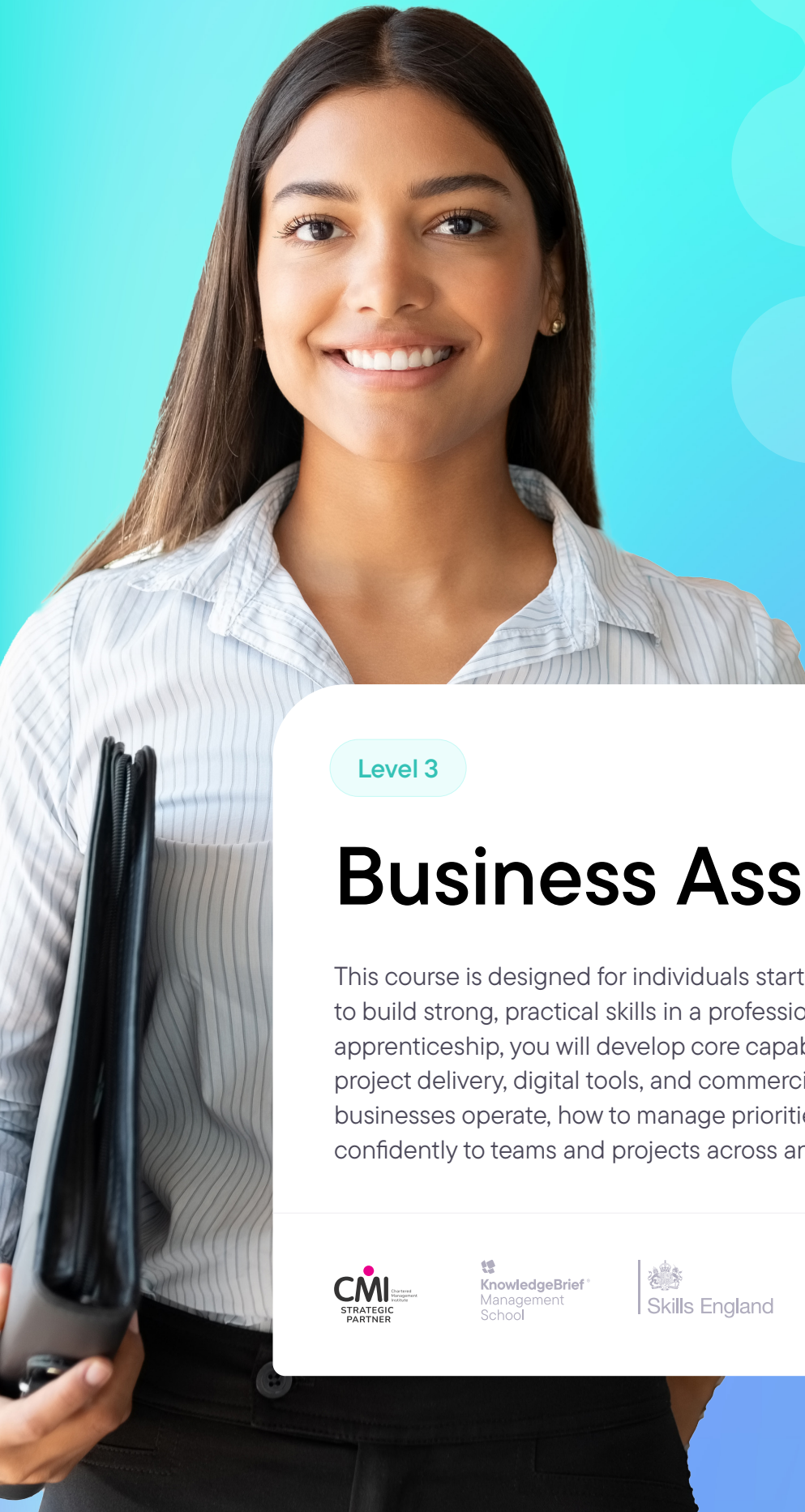


 **KnowledgeBrief****Level 3**

# Business Associate

This course is designed for individuals starting out in business or looking to build strong, practical skills in a professional setting. Through this apprenticeship, you will develop core capabilities in communication, project delivery, digital tools, and commercial awareness. You'll learn how businesses operate, how to manage priorities, and how to contribute confidently to teams and projects across an organisation.





# Power your professional growth: Practical skills for business success



Level 3

Business Administration Apprenticeship



Duration: 10 months

## What's involved?

This programme is structured into four parts, each containing three targeted learning cycles. Together, these guide learners through the essential skills, behaviours, and knowledge needed to succeed in a modern business setting.

Part 1 supports personal growth, with an emphasis on emotional intelligence, goal setting, and readiness for change. Part 2 focuses on building strong relationships, developing confident communication, collaboration, and a solid understanding of how businesses operate. In Part 3, learners build digital confidence, learn to manage information responsibly, and explore key legal and organisational frameworks. Part 4 equips learners with the knowledge to plan, deliver, and evaluate projects, alongside core financial and commercial awareness.


By the end of the programme, learners will have developed a practical, adaptable skillset and the confidence to make a meaningful contribution in a variety of business environments.

## Benefits for learners

This apprenticeship will equip learners with the essential knowledge, skills, and behaviours to operate confidently in a fast-paced business environment. Through practical learning, applied projects, and reflective development, you will build your confidence in communication, digital tools, and project delivery. You'll also strengthen your commercial awareness, problem-solving ability, and workplace professionalism.


## What learners will achieve

Showcase your business expertise with these in-demand certifications. Once completed, you'll earn:



**Business Associate Certificate**

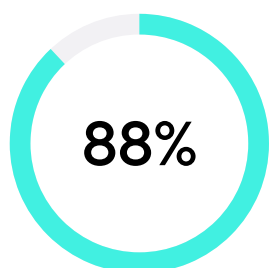
KnowledgeBrief Management School



**Level 3 Business Administration Apprenticeship**

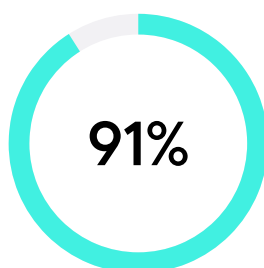
Skills England

### Learners' outcomes:



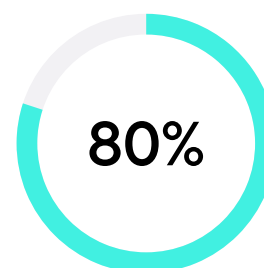
#### More inspired

88% said their communication had improved.



#### More confident

91% said they have increased confidence.



#### More qualified

4 out of 5 of our learners achieve a Distinction.

## Benefits for employers

Equip your organisation with capable business professionals who can manage tasks, communicate effectively, and support day-to-day operations with confidence. This programme develops organised, digitally fluent, and commercially aware professionals who are ready to contribute to team productivity and business efficiency. Learners gain practical tools and professional behaviours that support continuous improvement across departments.



### Planting the future, one learner at a time

Every time a learner completes this apprenticeship, we will plant a tree to celebrate their personal growth and help to support global reforestation projects.

## CORE MODULES

# What you will learn

## PART 1

### Becoming a professional

In the first part of the programme, you will focus on developing the mindset, behaviours, and self-awareness needed to grow as a professional. You'll learn how to assess your strengths, set meaningful goals, and create a personal development plan to support your progress. Emotional intelligence, resilience, and the ability to give and receive feedback are explored, along with how to adapt to change, plan events, and apply your learning confidently in the workplace.

Learning Cycle 1.1	Learning Cycle 1.2	Learning Cycle 1.3	WORKSHOPS	REVIEWS
Personal Effectiveness	Emotional Intelligence and Feedback	Change and Future Readiness	2	Tripartite, Progress Review and Knowledge Test

## PART 2

### Building strong relationships

In this part of the programme, you will develop the communication and collaboration skills needed to build strong, professional relationships. You'll learn how to communicate with clarity, listen actively, provide feedback, and confidently participate in meetings. You'll also explore how to work as part of a team, support peers, deliver impactful presentations, and engage confidently with stakeholders. Alongside this, you'll gain an understanding of how organisations are structured, how they operate, and how business strategy, sales, and marketing contribute to success.

Learning Cycle 2.1	Learning Cycle 2.2	Learning Cycle 2.3	WORKSHOPS	REVIEWS
Communication Essentials	Collaboration and Customer Relationships	Business Structure and Strategy	2	Tripartite, Progress Review and Knowledge Test



## PART 3

### Ready for the digital workplace?

This part of the programme focuses on building your digital confidence and developing the skills needed to operate effectively in a technology-driven business environment. You'll gain experience with key IT tools, learn how to manage and present data, and communicate using digital platforms. This part will also explore how organisations manage information securely by understanding the importance of regulatory compliance, enabling you to work confidently, responsibly, and professionally.

Learning Cycle 3.1	Learning Cycle 3.2	Learning Cycle 3.3	WORKSHOPS	REVIEWS
Digital Productivity	Managing Information and Data	Legislation and Regulation	2	Tripartite, Progress Review and Knowledge Test

## PART 4

### Make it happen: projects and financial know-how

In the final part of the programme, you will develop the knowledge and tools needed to manage projects and understand key financial principles. You'll explore budgeting, supply chains, and the wider market context that shapes business decisions. You'll also learn how to plan and deliver projects using practical frameworks, prioritise effectively, and analyse performance. This part of the programme will build your confidence in turning ideas into action and contributing to business success through informed, well-structured decision-making.

Learning Cycle 4.1	Learning Cycle 4.2	Learning Cycle 4.3	WORKSHOPS	REVIEWS
Finance and Risk	Project Fundamentals	Project Delivery and Decision Making	2	Tripartite, Progress Review and EPA Prep

# The core elements of your programme



## Techniques and Insight questions

Techniques introduce key concepts through structured, focused resources. Each one is designed to support clear understanding and confident application in the workplace. Learners then respond to an Insight Question, a short-written task that reinforces learning by encouraging reflection and direct application to their role.



## Workshops

Workshops provide expert-led learning on core topics and behaviours. These sessions develop professional capability, strengthen decision-making, and support learners to apply their development directly within their roles. Each workshop contributes to deeper understanding and stronger workplace performance.



## Work Based Evidence

Learners build their portfolio through real work activity, capturing evidence from tasks such as meetings, presentations and projects. This ensures learning is applied in context, remains relevant to role responsibilities and supports wider organisational goals.

## How are you assessed?

Once the programme is complete, you will be assessed through the End Point Assessment (EPA) by an independent, accredited organisation.

### Knowledge test

Maximum of 60 minutes and includes 50 equally weighted multi-choice questions.

### Portfolio-based interview

30-45-minute interview supported by a portfolio of evidence.

### Project presentation

10-15 minutes presentation with a further 10-15 minutes Q&A discussion.

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship: Fail, Pass, Distinction.



### Core technology platforms

 Platform branded for your business

## KBPro **LXP**

Our Learning Experience Platform (LXP) is designed to enable time-poor managers to learn when they can, where they can, offering bite-sized modules, real-time feedback and time to reflect. It blends theoretical knowledge with work based projects, helping learners build confidence and apply knowledge at work. The result? A personalised, intuitive experience that turns everyday learning into lasting progress.

## KBPro **CXP**

The Client Experience Platform (CXP) gives clients and line managers a clear, real-time view of each learner's journey. No chasing, no guesswork. With smart insights, progress tracking and performance dashboards, it brings people together around learner success, making collaboration easier and impact more visible, all while keeping things refreshingly simple.

## Our Level 3 learners say

"Completing my apprenticeship with KnowledgeBrief has had a transformative impact on both my personal and professional development. The programme equipped me with valuable knowledge, practical skills, and a strong set of professional behaviours that I now apply confidently in my role."

—**Samuel Nichols**, Brook Street Social Care/Manpower Group

"KnowledgeBrief has been brilliant in the support during my time completing the apprenticeship – the skills coaches are on hand as little or as often as you require. Also, with scheduled regular check-ins. The tasks set out have pushed me to look for efficiencies and problem-solving within the workplace and has grown my confidence in my team leader and management abilities."


—**Edward Roots**, Avis Budget Group

 **KnowledgeBrief**<sup>®</sup>

© KnowledgeBrief Ltd. All Rights Reserved

### Let's talk

 0204 5511855

 enquiries@knowledgebrief.com

 knowledgebrief.com

 /company/knowledgebrief

 @knowledgebrief

 /knowledgebrief