

# BUSINESS ADMINISTRATOR APPRENTICESHIP

The Business Administrator develops, implements, maintains and improves administrative services. They support and engage with different parts of the organisation and interact with customers with strong communication skills (written and verbal), using initiative, time management, problem-solving skills, decision-making, and the potential for people management responsibilities through mentoring or coaching.

With a focus on adding value, the role of a business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The administration role can be a gateway to further career opportunities, such as management or senior support roles.

The **End-Point Assessment (EPA)** consists of three parts, each worth 33.3% of the total score and graded as Fail/Pass/Distinction:

**Knowledge Test** - multiple-choice questions aligned with standard's knowledge requirements.

**Portfolio-based interview** (not directly assessed) - Provide at least one piece of evidence for each of the minimum knowledge, skills & behaviours.

**Project Presentation** - The work-based Project is completed in the final three months and involves the production of a PowerPoint presentation on a project completed or process improved - including planning, managing, communicating with stakeholders and reporting results.



The EPA for Business Administrator contains 3 methods of assessment:

- ✓ Knowledge test
- ✓ Portfolio-based interview
- ✓ Project presentation



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[northumberlandskills.co.uk/  
business-admin](https://northumberlandskills.co.uk/business-admin) for more info

# ABOUT US



Northumberland Skills is a trusted training provider, delivering on behalf of Northumberland County Council. We deliver high-quality apprenticeships and vocational learning across the region, working closely with local employers to build a skilled and work-ready workforce.

Our flexible, employer-focused training supports learners to gain valuable experience, recognised qualifications, and real career opportunities. Whether you're taking on a new apprentice or upskilling your team, we're here to support you every step of the way.

## WHAT YOU CAN EXPECT FROM US

We're here to make apprenticeships work for you. We're committed to building strong partnerships that help businesses grow and apprentices succeed with:



Tailored, high-quality training



Flexible delivery to suit your business



Regular progress reviews



Ongoing support from experienced staff



Help with recruitment, funding & compliance

## EMPLOYER EXPECTATIONS

You play a vital role in supporting the development of your apprentice.

To ensure a successful experience for both you and your apprentice, we ask that you:

- Provide a safe and supportive working environment
- Allocate time during working hours for off-the-job training and study
- Offer guidance, supervision, and opportunities to develop practical skills
- Maintain regular communication with Northumberland Skills to monitor progress

Our team will work closely with you to provide ongoing support and ensure the apprenticeship runs smoothly from start to finish.

## LEARNER EXPECTATIONS

Apprentices are expected to take an active role in their learning and development throughout the programme. To succeed, we expect learners to:

- Attend work and training on time
- Take responsibility for their learning and progress
- Show a positive attitude and willingness to develop
- Follow workplace policies and procedures
- Communicate effectively with their employer and lecturer

With the right mindset and support, apprentices can grow into confident, capable professionals ready to thrive in their chosen career.

Delivering on behalf of