

Level 3



Business Administrator

Programme Guide





Why Velocity Academy?

Technology is at the heart of the modern workplace — it touches every aspect of our working lives.

Digital transformation becomes possible when employees are equipped with the right skills to thrive in a modern organisation. At Velocity Academy, we build digital capabilities across your workforce.

We partner with leading FTSE 250 companies, local councils, public sector departments, and fast-growing private enterprises to upskill existing teams and recruit the next generation of talent.

Our high-calibre teaching and coaching faculty deliver the expertise you need to lead your organisation's digital transformation. We use state-of-the-art technologies to create an impactful and engaging learning experience.

From data literacy and advanced marketing techniques to IT cloud infrastructure, cybersecurity, leadership, and accounting — we offer apprenticeship programmes designed to close your organisation's skills gaps.

Our Snapshot

100% Apprenticeship Pass Rates

4.9 Rated 'Excellent' on Trustpilot from 330+ reviews

92% Employee retention rate once they have completed their apprenticeship



Experience of working with FTSE 250 companies and public sector organisations



Awarded a Good grade as an apprenticeship provider by Ofsted



Rated 'Excellent' on the Apprenticeship Service

Programme Overview



Apprenticeship Standard: Business Administrator



Maximum Funding Amount: £5,000



Programme Duration: 12 Months + EPA



Tutor Led Classes: 20 Classes

Skills Gained

Microsoft Office Package

Microsoft Excel Essentials

Financial Accounting Foundations

Business Stakeholder Management

Strategic Business Analysis Tools

Public Speaking and Presenting

Change Management Models

Project Management

Business Legislation

Classes



Online live classes to attend during this apprenticeship. Hosted through our highly rated teaching environment by Ofsted.

Coaching



1-1 coaching calls scheduled every 4 weeks with your dedicated skills coach. Employers are requested to attend at least 1 call every 9 weeks.

LinkedIn Learning



Free access to LinkedIn Learning for over 13,000 on-demand, online courses during your apprenticeship training.

BUD LMS Platform



Your progress will be continually assessed using our online programme management system, Bud. Here, you will upload work and log your OTJ hours.

Personal Development



Access to our highly rated Personal Development Learning Path to develop the apprentices soft skills during their apprenticeship training.

Portfolio Submissions



This apprenticeship is formatively assessed through portfolio submissions throughout the practical training period.

Learner Journey

During the apprenticeship journey there will be a blend of online instructor-led live classes covering the below modules. The apprentice will also have access to on-demand learning content and have portfolio-based activities to complete and submit.

Learners will be assigned a dedicated skills coach who will arrange support calls every month for personalised coaching and support on a 1-1 basis.

Practical Learning Period – 12 Months

Module 1: Microsoft Office Package

Module 2: Personal Value and Skills to the Business

Module 3: Stakeholders

Module 4: External Business Factors

Module 5: Managing Resources

Module 6: Project Management

Module 7: Quality

Module 8: Organisational Policies

Module 9: Regulation and Legislation

Module 10: Adaptation

Module 11: Responsibility

Module 12: Communication

End Point Assessment (EPA) – 3 Months

Professional Discussion

Project Presentation with Questions

Knowledge Test



Skills England BA3 Qualification Award



Modules

1

Module 1: Microsoft Office Package

This module equips learners with essential digital skills for the modern workplace. It covers core Microsoft Office applications including Excel, Word, and PowerPoint, while developing capabilities in creating IT user guides and professional proposals. Learners also gain practical experience in updating databases and performing key financial processes accurately and efficiently.

Live Classes: 2 Sessions

Module 2: Personal Value and Skills to the Business

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This module helps learners understand how their role contributes to wider organisational goals and how their organisation fits within the broader business sector. It explores different business structures across various industries and examines how organisational values and culture influence day-to-day operations, decision-making, and overall business performance.

Live Classes: 2 Sessions



Modules

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Module 3: Stakeholders

This module explores the role of stakeholders in shaping business success. Learners identify key stakeholders and analyse their influence using tools like Mendelow's Matrix. The module also introduces SWOT analysis to evaluate internal and external factors, and demonstrates how cost-benefit analysis supports informed, strategic business decisions.

Live Classes: 2 Sessions

Module 4: External Business Factors

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This module enables learners to understand how Political, Economic, Social, Technological, Legal, and Environmental (PESTLE) factors impact business operations. Learners will analyse how these influences affect their organisation at local, national, and international levels, and explore how businesses adapt strategies to remain competitive and compliant in a constantly changing environment.

Live Classes: 1 Sessions



Modules

5

Module 5: Managing Factors

This module introduces learners to the principles of effectively managing resources within a business environment. It covers the planning, allocation, and optimisation of physical, financial, technological, and human resources to support operational efficiency. Learners will explore how effective resource management contributes to productivity, cost control, and overall business performance.

Live Classes: 1 Sessions

Module 6: Project Management

6

This module explores the need for business change and how to manage it through structured project planning. Learners study the Project Life Cycle and change management theories, including Lewin's and Kotter's models. Key project tools covered include SWOT analysis, stakeholder matrices, SMART objectives, RACI matrices, GANTT charts, critical path analysis, and work breakdown structures. Learners also gain the skills to write clear, focused project proposals to support successful implementation and stakeholder engagement.

Live Classes: 3 Sessions



Modules

7

Module 7: Quality

This module focuses on completing tasks to a consistently high standard while demonstrating the expertise required in professional settings. Learners explore how to apply problem-solving techniques to resolve complex or challenging complaints and develop the confidence to act as a key point of contact for addressing issues effectively and proactively.

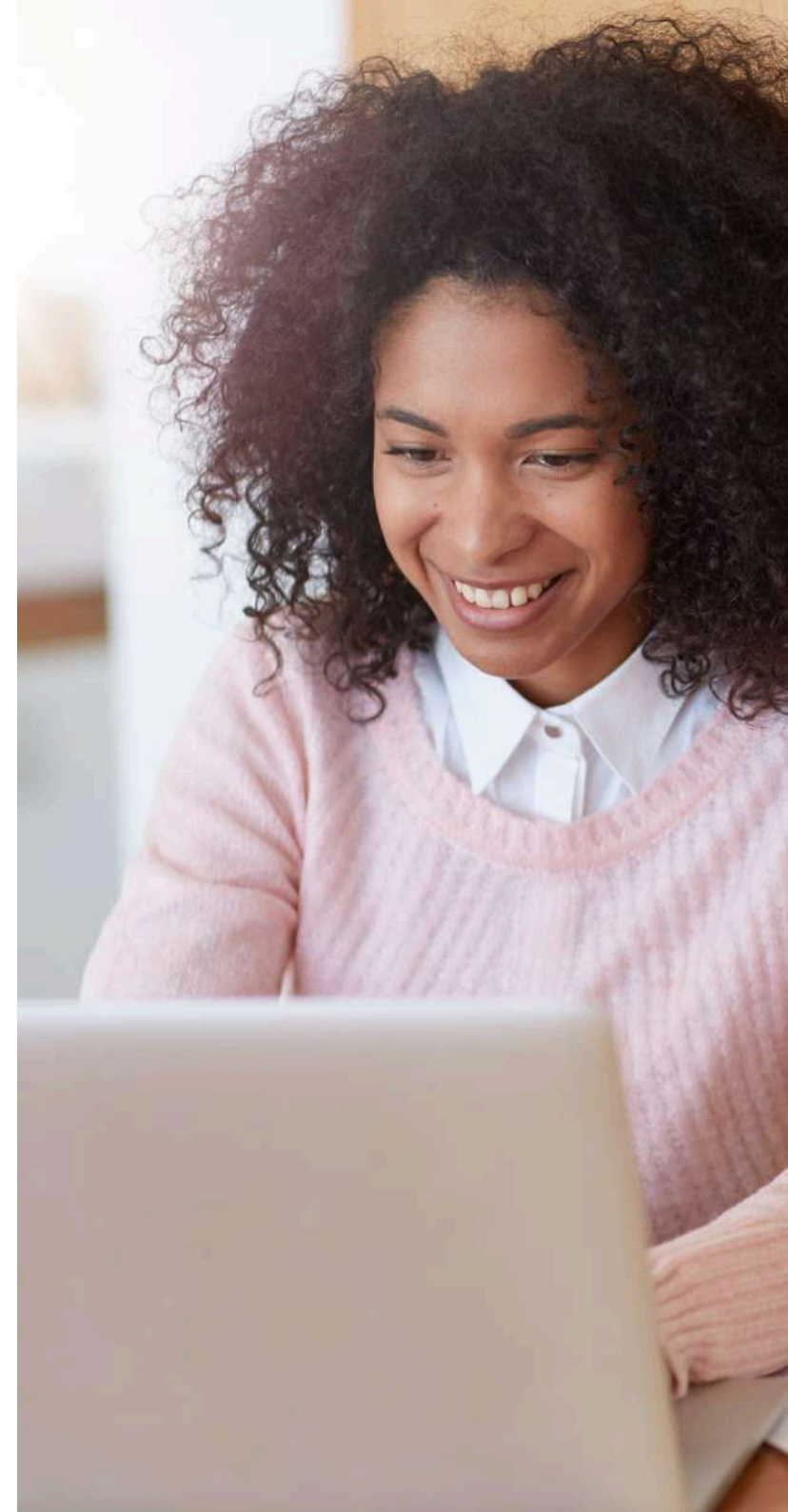
Live Classes: 1 Sessions

Module 8: Organisational Policies

8

This module equips learners with the knowledge and confidence to promote and advocate key policies relevant to their sector. It explores the importance of policy compliance, how to effectively communicate policy messages, and the role of individuals in championing best practice and driving positive change within their organisation and industry.

Live Classes: 1 Sessions



Modules

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Module 9: Regulation and Legislation

This module provides learners with an understanding of key regulatory and legislative requirements, including data protection, GDPR, employment law, trading laws, and copyright law. It also explores how operational factors—such as supply chain efficiency, business location, customer service, and inventory management—contribute to overall business effectiveness and long-term success.

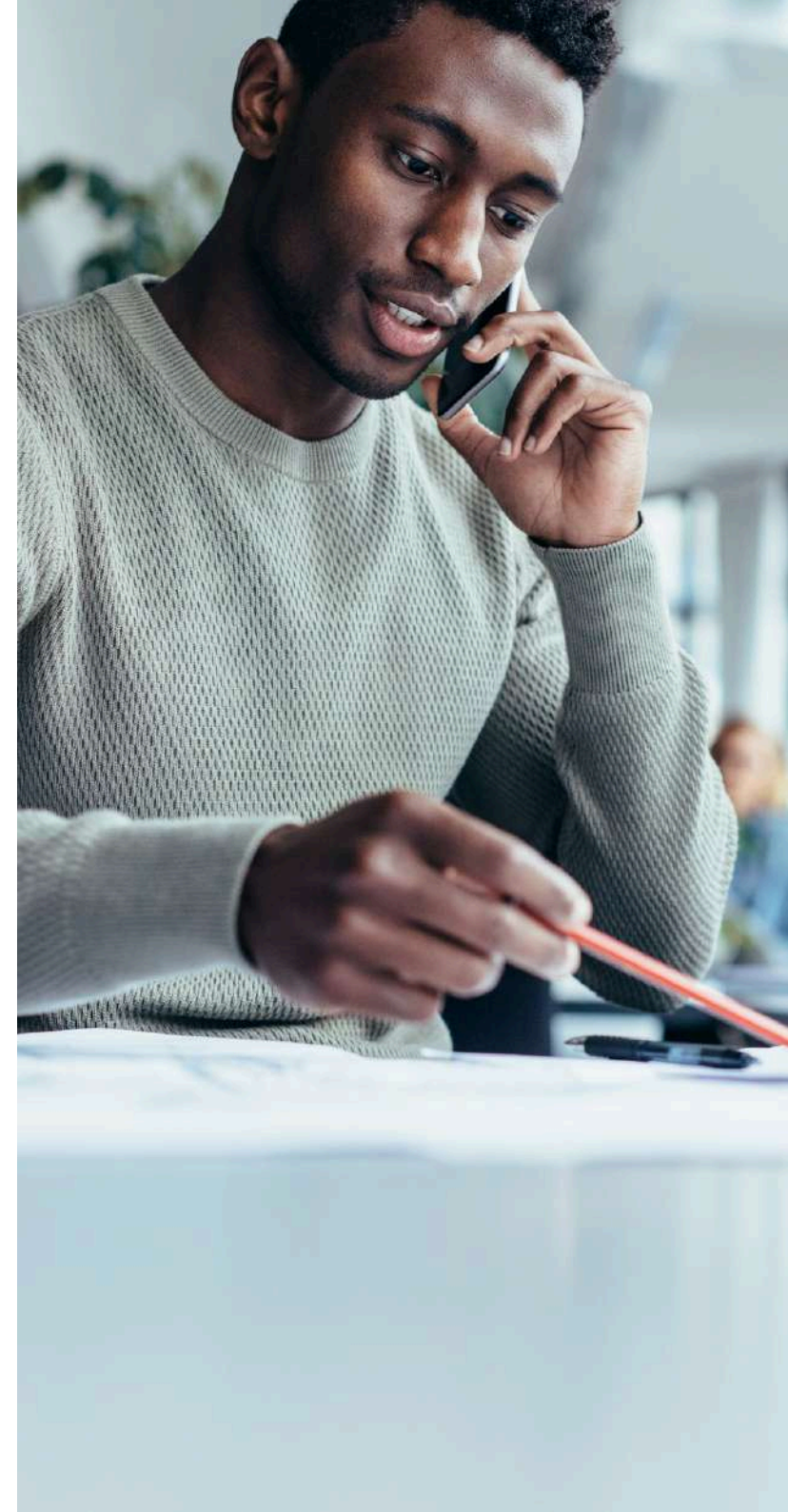
Live Classes: 2 Sessions

Module 10: Adaptation

10

This module helps learners develop the skills to effectively manage changing priorities in the workplace and across the wider organisation. It focuses on adaptability, time management, and decision-making techniques that enable individuals to stay focused, flexible, and productive in dynamic business environments.

Live Classes: 1 Sessions



Modules

11

Module 11: Responsibility

This module explores how taking responsibility for team performance and quality directly impacts project success and customer satisfaction. Learners develop a proactive mindset, showing commitment to seeing projects through to completion and ensuring customer needs are met. The module also encourages taking initiative in developing both personal and team skills to drive continuous improvement.

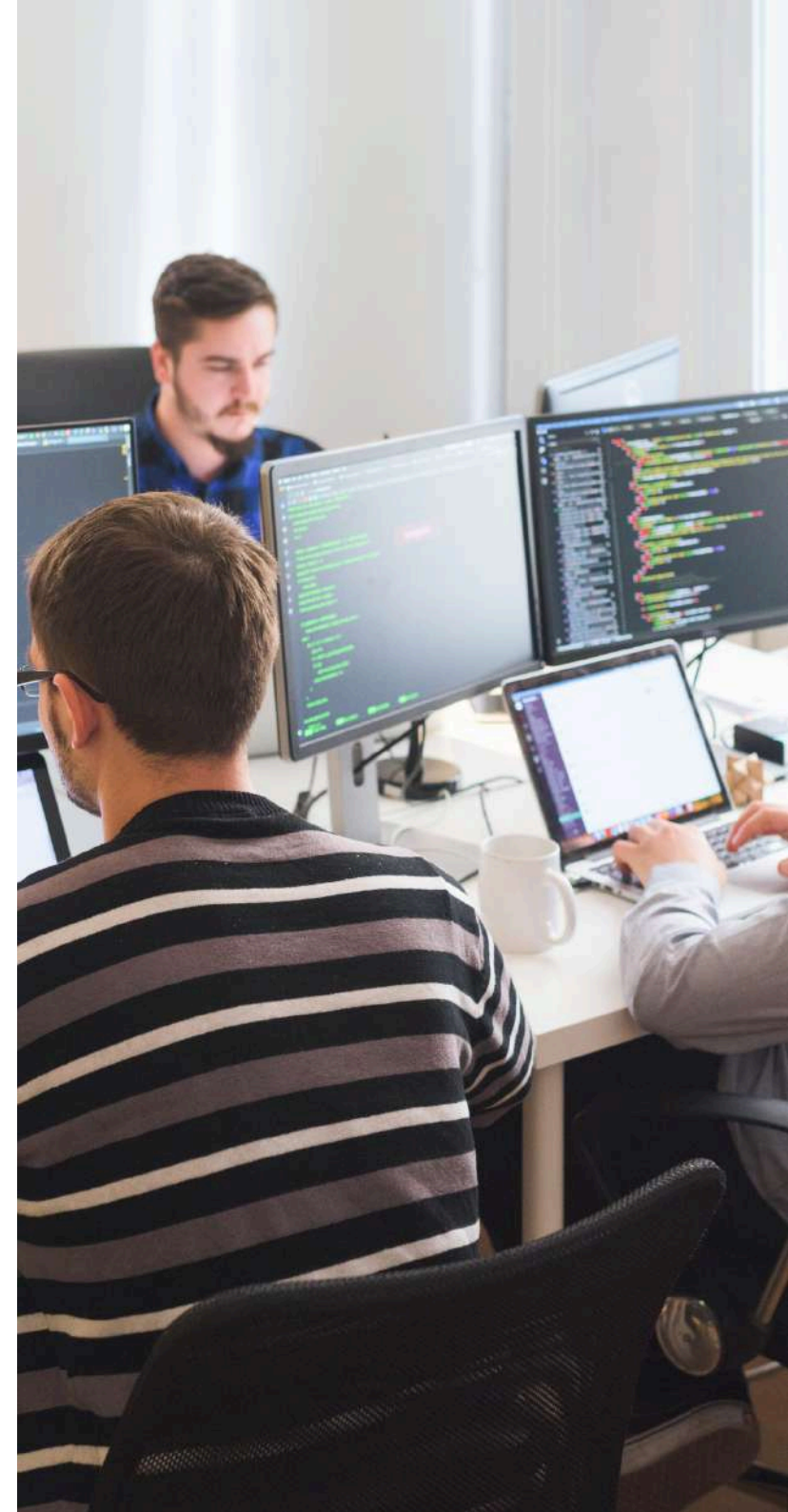
Live Classes: 1 Sessions

12

Module 12: Communication

This module develops strong communication skills across multiple formats—face-to-face, telephone, written, and digital. Learners explore how to choose the most appropriate communication channels for different situations, demonstrate confidence and adaptability in their interactions, and understand how to use social media platforms appropriately and professionally to support business goals.

Live Classes: 1 Sessions



End-Point Assessment



The End-Point Assessment (EPA) is completed with an awarding body. We ensure that the student is well prepared by conducting mock assessments and internal checks throughout the apprenticeship journey. Once we are in agreement that you are ready, with approval from the employer, the student will then be submitted for EPA.

Assessment Criteria

The apprenticeship criteria is made up of **Knowledge, Skills and Behaviours** that makes the occupational standard.



Knowledge

The ability to convey knowledge effectively



Skills

Demonstrate practical skills with confidence



Behaviour

Exhibit professional workplace behaviour

You can view all of the detailed assessment criteria within the **Business Administrator** standard via Skills England.

EPA Process



Portfolio

Everything prior to gateway is completed with **Velocity Academy**

Gateway (End of practical learning period)

Everything post gateway is completed with the End Point Assessment Organisation (**EPAO**).



Professional Discussion



Project Presentation with Questions



Knowledge Test

Certificate & Achievement





Ready to partner with us?



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