloads and solving problems
- Provides hands on experience with business processes and systems
- Strengthens understanding of compliance, policies and regulations
- Leads to a nationally recognised Level 3 qualification
- Supports progression into more senior roles

How is the Programme Funded?

This programme is eligible for funding through the apprenticeship levy or Government Co-Investment. Employers may also be eligible for incentive payments from the Government for each learner on this course.

Course Value: £5000

Speak to us if you have any questions around programme funding.

Requirements

LEARNER

- Must be able to complete practical tasks and gather workplace evidence
- Should be committed to attending workshops and completing assessments
- Must have employer support to complete off-the-job training
- Must not already hold a qualification at the same or higher level in administration or business

EMPLOYER

- Must provide a suitable role that allows the learner to practice a range of administrative tasks
- Must allow active learning time (roughly 6 hours per week)
- Must support project activity and access to relevant systems and information
- Should assign a line manager or mentor to support learner progress

Typical Workshops

- 1 Introduction to Business Administration & Self Development**

This workshop introduces the programme and explores the role of a business administrator. Learners begin to assess their current skills, plan personal development and understand the value they add to their organisation.
- 2 The Value of Your Skills, Your Organisation & Professional Conduct**

Understand organisational structure, purpose and culture while exploring the professional behaviours, standards and communication expected in a business environment.
- 3 Stakeholders and Communication**

Learn how to identify, support and communicate effectively with a range of internal and external stakeholders, building strong and positive working relationships.
- 4 IT, Record Production, Quality & Interpersonal Skills**

Develop essential digital literacy, learn how to produce accurate business documents and understand how quality processes support efficient administration.
- 5 Relevant Policies & Regulations**

Explore the legislation, regulations and organisational policies that inform safe, compliant and effective administrative practice.
- 6 Presentation Skills**

Learn how to plan, structure and deliver confident presentations using techniques that support clarity, engagement and professionalism.
- 7 Planning & Organisation**

Develop practical tools for prioritising tasks, planning workloads and managing competing deadlines in a busy office environment.
- 8 Coaching, Processes & Projects**

Understand how administrative processes contribute to wider business operations and explore the role of coaching in supporting colleagues and improving systems. Includes an introduction to the EPA project.
- 9 Project Management Tools**

Explore digital tools and techniques that support effective project planning, tracking and delivery within your organisation.
- 10 Decision Making & Learner Presentations**

Learn structured problem solving and decision making methods, with opportunities to practise presenting work and receiving feedback.

Typical Workshops

- 11 External Factors**
Understand how economic, political, social and environmental factors influence business operations and decision making.
- 12 External Factors & Business Fundamentals**
Expand your understanding of the business environment, including market influences, organisational goals and core business principles.
- 13 Learner PESTLE / Business Fundamentals Presentations & Recap Session**
Present your PESTLE analysis and review key business fundamentals while consolidating learning from previous sessions.

How Long is the Programme?

The Business Administration programme is completed over 18 months, plus a 3 month assessment period.

How Will You Be Assessed?

Learners will be assessed throughout their programme and will be required to complete an end of programme assessment. During the programme learners build a portfolio of evidence demonstrating their leadership skills, behaviours and application within their workplace.

The EPA includes:

- A Knowledge Test – assessing understanding of business principles, processes and regulations.
- A Portfolio-based Interview – exploring the apprentice's experience, examples and application of skills.
- A Project Presentation – delivering a project completed in the workplace and responding to assessor questions.

Get Started

EMPLOYER

If you are an employer, you can nominate team members that you would like to complete this professional training. Scan the QR Code and complete the short form or get in touch via our contact information below.

LEARNER

If you would like to enrol onto this programme yourself, speak to your line manager and they will support you. You can also reach out to us directly. Please note that we will need to contact your line manager to confirm you have support to complete the programme.



PRIORITY APPRENTICESHIPS

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