

Business Administrator (Level 3)

Duration: 8-12 months



Why Organisations Choose This Programme

- Develop skilled and confident business administrators
- Improve the efficiency and effectiveness of administrative services
- Strengthen communication and support across departments
- Develop staff who can solve problems and contribute to organisational success
- Build professional skills and behaviours for future progression
- Support existing staff to upskill or retrain

How Is The Apprenticeship Delivered?

- 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

Who Is This For?

- Business Administrators
- Administrative Assistants
- Office Administrators
- Healthcare Administration Staff
- Customer Service and Support Staff
- Existing employees looking to upskill or retrain
- New apprentices beginning a career in business administration

End-Point Assessment

The assessment typically includes:

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

Successful apprentices achieve the nationally recognised:

**Business Administrator Level 3
Apprenticeship Standard.**

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Healthcare & Primary Care Contextualisation

Including:

- NHS organisations
- Primary Care Networks (PCNs)
- Integrated Care Systems (ICSs)
- Patient-centred services
- Patients and carers
- Clinical teams
- Service improvement
- Patient experience

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

Progression Outcomes

Successful apprentices 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

Off-The-Job Learning (348 Hours)

Examples include:

- Attending workshops
- Shadowing colleagues and managers
- Supporting meetings and events
- Stakeholder engagement activities
- MDT observations
- Healthcare policy research
- Project planning
- Project monitoring

Get in touch!

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