



Payroll Administrator – Level 3 Apprenticeship Standard



Payroll Administrators will, typically, have responsibility for setting up and operating the payroll within the organisation in which they are employed or on behalf of another organisation. The role may be located within a business / organisation or in a payroll bureau, bookkeeping or accounting practice, or professional services company. The job may sit within the HR or Finance function.

How will Apprentices learn?

Our Personal Training Advisors will deliver high-quality face-to-face teaching and learning at the employer's premises. They will provide all the resources your Apprentices will need to progress.

Our intuitive learner management system, OneFile will really bring the subject to life through our online resources. We provide real-time learner information so that you will always know what is being taught and how learners are progressing.

What will Apprentices learn?

This Apprenticeship has been designed to develop existing and new skills and to equip Apprentices with the knowledge, skills and behaviours required to support them in their role.

Our Apprenticeships provide highly effective teaching and learning tailored to meet individual business needs and to provide job-specific skills vital for peak business performance.

The Payroll Administrator apprenticeship requires the development of following professional behaviours, knowledge and skills. Some are detailed below;

- **Regulations and Compliance**
- **Systems and processes**
- **Analysis**
- **Communication and Engagement**
- **Proactivity and Enthusiasm**
- **Team working and collaboration**

Duration

The minimum timeframe for this qualification is 15 months. End Point Assessment will follow teaching and learning period and is estimated to take 3 months.

Maths and English functional skills

Apprentices will be required to have or achieve level two English and Maths.

Progression opportunities

Successful completion this Apprenticeship will provide eligibility to apply for Associate membership of the Chartered Institute of Payroll Professionals (CIPP).

Off the job (OJT)

The apprentice must receive off-the-job training for a minimum of 20% of the time that they are paid to work.

There are many activities that can be calculated towards the OJT hours such as;

- **Shadowing a colleague**
- **Online learning**
- **Internal training**
- **Team Meetings**
- **Appraisal/1-2-1 visits**

The criteria for this apprenticeship standard can be viewed by visiting the below;

instituteofapprenticeships.org/apprenticeship-standards/payroll-administrator/



Payroll Administrator

Knowledge, Skills & Behaviours - Level 3



Knowledge	What is required for occupational competence?	
Business and Customer Awareness	The payroll function is different depending on the sector in which the organisation is operating. To create, process, validate and report payroll-related information, it is essential to know the environment in which the organisation exists. For example, is the role in the private or public sector, is it a bureau-type operation, internal function etc.	
	Understand and appreciate that this awareness information is crucial to recognising customer and supplier needs and obligations, both internal and external	
Payroll	Core	The overall purpose of the function is to process payrolls on time and accurately. This requires a wide overview of many different activities that will or may be encountered. For example:
		The legislative framework surrounding payroll, employment and pensions
		Devolution in the UK
		The different types of workers in the UK
		The different types of pay that exist (gross, taxable, National Insurance applicable etc), statutory payments and deductions, Court Orders and the Construction Industry Scheme (CIS)
		Real Time Information (RTI)
		Benefits-in-Kind
		Gender Pay Gap Reporting
	Pensions	Gain familiarity, knowledge and an understanding of these core elements
		The Payroll and Pension professions are intrinsically linked. Achieve an overview of the pension landscape as it affects payroll, for example the different types of schemes, the UK systems of tax relief and the relevance of the State Pension.
Technical	Further, a broad understanding and appreciation of the structure of workplace pensions / Auto-Enrolment is fundamental. This includes the key rules, roles and administration responsibilities as per guidance produced by The Pensions Regulator	
	To ensure the organisation meets its payroll-related statutory and contractual obligations, understand the technical aspects of payroll for the accurate calculation of gross through to net pay. This includes the calculation of the statutory payments and deductions, including voluntary deductions	
Regulation and Compliance	Payroll is governed by regulation and compliance standards which must be applied in the workplace.	
	A Payroll Administrator will understand how to apply the regulatory, compliance and legislative environment for the technical payroll aspects above. This is in respect of the impact in their role for both the organisation and the payees, including data protection / confidentiality	
Systems and processes	Payroll information is created, verified and reported via a combination of systems and processes, such as the payroll software itself, finance, HR and IT systems. A working knowledge of these is fundamental to an administrator's ability to perform their role at the workplace.	
	A Payroll Administrator will be proficient in the systems and processes that are applicable in their role, including at least one piece of computerised payroll software and spreadsheet package, such as Microsoft Excel	



Payroll Administrator Knowledge, Skills & Behaviours - Level 3



Skills	What is required for occupational competence?
Planning and Prioritisation	Proactively takes responsibility for planning, organising and prioritising their workload and time in order to successfully achieve results within deadlines. Positively performs in pressurised situations responding to changes where necessary. Recognises where issues need to be escalated
Analysis	Using the Knowledge requirements in 'Payroll' as they apply at the workplace, correctly judges and interprets information to make effective decisions on data processing. This is with the overall aim of ensuring payroll deadlines are met. Assumes ownership through to resolution, escalating complex situations where appropriate
Uses Systems and Processes	Demonstrates the ability to identify and effectively use the appropriate workplace systems and processes required to complete tasks. For example, to write letters, send and receive E-Mail, analyse, input and report on payroll-related data. Example systems may include MS Office, or equivalent, and the payroll software used in the workplace
Produces Quality and Accurate Information	Effectively apply Knowledge to consistently deliver high quality, accurate data and information in a timely fashion. Demonstrates the relevant use of agreed workplace systems and processes to deliver quality service to customers on a range of payroll-related queries and requirements
Team Working and Collaboration	Within the organisation, recognises and demonstrates their own role within the team and the impact of their actions on others working in it. Consistently collaborates and supports colleagues within the team to achieve results whilst also being able to work independently. Builds and maintains positive relationships within their own team and across the organisation
Communication and Engagement	External to the organisation, recognises stakeholders and demonstrates appropriate professional communication and engagement methods. For example, this may include employees if the payroll function is performed in-house or may include clients if operating in a bureau-type operation. Further, this will include liaison with payroll representative bodies and stakeholders such as HMRC and The Pensions Regulator. Deal with queries in an efficient and professional manner, ensuring positive relationships are built and maintained
Behaviours	What is required for occupational competence?
Ethics and Integrity	Truthful, sincere and trustworthy in all actions and interactions, maintaining confidentiality at all times. Consistently respects others and meets the ethical requirements of the payroll profession
Adaptability	Listens, learns and adapts positively to changing priorities and working requirements. Accepts change and demonstrates the flexibility to maintain high professional standards in a changing environment
Professional Scepticism	Has the ability and confidence to use sound questioning and verification techniques on receipt of payroll-related information in the workplace. This is with the overall purpose of being alert to any possible misstatement of factual information due to error or fraud
Proactivity and Enthusiasm	Displays energy and enthusiasm in performing the role, staying resilient under pressure. Takes responsibility for their work, accepting feedback and dealing positively with setbacks and challenges when they occur. Takes responsibility for their own personal development
Professional Development	Adopts a positive approach to maintaining and developing knowledge and skills through a range of methods, for example workplace learning, research and professional courses. Embraces opportunities for continuous professional development and actively records development in both their current role and throughout their career in the payroll profession



Payroll Administrator End Point Assessment – Level 3



The end point assessment will only commence once the Employer, Apprentice and Smart Training Advisor are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that these are clearly evidenced through the progress review meetings and records. The independent end point assessment ensures that all Apprentices consistently achieve the industry set professional standard. The EPA can commence at any point once the apprentice is competent and after the twelve-month minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

What does the EPA comprise for this apprenticeship?

Multiple Choice Test	The Role Simulation	Professional Discussion
<p>This method is chosen specifically to test the understanding of information and the understanding and appreciation of concepts.</p> <p>The EPAO will maintain a ‘bank’ of questions covering the learning outcomes for the above Knowledge elements, ensuring they are appropriate for occupational competence at level 3</p>	<p>The overall purpose of the Role Simulation is to synoptically test whether the Apprentice is able to gather and analyse the necessary data to be able to perform manual payroll calculations down to net pay, assessing the Payroll Technical Knowledge.</p>	<p>To ensure consistency of approach, the Assessor will be provided with a standard bank of questions by the EPAO.</p> <p>These questions will cover the specific Knowledge, Skills and Behaviours identified in learning outcome section of this plan.</p>
Completion		
<p>In order to pass the Apprenticeship it is necessary to pass each of the assessment areas. Should an Apprentice be unsuccessful in passing one assessment activity this can be retaken as soon as the apprentice is ready and when practicable for the business.</p> <p>Should they be unsuccessful on two or more of the assessments a period of further training and development lasting between one and three months must take place before a resit. For more information on grading criteria please refer to the Apprenticeship standard assessment plan by searching via https://findapprenticeshiptraining.esfa.bis.gov.uk/</p>		