



Pearson

# Apprenticeships in **Business and Administration**

Partnering with you to power apprenticeships that work



# Apprenticeships in Business and Administration

**As a levy paying employer, we understand the value of developing and enhancing business related skills of employees to meet business goals. Which is why Pearson believes in, and champions apprenticeships.**

We will work in partnership with you and your employers to create and deliver apprenticeships which will give your apprentices the best opportunity to achieve their full potential and to progress further in their employment.

We provide a comprehensive range of apprenticeship products and services which will support you in your on-programme and end-point assessment delivery.

## Our Apprenticeship Offer

Standard	On - programme		EPA
	Qualifications (optional)	Resources	
<b>Business Administrator</b>	<ul style="list-style-type: none"><li>▶ Pearson BTEC Level 3 Certificate for Business Administrators</li><li>▶ Pearson BTEC Level 3 Diploma for Business Administrators</li></ul>	<ul style="list-style-type: none"><li>▶ Handbook</li><li>▶ EPA Practise and Prepare Resources</li><li>▶ Practice Knowledge Test</li><li>▶ Pearson LearningHub</li></ul>	<ul style="list-style-type: none"><li>▶ Knowledge test</li><li>▶ Portfolio based interview</li><li>▶ Project presentation</li></ul>
<b>Team Leader / Supervisor</b>	<ul style="list-style-type: none"><li>▶ Pearson BTEC Level 3 Certificate for Managers</li><li>▶ Pearson BTEC Level 3 Diploma for Managers</li></ul>	<ul style="list-style-type: none"><li>▶ Handbook</li><li>▶ EPA Practise and Prepare Resources</li><li>▶ Practice Knowledge Test</li><li>▶ Pearson LearningHub</li></ul>	<ul style="list-style-type: none"><li>▶ Knowledge test</li><li>▶ Portfolio of evidence</li><li>▶ Competency based interview</li><li>▶ Professional discussion</li></ul>
<b>Operations / Departmental Manager</b>	<ul style="list-style-type: none"><li>▶ Pearson BTEC Level 5 Certificate for Managers and Leaders <i>(Available July 2019)</i></li><li>▶ Pearson BTEC Level 5 Diploma for Managers and Leaders <i>(Available July 2019)</i></li></ul>	<ul style="list-style-type: none"><li>▶ Practice Knowledge Test</li><li>▶ Pearson LearningHub</li></ul>	<ul style="list-style-type: none"><li>▶ Knowledge test</li><li>▶ Portfolio of evidence</li><li>▶ Competency-based interview</li><li>▶ Project Presentation/ Question and Answer (Q&amp;A) session</li><li>▶ Professional discussion</li></ul>

**We also offer a number of standards under Sales, Marketing and Procurement including:**

<b>Customer Service Practitioner</b>	<ul style="list-style-type: none"><li>▶ Pearson BTEC Level 2 Certificate for Customer Service Practitioners</li><li>▶ Pearson BTEC Level 2 Diploma for Customer Service Practitioners</li></ul>	<ul style="list-style-type: none"><li>▶ Handbook</li><li>▶ EPA Practise and Prepare Resources</li><li>▶ Pearson LearningHub</li></ul>	<ul style="list-style-type: none"><li>▶ Apprentice showcase</li><li>▶ Practical observation</li><li>▶ Professional discussion</li></ul>
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**Customer Service Specialist** - Optional on-programme qualification and EPA for Customer Service Specialist Level 3 will become available later in the year.

## On Programme

We have created a range of options to guide and support on-programme delivery that allows you to choose and combine options to meet the specific needs of apprentices and their employment contexts. The options are complementary to each other, allowing delivery to be flexible and learning to be tailored to meet specific needs.

### ► Qualifications

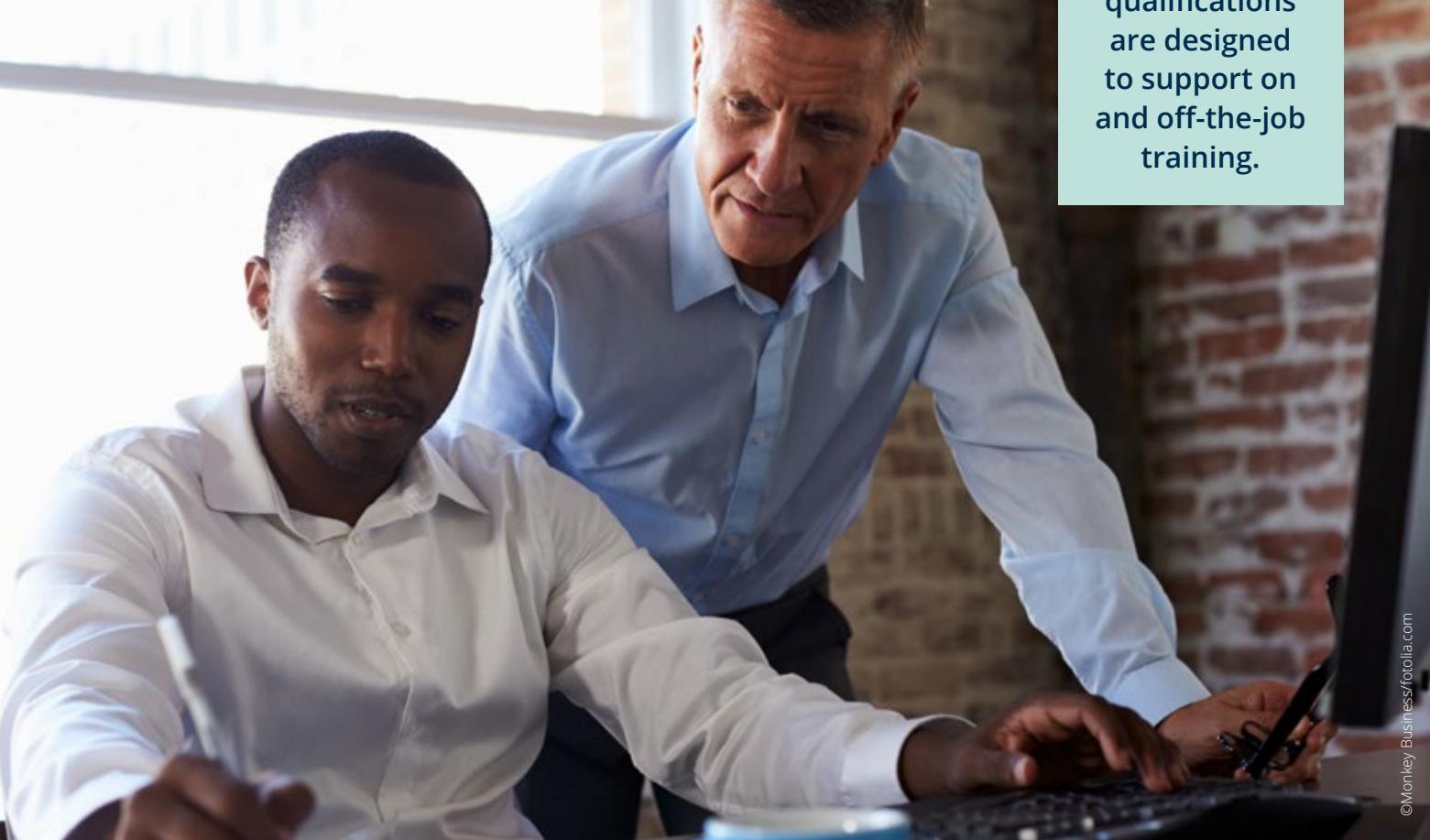
We provide a wide range of optional qualifications, developed in consultation with industry which are specific to the individual standard. They are designed for apprentices to develop knowledge, skills and behaviours needed to carry out their jobs successfully. We recommend using qualifications to deliver your on-programme learning as they provide a coherent yet flexible framework for delivering high quality learning and assessment directly mapped to the apprenticeship standards.

For more information visit:

[quals.pearson.com/standards/qualifications](https://quals.pearson.com/standards/qualifications)



Our standard-specific optional qualifications are designed to support on and off-the-job training.



## ► Resources

### ► Handbook

Use our visually engaging learning resources mapped to the knowledge and skills requirements of the apprenticeship standards, to help apprentices foster understanding of how to apply the appropriate personal attributes and behaviour in the workplace.

The handbook is a course companion which provides apprentices with the support they need through their on-programme apprenticeship journey.

The handbook is designed to provide the most effective learning experience and facilitates understanding through extensive use of diagrams, flow-charts and photos.



### ► EPA Practise and Prepare resources

This online resources package is available to support apprentices enrolled on Business Administrator, Team Leader / Supervisor and Customer Services Practitioner apprenticeship programmes.

These resources assist in preparing the learner for all of the EPA components. The resources can be used throughout the apprenticeship journey.

For more information visit: [quals.pearson.com/appres](https://quals.pearson.com/appres)

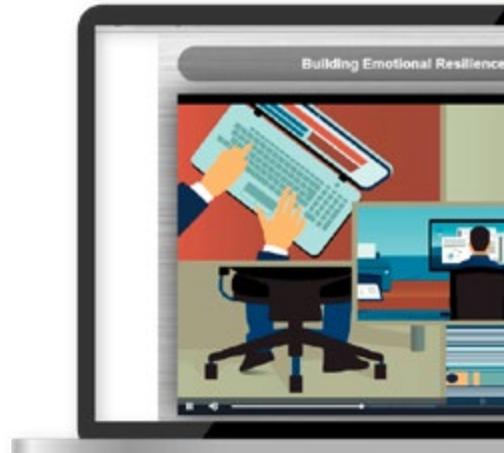


### ► Pearson LearningHub

LearningHub is a digital learning platform that is designed to deliver an engaging, accessible, interactive and personalised learning experience for learners.

It provides high-quality, bite-sized and mobile-optimised learning content, which supports apprenticeships and workplace behaviours and skills development that employers value.

For more information visit: [go.pearson.com/lh](https://go.pearson.com/lh)



## End-point Assessment (EPA)

We place EPA at the heart of apprenticeships delivery to ensure apprentices are fully prepared for their assessments. Our dedicated team are there to provide you with a high-quality, reliable and consistent EPA service to support you at every stage of the EPA journey. We have comprehensive documents and resources to help you, your employers and apprentices navigate and prepare for EPA.

For more information visit: [quals.pearson.com/standards/epa](https://quals.pearson.com/standards/epa)

### ► EPA Resources

In addition to the on-programme resources, we also provide EPA Resources; EPA Specification, Additional Resources document and Practice knowledge tests. These resources are available to our customers who have signed up to Pearson EPA and they include information on :

- Structure
- Grading
- Gateway requirements
- Assessment content
- Evidence requirements for each component
- Grading criteria

These resources are designed to help you prepare your apprentices for the end-point assessments, as well as enable you to make your on-programme delivery more successful.



## Training Support

We offer a wide range of support services, events and resources to support apprentices and those working with them to navigate the standards for different sectors and prepare for EPA.

For more information visit: [quals.pearson.com/standards/ts](https://quals.pearson.com/standards/ts)

Find a standard at  
**quals.pearson.com/standards**

For more information on our  
apprenticeships offer please email:  
**WblCentreSupport@pearson.com**  
or call: **0344 576 0045**