

The Swarm Training Programme

Payroll Administrator

Level 3



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. This apprenticeship develops the skills and competences for Payroll Administrators.

The Programme

In medium to large organisations, a Payroll Administrator may work as part of a team, often reporting to a team leader, supervisor or manager. In smaller organisations, a Payroll Administrator may be a stand-alone role with sole responsibility for the payroll function.

Additionally, and depending on their role within the organisation, a Payroll Administrator may also have responsibility for the accurate and timely completion of routine and non-routine payroll-related calculations and other information.

The main duties may typically include:

Gathering, creation and processing of payroll-related information to ensure employees are paid on time and accurately. This will be via payroll software, though it's use must be accompanied by the ability to perform this manually.

Compliance with legislative and contractual obligations.

Internal and external reporting of payroll information to deadlines.

Effective and appropriate communication with employees and relevant stakeholders.

Working to relevant ethical and professional standards in a legislative and regulatory environment that is constantly changing.

Competence within the payroll occupation is demonstrated in this Standard by the required Knowledge, Skills and Behaviours detailed below.

Level: Level 3

Duration: 18 months of learning plus up to 4 months of End Point Assessment Process.

- Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment

Delivery Model:

- Hybrid of classroom workshops and remote webinars (depending on number of learners).
- One on One monthly mentoring and tutoring sessions to support in application of knowledge, skills and behaviours.
- Progress Reviews every 12 weeks.

The Standards

Apprenticeship standards are based on occupational standards. An occupational standard is a short and concise document that describes what someone who is competent in the occupation normally does – ‘duties’, and the ‘knowledge, skills and behaviours’ (KSBs) required to carry out these duties competently; along with any qualifications that must be taken and alignment with professional recognition if applicable.

Knowledge

Business and Customer Awareness: How organisations operate including in terms of the UK sector in which they operate, the constraints and obligations that may apply as a result and how they are obliged to meet those obligations (K1) the differing role of the payroll department to an organisation’s operation within sectors including compliance with the laws of data protection and the right to confidentiality (K2) the importance of the ‘customer’ base within an organisation, such as, employees, clients etc (K3)

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.
- Gain familiarity, knowledge and an understanding of these core elements.

Uses, Systems and Processes: Approaches to the use of spreadsheets to complete payroll data

analysis and communication of payroll information (K36). Processes and obligations after the payroll run, including reconciliation of the payroll run, RTI submissions and obligations to internal and external organisations such as accounts, audit, pension schemes etc (K29) workplace, payroll, HR, pension and accounting systems and processes and how these support

the payroll function to deliver timely and accurate payroll processing (K34) approaches to input and validation of data to output of payroll and

accounting information using digital technology including at least one computerised payroll system.

Technical: The payroll treatment of worker type 'employee' and how this differs from other worker types for payroll tasks (K9) new starter obligations for employees including the P45, the Starter Checklist and no or late P45 Starter Checklist (K23) the employment law considerations that differentiate the employer’s right to make deductions from pay that are statutory, contractual and voluntary (K24) Statutory Sick Pay (SSP) and Statutory Maternity Pay (SMP), including the statutory leave entitlements and the manual calculation of any pay entitlement (K25) manual calculation of the following statutory deductions: Income Tax, calculated with reference to the Pay Adjustment and Taxable Pay Tables, National Insurance (not directors') calculated via the Exact Percentage Method on category letters A and H only, Pension contributions, as per workplace scheme rules and Student Loan deductions (K26) leaver obligations for employees in respect of the P45 and payments after leaving (K28).

Analysis, Data and Professional Scepticism:

Approaches to the statutory regulation and compliance of payroll processing by organisations (K30) the regulatory bodies that publish compliance guidance that applies to payroll processing, including His Majesty's Revenue and Customs (HMRC) and The Pensions Regulator (TPR) (K32)

Communication and Engagement: How the payroll department interacts with other functions within the organisation. Examples may include accounts, pensions, IT, audit and HR (K4) how the payroll department interacts with other functions external to the organisation. Examples may include His Majesty's Revenue and Customs (HMRC) and The Pensions Regulator (TPR) (K5).

Produces Quality and Accurate Information: Gross pay to net pay calculations including specified statutory payments and statutory deductions (K27)

Skills

Planning and Prioritisation: Adhere to deadlines and process schedules both internal and statutory, mitigating the impact on the business, employees and clients of deadlines not being met by reprioritising tasks when dealing with conflicting or changing demands (S6)

Analysis, Data and Professional Skepticism: Gather, analyse and process payroll data and information (S1)

Uses Systems and Processes: Provide customer service using agreed systems and processes, taking ownership for work applying agreed processes for checking (S5) use systems and processes to support the payroll function. Examples may include the provision of accounting information and the Real Time Information submissions to His Majesty's Revenue and Customs (HMRC) (S13).

Produces Quality and Accurate Information: Meet client or customer needs in line with service level agreements (S4)

Team Working and

Collaboration: Escalate concerns relating to deadlines in a timely manner, suggesting solutions (S8) develop and maintain strong working relationships with team colleagues, supporting and collaborating to achieve results, seeking advice when appropriate within parameters of the role (S11)

Communication and Engagement: Select appropriate media for communication etc recognising the advantages and risks related to each method (S7) use the appropriate communication media for each stakeholder for each situation. Examples may include 'phone, face-to-face, email and letters, communicating and engaging professionally, accurately and appropriately, respecting the principles of data protection and confidentiality (S9).

Ethics and Integrity: Build and maintain trust and sound relationships with stakeholders to deliver quality payroll services (S10).

Proactivity: Resolve different types of queries that may be presented from payroll customers such as employees, clients, management, explaining and documenting responses (S2) deal with complaints, following processes and escalating complex situations (S3)

Systems and Processes: Use computerised payroll software and spreadsheet packages such as MS Excel (S12).

Behaviours

Analysis, Data and Professional Scepticism: Takes a positive approach to testing information, applying professional scepticism to identify and interpret payroll risks and problems. Examples may include considering statutory and contractual obligations and testing data against the facts (B3)

Communication and engagement: Work within the role parameters, understanding personal impact on other team members and the wider team including in respect of equity, diversity and inclusion (B7)

Delivery Timeline

Phase 1: On Programme Training and Learning

Developing the Knowledge

The knowledge training is primarily delivered via monthly virtual classroom workshops & webinars (where multiple people in an organisation are enrolled) or 121 via tuition. The content of this is based on the main knowledge outcomes above that provide a depth of understanding for the skills.

Employer collaboration/involvement is key to supporting some of the workshops/content as many will need to be bespoke to meet the employer specifics.

Resources and learning materials are provided.

Skills development and Portfolio Building.

Evidence to demonstrate the performance of knowledge, skills and behaviours will be supported via 121 tuition and mentoring with evidence collected via our E portfolio system.

The development of the skills aims will be done throughout the programme and evidence of performance will be gathered to create a showcase portfolio required by the End-Point Assessment.

Reviews

Every twelve weeks the tutor will conduct a progress review with the learner and line manager to support in keeping the progress on track, identify any issues and plan the next phase of collaborative learning.

English & Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Phase 2: Gateway and End-Point Assessment

Gateway

When all learning has been completed and evidence in the portfolio has been gathered, the next process is to conduct the Gateway review. The gateway review is when the learner, employer and provider agree the learners readiness to progress to End point Assessment.

The End-Point Assessment Process

Completion of the off-the job learning components of the programme.

Confirmation from the employer that the apprentice is ready. It is recommended that the training provider is consulted by the employer to inform the decision.

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Completion of a portfolio of evidence

The EPA consists of 3 distinct assessment methods.

1. The Knowledge Test
2. The Professional Discussion
3. The Project Report with Q&A session

The EPA must be completed within a 4 month period, after the apprentice has met the EPA gateway requirements. Assessment methods can be completed in an order, allowing EPAOs flexibility in scheduling and cost-effective allocation of resources.

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Employer Support:

- Dedicated Senior Account Manager
- Quarterly Cohort Reviews with Senior Account Manager
- Employer Showcase in Swarm media and news
- Access to view Learners progress via our E-portfolio

Costs:

Full Apprenticeship Cost Per Learner: £10000
(Maximum Funding Band)

For more information please don't hesitate to contact us.

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