

Business Administrator Level 3 Programme Plan

Duration: 8-12 Months + End-Point Assessment (EPA)



CORE PROGRAMME DELIVERY

All learners complete the core Business Administrator curriculum.

Understanding Organisational Structures, Aims and Values

- Organisational structures
- Business aims and values
- Governance and culture
- Professional behaviours

Communication and Personal Development

- Written and verbal communication
- Digital communication
- Personal development
- Reflective practice

External Influences on Organisations

- Political influences
- Economic trends
- Technology and innovation
- Legal and regulatory factors

Regulations, Policies and Processes

- Policies and procedures
- Compliance requirements
- Data protection
- Process improvement

Quality, Planning and Decision-Making

- Quality improvement
- Planning and organisation
- Problem solving

Decision making

Stakeholder Management

- Internal stakeholders
- External stakeholders
- Customer relationships
- Stakeholder engagement

Project Management

- Project planning
- Project delivery
- Monitoring and evaluation
- Risk management

PROGRAMME STRUCTURE

The Business Administrator Level 3 apprenticeship develops the knowledge, skills and behaviours required to provide professional administrative support across a range of organisations and sectors.

The programme combines core business administration knowledge with workplace application, enabling apprentices to support organisational performance, deliver effective services and contribute to continuous improvement.

For apprentices working within NHS organisations, General Practice, Primary Care Networks, Integrated Care Systems and wider healthcare services, learning activities and projects are contextualised to healthcare administration, patient-centred services and NHS ways of working.

The apprenticeship is delivered through:

- Online Interactive workshops
- Workplace-based learning
- Portfolio-based assessment through OneFile
- One-to-one coaching and support
- Formal progress reviews
- Healthcare-contextualised learning activities
- Gateway and End-Point Assessment preparation

ASSESSMENT METHODS

Assessment is portfolio-based and demonstrates competence in both knowledge and workplace practice.

Examples include:

- Knowledge assignments
- Workbooks
- Professional discussions
- Presentations
- Written reports
- Reflective accounts
- Workplace projects
- Witness testimonies
- Portfolio evidence

All evidence is uploaded and reviewed through the OneFile e-portfolio system.



Business Administrator Level 3 Programme Plan

Total off the Job Hours: 348

OFF-THE-JOB LEARNING ACTIVITIES

Learners complete approximately 348 hours of Off-the-Job Learning throughout the apprenticeship. This learning takes place during paid working hours and supports the development of apprenticeship knowledge, skills and behaviours.

Activities may include:

Core Learning

- Interactive workshops
- Independent research
- Reflective practice
- Portfolio development
- Professional discussions

Workplace Learning

- Shadowing colleagues and managers
- Supporting meetings and events
- Stakeholder engagement activities
- Policy and procedure reviews
- Process mapping exercises

Healthcare Contextualised Learning

- MDT observations
- Healthcare policy research
- Information governance activities
- Patient pathway reviews
- Service improvement projects
- Audit participation

Project Activities

- Project planning
- Project monitoring
- Stakeholder mapping
- Business case development
- Project presentations



020 8607 7850

ask@dynamictraining.org.uk

END-POINT ASSESSMENT (EPA)

The apprenticeship concludes with an independent End-Point Assessment.

Assessment includes:

- Knowledge Test
- Project Presentation with Questioning
- Portfolio-Based Interview

Successful apprentices achieve the nationally recognised:
Business Administrator Level 3 Apprenticeship Standard.

PROGRAMME OUTCOME

Apprentices will be able to:

- Deliver effective business administration services
- Support organisational objectives and priorities
- Communicate professionally with a range of stakeholders
- Manage information securely and accurately
- Contribute to projects and service improvements
- Apply organisational policies and procedures
- Build positive stakeholder relationships
- Support quality improvement activities
- Work confidently within healthcare, primary care or wider business environments
- Contribute to efficient, effective and customer-focused service delivery



PROGRESSION OPPORTUNITIES

Following successful completion, learners may progress to:

- Associate Project Manager Level 4 Apprenticeship
- Team Leader or Supervisor Level 3 Apprenticeship
- Practice Manager pathways
- Project Support Officer roles
- Operations and Service Coordinator roles
- Healthcare Administration leadership positions
- Edward Jenner NHS Leadership Programme
- Further management and leadership qualifications

HEALTHCARE AND PRIMARY CARE CONTEXTUALISATION

For apprentices working within healthcare settings, core learning is contextualised to NHS and Primary Care environments.

NHS and Primary Care Structures

- NHS organisations
- Primary Care Networks (PCNs)
- Integrated Care Systems (ICSs)
- Patient-centred services

Healthcare Communication

- Patients and carers
- Clinical teams
- Multidisciplinary working
- Service coordination

Healthcare Regulations and Policies

- Information governance
- Confidentiality
- Safeguarding
- Patient safety

Healthcare Quality Improvement

- Audits
- Service improvement
- Patient experience
- Quality standards

Healthcare Stakeholder Management

- Patients and carers
- Clinical professionals
- Practice management
- Partner organisations

Healthcare Project Management

- Service improvement projects
- Patient pathway reviews
- Administrative improvements
- Digital transformation

Medical Terminology

- Clinical terminology
- Medical abbreviations
- Referral pathways
- Healthcare records