

Level 3 Apprenticeship in Business Administration

Support Senior Teams | Manage Office Operations | Drive Business Efficiency

This apprenticeship is ideal for individuals who are ready to take on more complex administrative responsibilities. It provides the knowledge and skills to manage business processes, support teams and help drive organisational effectiveness through efficient office practices.

Learners will build confidence in coordinating events, managing information systems and developing strong communication and problem-solving skills.



About the Apprenticeship

This programme is designed for individuals working in roles such as Administrator, Administration Team Leader, Secretary, or Personal Assistant. It supports progression into senior support roles across a variety of sectors.

- **Duration:** Typically 15 months
- **Delivery:** Work-based learning, on-the-job tasks and tutor-led development
- **End-Point Assessment:** Portfolio of evidence, observation and achievement of Essential Skills

What You Will Learn

- **Advanced Administrative Functions** – Manage information systems, maintain records, and implement procedures and office systems.
- **Communication and Presentation Skills** – Learn how to deliver presentations, manage correspondence, and support internal communications.
- **Event Coordination and Team Support** – Organise meetings and events, and support teams in managing day-to-day operations.
- **Using Software and Business Tools** – Gain experience in office technologies, including spreadsheets, email systems, and databases.
- **Problem-Solving and Decision Making** – Support decision-making processes through effective planning, reporting, and task management.
- **Essential Skills in English, Maths, and Digital Literacy** – Achieve qualifications in Communication, Application of Number, and Digital Literacy.

Who is it for?

- Office professionals looking to enhance their administrative expertise
- Employees supporting senior managers or coordinating team operations
- Individuals seeking to move into personal assistant or office management roles

Career Progression

- Progress into Office Manager, Executive Assistant, or Team Leader roles
- Advance to Level 4 qualifications in Business, Project Management, or Team Leading
- Develop a specialism in HR, finance, operations, or executive support

