

BUSINESS ADMINISTRATION MA PROGRAMME – AN EMPLOYERS GUIDE



Helping you build reliable admin support – without the complexity

1. Introduction: Why Consider a Business Administration Apprentice?

Business Administration apprenticeships are one of the most flexible and practical ways for employers to build office and organisational support.

They work particularly well for:

- Small and medium-sized businesses
- Employers with growing admin workloads
- Teams where managers are spending too much time on admin

An apprentice is a paid employee, developing real workplace skills while supported by structured training. There are no classrooms, no academic pressure, and no “one-size-fits-all” roles.

2. What Is a Business Administration Apprenticeship?

A Business Administration apprenticeship combines:

- A real admin-based job role
- On-the-job learning
- Structured training and assessment
- Recognised qualification

Apprentices typically support areas such as; office administration, customer service and communication, record keeping and compliance, HR, finance, or operations support, business systems and processes

Training is designed around **your business**, not the other way round.

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3. Who Are Business Admin Apprenticeships Suitable For?

They are suitable for:

- Employers new to apprenticeships
- SMEs without a HR department
- Businesses wanting to grow staff rather than recruit repeatedly
- Employers looking to upskill existing admin staff

They are not suitable if:

- There is no ongoing admin workload
- You are looking for unpaid or very temporary support
- There is no one available to provide day-to-day guidance

If you're unsure, a short suitability discussion usually clears this up quickly.

4. What Does a Business Admin Apprentice Actually Do?

This will vary depending on your organisation, but typical tasks include:

- Managing emails, diaries, and records
- Supporting customer or client communication
- Updating spreadsheets, databases, or CRM systems
- Assisting with HR or finance admin tasks
- Maintaining compliance or filing systems
- Supporting meetings, projects, or internal processes

Many employers find apprentices **quickly become trusted team members**, taking ownership of key admin responsibilities.

”

It was a pleasure to work with RT Resources. The assessor supported our employee throughout her apprenticeship, and they developed a very efficient relationship. Our employee has benefited from her help which is shown by her results and time it took her to complete the qualification, and is now moving on to complete a Graduate Apprenticeship.

Aurelia Peddie, Commercial Manager
ABP Ports



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5. Funding and Costs (Explained Simply)

One of the most common concerns is cost — but apprenticeships are usually more affordable than employers expect.

For most SMEs:

- 100% of training costs are government-funded for 16-19 year old, small employer contribution for age 20-24
- No recruitment agency fees
- You choose the apprentice's wage

Employers typically pay:

- The apprentice's wage
- A small training contribution (if apprentice is age 20-24)

We guide you through funding step-by-step and explain costs **before anything is agreed.**

6. What Support Do Employers Receive?

You are not expected to manage the apprenticeship alone.

We support with:

- Apprentice onboarding and induction
- Training delivery and assessments
- Regular progress reviews
- Guidance if challenges arise

You provide:

- A real job role
- Day-to-day guidance and supervision
- Opportunities for the apprentice to develop

Our role is to remove complexity and reduce risk for employers.

”
Excellent and knowledgeable
Assessors, very skilled at working
with the younger age group, fully
supportive of employer and
enjoyable to work with.

Sarah-Anne Rooney,
Employee Development Programme Manager
Qualifications Scotland



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7. How Much Time Is Required from Managers?

This is often overestimated.

Most employers find:

- Initial setup requires minimal time
- Ongoing support is similar to any new starter
- Time invested early often leads to time saved overall

Apprentices are there to reduce admin pressure, not add to it.

8. What If Something Doesn't Go to Plan?

This is another common concern — and one we plan for.

- If the **apprentice is struggling**: regular reviews and tailored support are built in
- If **skills or knowledge gaps are identified**: targeted development and coaching can be introduced through the apprenticeship programme
- If **workloads change**: training can flex to reflect real business needs

You will always have a dedicated point of contact to discuss concerns early and agree next steps.

”

Our Apprentice has become a key contributor to the repairs contract, showing initiative and leadership in streamlining operations and improving performance.

Personally, she has grown in confidence, resilience, and independence—taking ownership of tasks, building strong relationships with colleagues and customers, and consistently delivering results.”

Kevin Logan, General Manager
Walker Profiles Ltd



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9. How Long Is the Apprenticeship?

Business Administration apprenticeships typically last:

9-12 months, depending on the programme and starting point

This allows time for:

- Time to develop confidence in the role
- Skill development
- Competency evidence
- End-point assessment

Many employers retain apprentices long-term as skilled operatives once they complete.

10. How to Get Started

Getting started is simple:

1. Initial conversation to discuss your business and site setup
2. Suitability and funding guidance
3. Recruitment or upskilling of existing staff
4. Apprentice onboarding and training begins

There is **no obligation** at the enquiry stage — just clear advice.

”

During my time doing my SVQ I felt like support was always there. My assessor always listened to the questions I asked when I needed help and always made sure I understood what I was doing.

I never found myself in a position where I was stuck and I didn't know what to do.

Holly Sanders, Completed Modern Apprentice
Business Administration



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11. Key Benefits Summary

- **Cost-effective way to build admin capacity**
 - Apprenticeships are heavily government-funded, making them an affordable alternative to traditional recruitment.
- **Flexible support shaped around your business**
 - Training is designed around your systems, processes, and priorities — not a fixed curriculum.
- **A paid employee who adds real value**
 - Apprentices carry out genuine day-to-day admin tasks, helping reduce pressure on managers and teams.
- **Low risk, high support**
 - Regular reviews, structured training, and a dedicated point of contact mean issues are identified and addressed early.
- **Future-focused workforce development**
 - Apprenticeships help grow capable, loyal staff who understand your organisation and can progress long-term.
- **Minimal management burden**
 - Ongoing support is similar to any new starter, with the training provider handling delivery, assessment, and guidance.

If you're considering strengthening your admin team, a Business Administration apprenticeship could be a supported, cost-effective solution.

Call us on 01292 290029 or email ma@rtresources.co.uk to find out more.

