



# Business Administrator Level 3

Overview





# Business Administrator Level 3

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The Business Administrator Level 3 apprenticeship provides the opportunity for team members to grow and develop their skills towards management capabilities.

On completion of the standard, learners will be able to demonstrate a range of leadership skills, customer and product knowledge as well as industry knowledge, skills and behaviours.

### Key responsibilities may include:

- Coaching and supporting peers
- Providing outstanding service to customers and colleagues alike
- Maintaining and improving administrative services
- Managing resources

# Benefits



Advancing key skills to support progression into management



Developing confidence to mediate challenges appropriately



Further understanding of your organisation and wider business environment



Understanding core principles surrounding leadership

## Suitable for:

Team members across all industries and sectors, where administration is involved in the day-to-day running of the business.

# Programme delivery

## Programme length

14 months (on average) plus End-point Assessment (EPA).

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## Delivery method

Programme delivered through Lifetime's blended learning approach.

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## Blended learning

**Facilitated learning:** Learners complete learning sessions with their Learning Coach every 4-6 weeks.

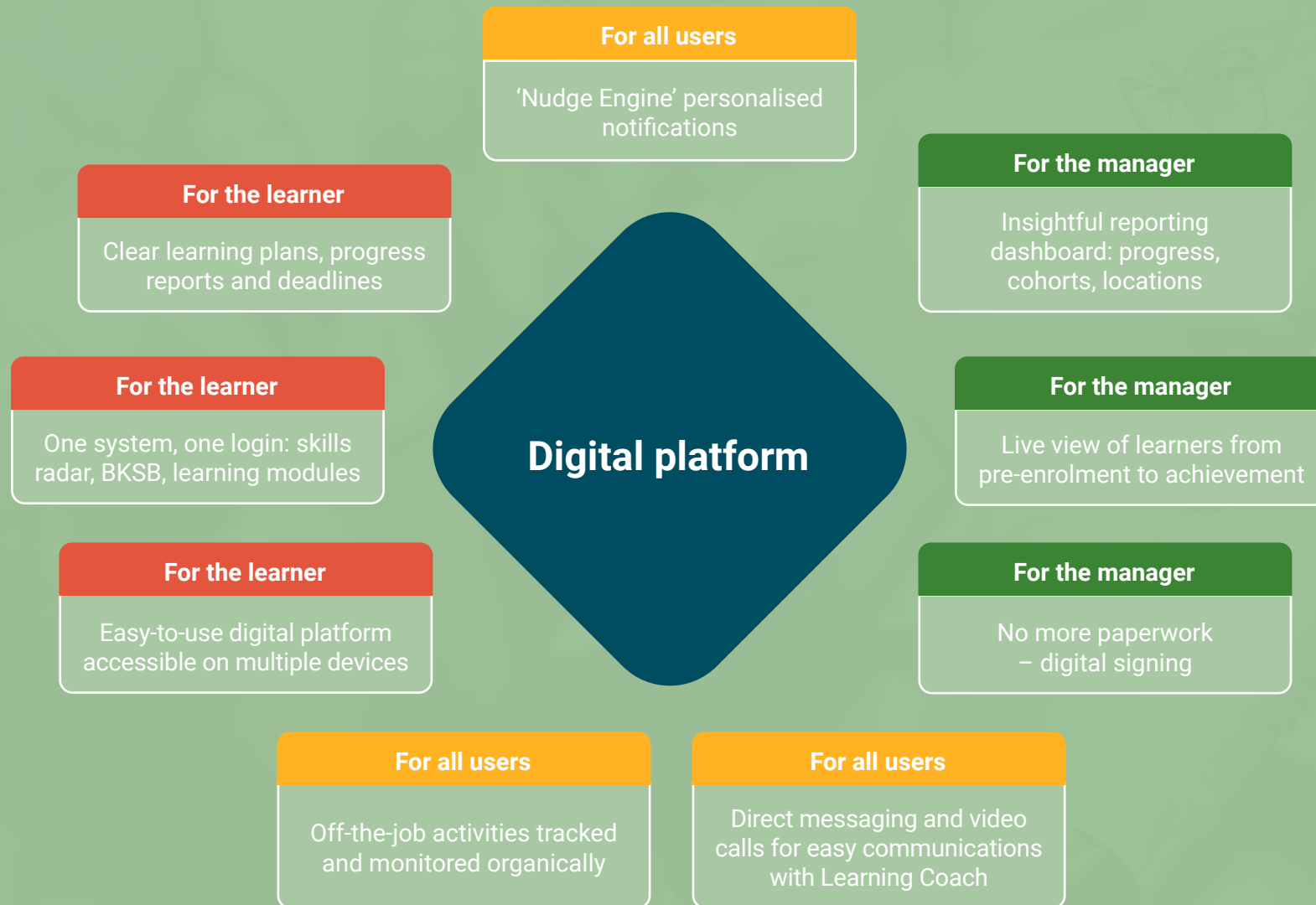
**Self-study:** Learners are expected to carry out self-study using Lifetime's online learning platform, Aptem.

**Virtual sessions:** Carried out between the Learner and their Learning Coach.

**Contact:** Learners have access to their Lifetime Learning Coach via email, phone and online learning platform, Aptem.



# Blended delivery through Lifetime's online learning platform





# Programme modules

The delivery model is broken down over 13 topics:

**1.** Personal Development

**2.** Interpersonal Skills and Communication

**3.** Planning and Organising

**4.** Team Building and Personal Skills

**5.** Organisation and Business Fundamentals

**6.** Value of Skills

**7.** Managing Own Performance

**8.** Process Management

**9.** Project Management

**10.** Stakeholder Requirements and External Factors

**11.** Quality Assurance

**12.** Record and Document Production

**13.** Regulations, Policies and Procedures



**Programme  
modules  
Deep dive**



# Personal development


## Covered:

- Self awareness
- IT skills assessment
- Gaining feedback from others
- Creating a personal development plan
- Learning styles
- Emotional intelligence

## Dig deeper:

Managing interruptions



LEADERSHIP & MANAGEMENT DEVELOPING SELF-AWARENESS ACTIVITY 

### Developing Self Awareness Activity


How self aware are you?


Complete the quiz below to find out how self aware you are!

Instructions


1. Rank yourself on the 10 quiz statements, click the most honest score for each one. There are no right or wrong answers to these quiz questions or how you are doing, just how you think you should be in the future. Remember, honesty is a fundamental trait of Self-Awareness!
2. Add your scores for each column
3. Calculate your IQIA, SCQIB

1. I know how me better than I know myself. My score is based on	1	2	3
2. I'm not overly critical or unreasonably helpful. My score is based on	1	2	3
3. I'm always critical as a way of improving my behaviour, to create, others and my performance. My score is based on	1	2	3
4. I know where I am heading, what I want to achieve and why it matters. My score is based on	1	2	3


EMOTIONAL INTELLIGENCE 




**EMPATHY**  
Empathy is the second most important element of EI. These people have the ability to understand wants, needs and views of others, even when this may not be obvious. As a result, they are excellent at managing relationships, listening and relating to others.



**SELF REGULATION**  
Those with high EI have the ability to control emotions when faced with difficult situations. These are thoughtful people, who don't make impulsive or careless decisions.





**SOCIAL SKILLS**  
Those with high EI are easy to talk to and are successful team players. They support others to shine, rather than putting their own needs first and are therefore masters at building relationships.



... highly productive and love

VAK Learning Styles v1 (FR6235)







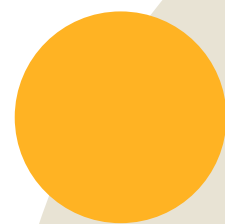
# Interpersonal skills and communications

## Covered:

- Communication methods and organisational structure
- Building and maintain relationships
- Ability to influence
- Challenge in a constructive manner
- Coaching to support and improve performance
- Represent your organisation

## Dig deeper:

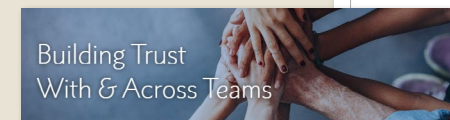
Team motivation



Within a management role it is vital to communicate at all levels in an effective and suitable manner. Whether that be via your chosen method, style or location it is important to ensure the communication itself meets the needs of the respective audience.

Describe why the following are 'key factors' when cascading information and the impact each can have on corporate image / brand standards:

Factor	Explanation
Time	



There are some roles and professions where trust is critical.

For instance, can you imagine being a firefighter, and not being able to trust other firefighters on your team? Or a doctor, and not being able to trust certain nurses or physicians in the emergency room?

People who have jobs like this need to be able to trust the people they work with. Without that trust, lives can, and likely will, be lost.

When you trust the people you work with and do business with, you can work together seamlessly. You're more efficient, you're happy to take worthwhile risks, and you can work securely, knowing that your co-workers will support you - just as you will support them.

**ABOUT TRUST**

According to researchers Denise Rousseau, Sim Sitkin, Ronald Burt, and Colin Camerer, trust in the workplace is defined as "a shared psychological state in a team that is characterised by an acceptance of vulnerability based on expectations of intentions or behaviours of others within the team."

Simply put, this means that an individual only feels trust towards others, when they know that others will support them and be there for them, even when the individual feels vulnerable. This applies to all relationships, for example with your family, friends, work colleagues, your clients and your suppliers.



# Planning and organising

## Covered:

- Implementing operational plans
- Managing resources and sharing best practice
- Effective meetings and events
- Key factors of task setting and completion
- Monitoring operational plans
- Problem solving skills

## Dig deeper:

Manage resources – operational planning

**Complaints Process and Procedures**

Receiving a complaint from a customer can seem daunting at first. However it is important to realise that handling this situation with confidence will provide the opportunity to win your customer over whilst building strong relationships in the process. Using an effective approach is the most successful way for you to make or break this opportunity.

Check that your organisations complaints process meets these standards and document your findings in the table provided.

1. Be clearly communicated and explained to all staff.
2. Inform the customer of who they need to complain to and how to complain.
3. Be easy to find and clearly communicated to customers.
4. Ensure all information concerned is recorded in a standardised format.
5. The information can be tracked and monitored.
6. Involve and inform customers of progress at every stage.

A complaints policy is important to any organisation. Not only will it explain how to handle a customer complaint but will also ensure you offer customers fair and equal treatment.

Policy/Process/Standard	Findings/Comments
1	
2	
3	
4	

### Dealing with Unrealistic Customers

Dealing with excessive expectations from customers or clients getting you down?  
Do you ever think that nothing you do seems to be good enough?

We have all been there, it is part of dealing with the many people that you will encounter on a day to day basis. There will be times, you'll be in situations when no matter what you do, it won't be good enough to meet the expectations of others.

Understanding that you're not alone can help, however, dealing with unrealistic demands effectively so that they don't affect you, the team and outcome is a skill that can be developed.

Read on to find out how...

1. Understand the customer's problem v's them understanding yours!

I want it done this way and I want it doing now!

I want to help you, let's understand our constraints to find a solution.

ILM - Video - Preparing to Lead a Meeting

MEETING IN PROGRESS

# Team building and personal skills

## Covered:

- Team building and motivation
- Decision making techniques, ownership and responsibility
- Time management and prioritising workloads
- Develop personal skills and behaviours whilst managing change

## Dig deeper:

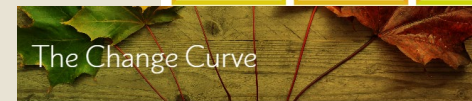
Collating and analysing data to support decision making



## Decision Matrix Analysis

Decision Matrix Analysis works by getting you to list your options as rows on a table, and the factors you need consider as columns. You then score each option/factor combination, weight this score by the relative importance of the factor, and add these scores up to give an overall score for each option.

While this sounds complex, this technique is actually quite easy to use. Here's a step-by-step guide with an example. Use the related activity to complete one of your own.



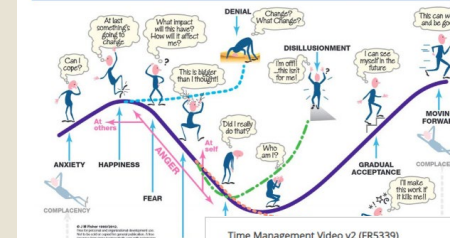
Change often involves a shift away from the safety of our comfort zone. As humans we enjoy routine, but can be thrown when this routine is threatened and we need to change. This is true at work and in our personal lives.

The role of leadership in change is crucial. The leader can put together a reliable group of people to lead the change under their direction - the leader cannot bring about the whole change by themselves and the supporters must believe in the leader's ability to lead the change successfully. Therefore, change relies on the ability of the leader to gain the engagement of the team in order for the change to be successful.

In this graphic we see what is commonly known as the change curve, you'll notice that the various stages of transition through a change process are highlighted along with some of the emotions people are likely to be experiencing along the journey.

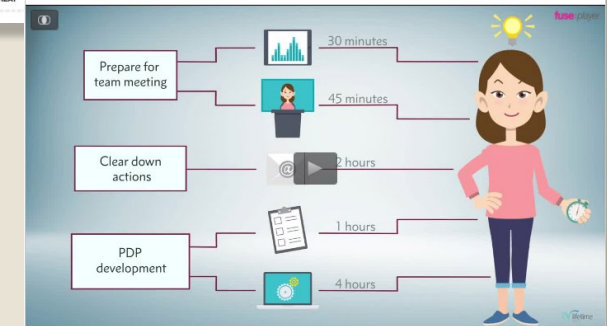
### THE PROCESS OF TRANSITION

#### The Process of Transition - John Fisher, 2012 (Fisher's Personal Transition Curve)



Work out the score of each option/factor combination from step 1. Now multiply each of your scores from step 2 by the values for relative importance of the factor that you calculated in step 3. This will give you weighted scores for each option, or factor combination. Finally, add up these weighted scores for each of your options. The option that scores the highest wins!

### Time Management Video v2 (FR5339)



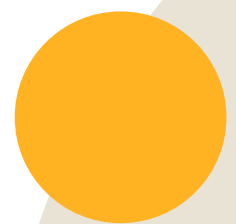
# Organisation and business fundamentals

## Covered:

- Organisational purpose
- Organisational activities
- Your aims, values and vision
- Available resources to support your organisation
- External factors
- Political and economic factors

## Dig deeper:

Your role with the business fundamentals



### Value for Money Activity

Identify a product or service that your business sells and then review how you ensure this provides value for money against the criteria below. If you find it doesn't meet all of the criteria, make suggestions as to what needs to be improved. Remember, value for money isn't just about saving money. It is about ensuring that the business is efficient, effective, and economical.

Product or service

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Component of value is "utility." It means that whatever you are delivering to your customer is what the customer will give to it. If it is a car wash, the car should end up clean.

Service fit for purpose?



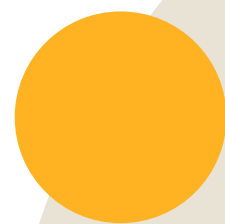
# Value of skills

## Covered:

- Understanding different organisational structures
- How you benefit your organisation
- Team roles
- Team dynamics
- Skills comparison
- Career development

## Dig deeper:

Facilitating cross team working



### Market Segmentation Activity

Define the term 'Market Segment':

List the 5 Target Market Segmentation types.

### Organisational Culture & Structure

John is new to his role as a supervisor. His team are not working very well together and they all seem to be very unhappy at work. After speaking to some of the team, they have expressed that it is because of the way their old manager was and also that the team don't have the same beliefs and values. He doesn't really understand what this means and his line manager tells him there has been a negative culture in the team for a long time. His manager suggests that John spend some time getting to know the individuals in order to develop the culture of the team. So, what does this mean?

#### Organisational culture

Broadly, culture can be defined as 'the way things are done around here'. Many organisations will have 'their way of doing things' which can be influenced by a wide range of factors such as

```
graph TD; A[Past & current Policy] --- B((Lightbulb)); B --- C[The economic climate]; B --- D[The environment]; B --- E[Internal and external audit requirements]; B --- F[The individuals within the team]; B --- G[The team];
```

### Segmentation techniques v1 (FR4718)

Managers will apply different management a at any given time. In John's case, he needs to unhappy and look at altering some of the Wa the team.



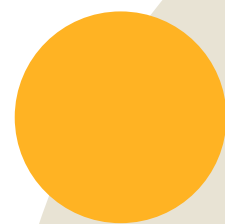
# Managing own performance

## Covered:

- Code of conduct
- Professionalism
- Your personal qualities
- Personal initiative and resilience
- Theory of motivation
- Challenge inappropriate working cultures

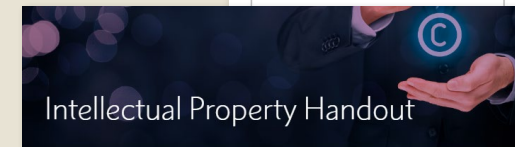
## Dig deeper:

Conflict and personal conduct



The below is based on the manager looking at the average person in the team and the style they choose, is based on, as said earlier, the managers beliefs.

Theory X Managers What are the characteristics a Theory X manager would display? Continue the list.	Theory Y Managers What are the characteristics a Theory Y manager display? Continue the list.
Issues deadlines and consequences of under performance.	Likely to have team brain-storming sessions to invite ideas.
Operates a 'blame' culture to find culprits	Leaves the team to it



Obtaining intellectual property protection will help to prevent other companies or individuals from taking, stealing or copying something. It might be that it is required to protect names or products, inventions, written content or the design of logos and products.

In essence, this means that intellectual property is something that you can physically create. You can't simply protect an idea e.g. having an idea for a new product cannot be protected but the physical product can be!

This type of property can be owned by more than one person or business and can also be sold or transferred. An organisation or individual will own their intellectual property if they initially created it, brought the rights to it from a previous owner or have a brand that could be a trade mark.

Why do people really need or want to protect their intellectual property?

By protecting this property it makes the legal process a lot easier should you need to take action against an organisation or individual who takes it. There are lots of types of protection which depend upon the product created.



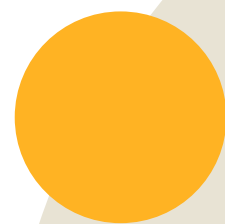
# Process management

## Covered:

- Business processes
- Promote adherence and organisational processes
- Improving business processes
- Implement suggested Improvements

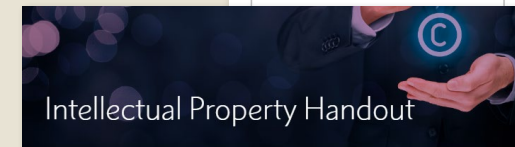
## Dig deeper:

Process inefficiencies



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# Project management

## Covered:

- Project lifecycle and initiation
- Project scheduling
- Project resources and stakeholder communication
- Project monitoring control
- Issues and risks
- Evaluating projects

## Dig deeper:

Project governance



MANAGING STOCK: SUPPLY TO SALE

**Managing Stock: Supply to Sale Activity**

Complete the chain to highlight and explain the stock control process within your organisation from the beginning of the supply chain to the final sale. Ensure you include:

- ⌚ The factors you must consider when selecting your suppliers, products and services
- ⌚ The order or purchase process
- ⌚ Stock control and storage levels

## Lewin's Change Management Model

Change is a common thread that runs through all businesses regardless of size, industry and age. Our world is changing fast and, as such, organizations must change quickly too. Organizations that handle change well thrive, whilst those that do not may struggle to survive.

The concept of "change management" is a familiar one in most businesses today. One of the cornerstone models for understanding organizational change was developed by **Kurt Lewin** back in the 1940s, and still holds true today. His model is known as Unfreeze – Change – Refreeze, refers to the three-stage process of change he describes.

### In short it says:

If you have a large cube of ice, but realize that what you want is a cone of ice, what do you do?



### Unfreeze

This first stage of change involves preparing the organization to accept that change down the existing status quo before you can build up a new way of operating.



## LEADERSHIP & MANAGEMENT STRATEGY AND OPERATIONAL PLANNING

### Visions to objectives



### THE STRATEGIC PLAN

Sometimes referred to as the Corporate Plan, most organisations will have a strategic plan. This plan will set out the vision for the organisation – where it is going – and the steps that it needs to take to get there. By its very nature, it will describe activity in broad terms and, while it might set specific goals and targets, it will be a long-term plan (5 to 10 years, or occasionally, more).

### THE OPERATIONAL PLAN

Sometimes referred to as the Business Plan, this is the plan that translates the strategic plan into more focused activity. It is likely to be a short - to medium term plan (one to 3 years) and it will contain specific objectives and targets that must be achieved within the period the plan covers. In the business plan, the specific goals and objectives to deliver the strategic priorities are set out for the year ahead. This means that the high level goals and objectives are brought to life in clearly defined actions.

# Stakeholder requirements and external factors

## Covered:

- Identify key stakeholders
- Manage stakeholder relationships
- Work with stakeholder to achieve results
- External factors that impact stakeholder relationships
- The developing environmental impact on your organisation

## Dig deeper:

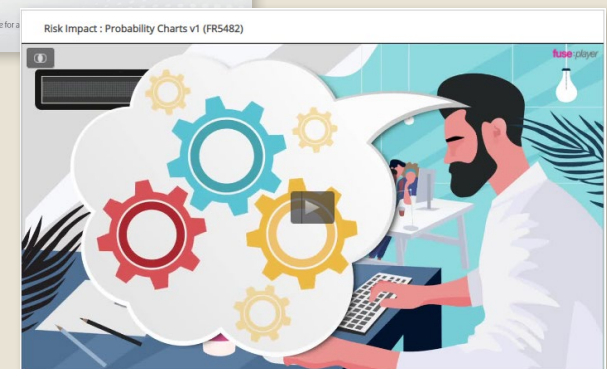
The psychology contract



### Project Initiation Checklist

Use the checklist below when writing your Project Initiation Document to ensure you have included all elements.

PID Item	Check When Complete
Section 1: What is the project all about?	
Project title:	
Background	
Purpose	
Objectives (and how they will be measured)	
Completion)	
Project go ahead?	
Analysis	



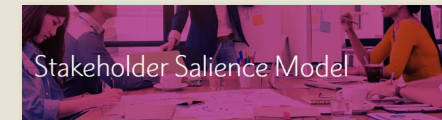
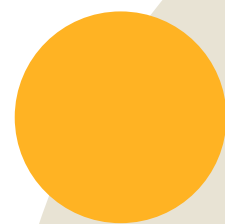
# Quality assurance

## Covered:

- Accurate production of work products
- Identify and suggest potential improvements
- Proactively offer to coach others
- Resolve complex or challenging complaints

## Dig deeper:

Collating data



A stakeholder can be defined as someone who affects or is affected by an organisation's actions.

With that in mind you can't help but think about how the stakeholders themselves have a certain level of impact over these actions, depending upon their power, interests, expectations and requirements.

There are many different models that can be used to identify or classify a stakeholder's impact. Within this resource we are going to look at the Stakeholder Salience Model which was developed in 1997 by Ronald K. Mitchell, Bradley R. Agle and Donna J. Wood.

Let's begin with what is meant by salience. The term salience relates to something being imp. instance, this model is focusing our attention upon how important stakeholders are to an or the results they want, within the time frame desired.

There are 3 key areas within this model which help us to segment our stakeholders.

1	<b>POWER</b> This is the level of influence a stakeholder has on the organisation or on the organisation's actions.
2	<b>LEGITIMACY</b> This is the amount of authority the stakeholder has.
3	<b>URGENCY</b> This focuses on the time sensitive or critical needs of the stakeholder and request / received response or action.

LEADERSHIP & MANAGEMENT'S STAKEHOLDER RANKING

### Stakeholder Ranking Activity

Think about your business operation and identify 4 – 6 stakeholders. Using the Power matrix as a guide complete the table below ranking your stakeholders.

	1. Low	Level of Interest	4. High
1. Low	Category A Minimal effort	Category B Keep informed	
4. High	Category C Keep satisfied	Category D Key player	

Degree of interest X Degree of influence = Overall stakeholder score. Stakeholder ranking is the order of the scores

ILM - Video - Service Level Agreements

Competing priorities

Stakeholder Ranking



# Record and document production

## Covered:

- Confidentiality during record production
- Policies and procedures when producing documents
- Effective correspondence
- Provide support and coaching to others
- Reward and recognition
- Make recommendation to management

## Dig Deeper:

Email aggression



Records & Documents Produced			
List a variety of records or documents you produce within your role, explain the confidentiality standard for each and confirm where it is currently stored. If you are able to obtain a copy of the document produced select Y or N in the final column.			
Record or Document	Confidentiality Standard	Document Name and Storage Location	Has a copy been provided as evidence? Y/N
Letter, email, social media post, contract etc.	Password required to access the system, digital finger print reader, combination locked office etc.	Sales memo, expense claim, mortgage offer etc.	

### POLICY + PROCEDURE

#### Procedures, Policies & Standards

**PROCEDURE**

Procedures are standard ways of doing things in the workplace. They give step-by-step instructions on how to complete tasks.

**POLICIES**

Policies are statements about what the workplace thinks about an issue. A policy explains what should be done and why.

**STANDARDS**

Standards are guidelines that refer to the way things are carried out.

As a supervisor, you need to think about how you work effectively with your team and make sure that you follow your organisation's procedures, policies and standards. You need to consider your team and customer rights as well as looking after your own rights and responsibilities. The workplace has procedures, policies and standards in place to help employees do this and so that things are done by everyone in the same way. Everyone in the workplace needs to understand these procedures and follow them.

Today, organisations all follow procedures, policies and standards. If there were none, no one would know what must be done and what not to do. So, to make sure everything goes well, it is important to follow them. Following the organisation's procedures and standards enables employees to provide the best services to their customers. Policies help the organisation operate efficiently, effectively and within the law.

Other reasons to follow the organisation's procedures, policies and standards are:

- ① To create discipline in the organisation - Discipline is created by the behaviour of the employees within the business. So, in order to keep everything in discipline, there is a need for everyone within the company to follow the standards, policies and procedures to maintain the discipline.
- ② To ensure everyone works for a common goal - The procedures and standards help set a common objective to be achieved by the employees working within the company. Every individual has their own goals but to make everyone work towards one common objective, it is essential to have a clear set of standards that guide the way.
- ③ Sets the culture of the organisation - The procedures, policies and standards help set a common objective to be achieved by the employees. The performance goal accordingly, they assist in building a healthy work culture.

### Listen Actively to what Customers are Saying v2 (FR4904)

Being observant

Understanding their emotions

# Regulations, policies and procedures

## Covered:

- Legislation and regulations
- Internal and external policies
- Promote adherence
- Employee rights and responsibilities
- Terms and conditions

## Dig deeper:

Team training



**Consumer Rights Act 2015**

THE CONSUMER RIGHTS ACT 2015 REPLACED THREE BIG PIECES OF CONSUMER LEGISLATION:

- The Sale of Goods Act
- Unfair Terms in Consumer Contracts Regulations
- The Supply of Goods and Services Act.

THE CONSUMER RIGHTS ACT INTRODUCES:

- **Product quality**  
As with the Sale of Goods Act, under the Consumer Rights Act all products must be of satisfactory quality, fit for purpose and as described.
- **Satisfactory quality**  
Goods shouldn't be faulty or damaged when you receive them. You should ask what a reasonable person would consider satisfactory for the goods in question? For example, bargain bucket would be as high standards as luxury goods.

Goods must match any description given to you at the time of purchase.

Under the Consumer Rights Act you have a legal choice to reject goods that are unsatisfactory or not as described and get a full refund - as long as you do so within 30 days from the date you buy your product. After 30 days you will not be able to get a full refund if your item develops a fault.

The Act doesn't apply to purely digital products though - such as music, games or apps as downloads. You can however ask for a digital product to be repaired or replaced if it's faulty.

**Employee Rights & Responsibilities Activity**

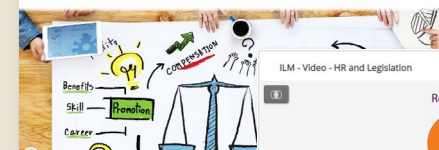
Now that you have seen the ACAS video, research the following topics and write your findings below:

Working hours

Equality or Discrimination

Holiday

Pay



ILM - Video - HR and Legislation

References Salary Contract

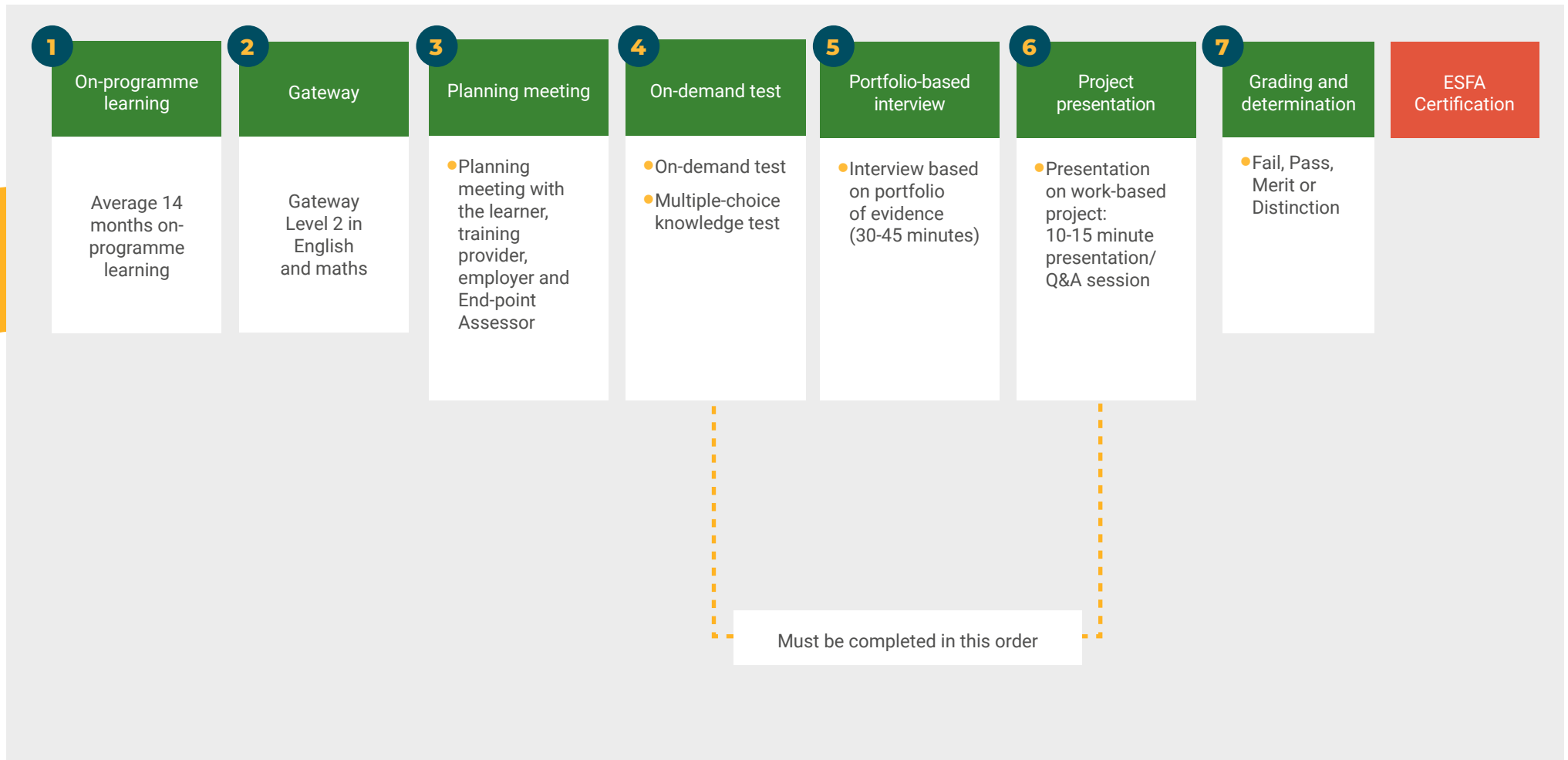
HR Department

03:11 03:12

# End-point Assessment (EPA)



# End-point Assessment journey





**Thanks for  
your time.**

 [hello@lifetimetraining.co.uk](mailto:hello@lifetimetraining.co.uk)

 [www.lifetimetraining.co.uk/contact-us](http://www.lifetimetraining.co.uk/contact-us)

