



# Level 3 Business Administrator in equine or animal care

For individuals aspiring to excel in administrative roles within equine and animal care settings, this qualification provides a strong foundation in business and operational administration. Participants will explore a range of essential administrative practices, developing key skills in organisation, communication, and problem-solving. From managing client and animal records, handling correspondence, and maintaining booking systems, to coordinating events such as clinics, shows, or training sessions, apprentices will gain an in-depth understanding of the vital administrative functions that support daily operations. A Business Administrator will acquire a diverse set of competencies, including:

## Knowledge Development

- Understand organisational purpose, activities, aims, and values
- Gain practical knowledge of managing stakeholders and their relationships to an organisation
- Recognise the applicability of business principles, such as managing change and finances
- Understand relevant external factors e.g. market forces, policy and regulatory changes
- Know the organisation's processes, including processing customer data

## Skills Enrichment

- Utilise multiple IT packages and systems relevant to the organisation
- Produce accurate records and documents
- Make effective decisions based on sound reasoning and deal with challenges
- Demonstrate good communication skills
- Take responsibility for initiating and completing tasks, managing priorities and time



## Functional Skills

Maths and English qualifications are an integral element of the apprenticeship standards.

These are implemented by Haddon Training's dedicated Functional Skills team and will be delivered either as individual or group sessions, depending on the learner's requirements. Functional Skills in maths and English for those aged 16-18 years old are a mandatory part of apprenticeships in England unless learners already hold a qualification in these areas at the required level.

For learners aged 19 and over, Functional Skills are optional.

Functional Skills	
Learners will need to complete:	
English	Level 2
Maths	Level 2

## Qualification Overview

To achieve the Level 3 Business Administrator qualification, the learner must complete:

- All mandatory modules.
- All core behaviours.
- The Apprenticeship Assessment, in which all components must be passed.

The apprenticeship is awarded through the successful completion of an Apprenticeship Assessment.

This consists of:

- An online knowledge test.
- A professional discussion in which the learner is questioned on the knowledge learnt throughout the apprenticeship.
- A short work-based presentation submitted on the Apprenticeship Assessment day. The presentation topic is centred on a project they have completed or a process they have improved.

The qualification will take a minimum of 15 months (plus 3 months to complete assessment), to complete, dependent on a learner's prior knowledge and skills recorded on a skill scan and individual learning plan.

## Mandatory Modules Overview

Knowledge and skills outline
Working with a variety of stakeholders
Using appropriate communication methods
Complying with all workplace legislations
Upholding and maintaining quality
Using a range of IT software
Problem solving and decision making
Completing and being responsible for a workplace improvement/project

## Core Behaviours

Personal and employability skills
Takes responsibility
Shows integrity, reliability and self-motivation
Manages performance
Is adaptable to the organisation's needs and their own work
Demonstrates professionalism

For an in-depth view of the knowledge, skills, behaviours for the Business Administrator apprenticeship, please visit: <https://tinyurl.com/BusinessAdminL3>

\*Please note employers will be assessed before the qualification commences to ensure that they can meet the requirements of any chosen pathway listed above. Please discuss your options further with our team to find out more.

## Progression

If you are in a suitable role, you could progress to:

- Level 3 Team Leader
- Level 3 Customer Service Specialist
- Level 4 Learning and Skills Mentor
- Level 5 Operations Leader

