

**LEVEL 3 APPRENTICESHIP**

# **BUSINESS ADMINISTRATOR**



## **DEVELOP AGILE AND COMMERCIAL- AWARE ADMINISTRATORS TO SUPPORT EVERY BUSINESS AREA**

Boost productivity and efficiency by equipping staff with essential organisational skills to streamline day-to-day operations. Level 3 Business Administrator apprentices can expect to gain a broad understanding of the business landscape and the key functions within their business. Topics covered include current legislation and regulations, and using popular systems such as Excel and CRM software to record and analyse business-critical data. Learners will develop flexible skills in communication, IT, problem-solving and project coordination.

On successful completion of the course, learners will be equipped with an essential set of administrative skills in areas such as finance, project management and communication. They will be able to support and collaborate with colleagues in various areas of the business including HR, Marketing, Customer Service, Buying and Merchandising, Digital, Finance and Creative.

- Develops business and commercial acumen in a variety of business contexts
- Builds skills in project and change management, finance and data analysis
- Drives efficiency with an engaged and value-generating administrative team

**DURATION: 12 MONTHS**

**UR  
BN**

IN PARTNERSHIP WITH  
**FASHION  
RETAIL  
ACADEMY**

For more information, please contact [sara.harris@efitraining.ac.uk](mailto:sara.harris@efitraining.ac.uk)

## COURSE CONTENT & ASSESSMENT

### Tools, Technology & Documentation

- Use IT systems effectively for data analysis, reporting, and record-keeping.
- Produce high-quality written communications.
- Handle confidential information and maintain accurate documentation.

### Communication & Relationship Management

- Communicate clearly across multiple channels.
- Represent the organisation professionally in stakeholder interactions.
- Build and maintain positive working relationships across teams and departments.
- Understand and manage stakeholder needs effectively.

### Decision-Making & Problem Solving

- Apply sound judgment and make confident decisions.
- Use initiative and know when to escalate or seek guidance.
- Solve problems, handle complaints, and recommend improvements.

### Organisation, Planning & Project Delivery

- Plan, prioritise, and manage workloads to meet deadlines.
- Organise meetings, events, travel, and resources.
- Use project management tools to scope, track, and deliver projects.
- Understand change management and financial aspects of projects.

### Business Awareness, Policies & Compliance

- Understand organisational mission, values, goals, and external influences.
- Follow internal policies and sector-specific regulations (data protection, health & safety, billing).
- Ensure compliance with legal and procedural requirements.

### Professionalism, Growth & Accountability

- Maintain professional conduct, respect diversity, and support positive team culture.
- Take ownership of work, seek feedback, and show motivation and reliability.
- Demonstrate resilience, flexibility, and accountability for outcomes.

### End-point assessment

- For the Level 3 Business Administrator apprenticeship, end-point assessment is provided by EFI Awards. EPA typically takes 3 months to complete.
- EPA includes knowledge test, portfolio based interview, and project discussion.