



ALPHABET
TRAINING

WHY IT WORKS FOR YOUR BUSINESS



RECRUIT NEW TALENT

Bring in a new administrator and build reliable support across the business.



FUNDED TRAINING

Training funded through the apprenticeship levy or government co investment.



UPSKILL EXISTING STAFF

Formalise the skills of a team member already running your admin.



BUILD FUTURE MANAGERS

Skills and behaviours that support progression towards management responsibilities.

APPRENTICESHIP FOR EMPLOYERS

BUSINESS ADMINISTRATOR LEVEL 3 APPRENTICESHIP

Bring in a new administrator or develop a member of your team. A highly transferable apprenticeship that develops, implements, maintains and improves the administrative services your business relies on.

LEVEL

Level 3

DURATION

18 to 21
months plus
EPA

ROUTE

Business and
Administration

OFF THE JOB

Min 6 hrs a
week

STUDY MODE

Remote & face
to face

ASSESSMENT

Highfield:
Awarding Body

WHAT YOUR APPRENTICE WILL DO FOR YOU

IMPROVE YOUR PROCESSES

Administrative services developed, maintained and continually improved.

DELIVER REAL PROJECTS

Project management, planning and organisation applied at work.

WORK WITH STAKEHOLDERS

Clear, professional communication at every level.

PRODUCE QUALITY WORK

Accurate records, documents and professional communications.

USE IT WITH CONFIDENCE

The right systems and software used well across the business.

MAKE SOUND DECISIONS

Judgement and interpersonal skills that add value every day.

Recruit or Upskill with Alphabet Training

Talk to Us

COURSE CONTENT

NINE APPLIED TOPICS

Nine modules covering the knowledge, skills and behaviours of a professional administrator. The programme develops understanding of organisations, stakeholders, regulations, policies, business fundamentals and project management, with practical skills applied throughout the workplace.

01 ROLE OF THE BUSINESS ADMINISTRATOR Understanding The Role, Responsibilities and Skills of a Business Administrator	02 THE ORGANISATION Understanding Organisational Structures, Aims, Objectives and Workplace Culture	03 VALUE OF THEIR SKILLS Developing Professional Skills, Attributes and Behaviours
04 STAKEHOLDERS Understanding and Managing Stakeholder Relationships	05 RELEVANT REGULATIONS Compliance Requirements Relevant to The Role	06 POLICIES AND PROCESSES Understanding And Applying Organisational Policies, Procedures and Processes
07 BUSINESS FUNDAMENTALS PART 1 Understanding Finance And Resource Management	08 BUSINESS FUNDAMENTALS PART 2 Understanding Markets And Business Decisions	09 PROJECT MANAGEMENT Planning, Managing And Delivering Workplace Projects

HOW IT IS DELIVERED

Delivered remotely and face to face and grounded in your workplace. A minimum of six hours per week of off the job training across 18 to 21 months, with progress reviews every 8 to 12 weeks.

END POINT ASSESSMENT

Three parts. A multiple choice knowledge test of up to 60 minutes, a project presentation delivered to the end point assessor and a 45 minute portfolio based interview assessing competence, self reflection and judgement.

ENTRY REQUIREMENTS

Suited to new recruits and existing staff in an administrative role in any sector. Apprentices work towards Level 2 English and maths in line with the funding rules.

ROLES AND PROGRESSION

Prepares your apprentice for Administrator, Office Coordinator and Executive Assistant roles. Typical progression: Team Leader and Office Manager.