



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

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

Delivery method

Programme delivered Lifetime's blended learning approach.

Blended learning

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

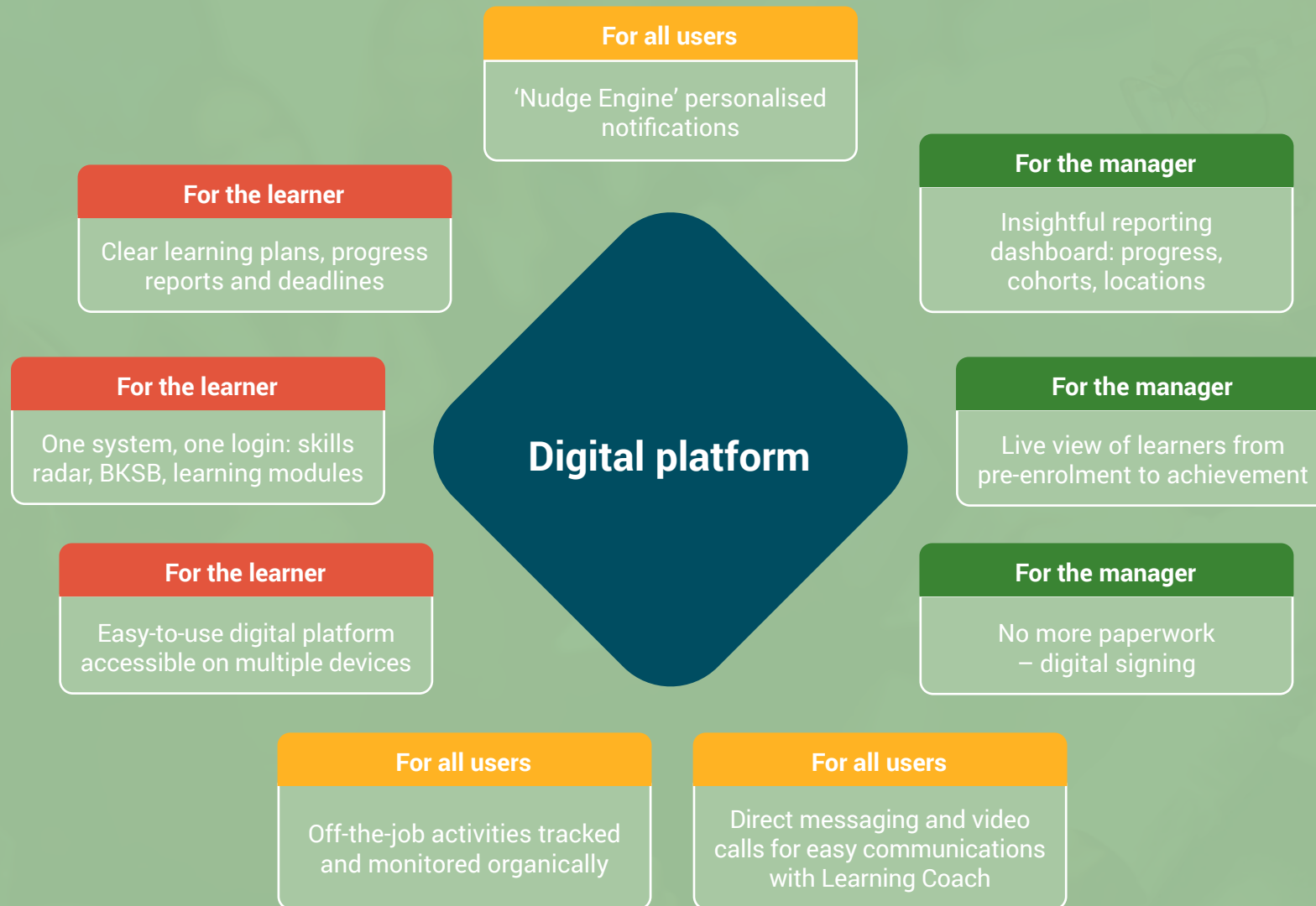
Self-study: Learners are expected to carry out self-study using Lifetime's online learning platform.

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

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



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 table to check how well you know yourself.

Instructions

1. Rank yourself on the 10 quiz statements, click the most correct score for each one. There are a range of scoring options to help you understand how you and others feel and how you should have scored if you were the leader. Remember, nobody is a fundamentalist when it comes to self awareness!
2. Add up your scores for each column.
3. Total up your IQ (IQ = IQ 200).

1. I know how to get on better than I know myself. My score is: 1/2/3/4/5	2. I know how to get on better than I know myself. My score is: 1/2/3/4/5	3. I know how to get on better than I know myself. My score is: 1/2/3/4/5	4. I know how to get on better than I know myself. My score is: 1/2/3/4/5
2. I'm not usually vocal or assertive in a group. My score is: 1/2/3/4/5	3. I'm not usually vocal or assertive in a group. My score is: 1/2/3/4/5	4. I'm not usually vocal or assertive in a group. My score is: 1/2/3/4/5	5. I'm not usually vocal or assertive in a group. My score is: 1/2/3/4/5
6. I'm always a strong voice of the group when it comes to decisions. My score is: 1/2/3/4/5	7. I'm always a strong voice of the group when it comes to decisions. My score is: 1/2/3/4/5	8. I'm always a strong voice of the group when it comes to decisions. My score is: 1/2/3/4/5	9. I'm always a strong voice of the group when it comes to decisions. My score is: 1/2/3/4/5
10. I know when I'm generating ideas that others will use. My score is: 1/2/3/4/5	11. I know when I'm generating ideas that others will use. My score is: 1/2/3/4/5	12. I know when I'm generating ideas that others will use. My score is: 1/2/3/4/5	13. I know when I'm generating ideas that others will use. My score is: 1/2/3/4/5

EMOTIONAL INTELLIGENCE

EMPATHY

Empathy is the second most important element of EI. Those people have the ability to understand, accept, hear, and view of others, even when this may not be obvious. As a result, they are excellent at managing relationships, building 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 team...

VAK Learning Styles v1 (FR6235)

Visual

Highly productive and team...

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

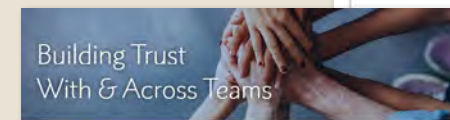
Dig Deeper:

Team motivation



Within a management role it is vital to communicate all levels of an organisation and its stakeholders. What are the best ways to communicate? What are the best ways to communicate? What are the best ways to communicate? What are the best ways to communicate?

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 successfully. Trust is also often the key to being happy in your personal life, and your own well-being, knowing that your co-workers will support you - just as you will support them!

ABOUT TRUST
According to researchers Denise Rousseau, Sam Siskin, Ronald Burt, and Colin Cameron, 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 cooperative behaviour 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
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 organisation's 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 at which 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. Invite and inform customers of progress at every stage

A complaint's 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 feel in whatever way, 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 of feeling as if that they don't affect you, the team and outcome is a skill that can be developed.

Stand 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 done now!"
"I want to help you, let's understand our customer's needs, 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 get 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.

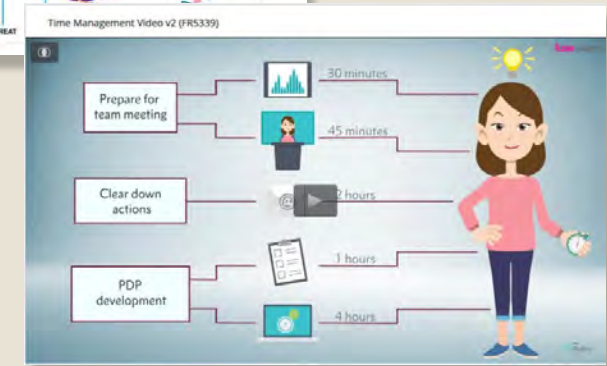
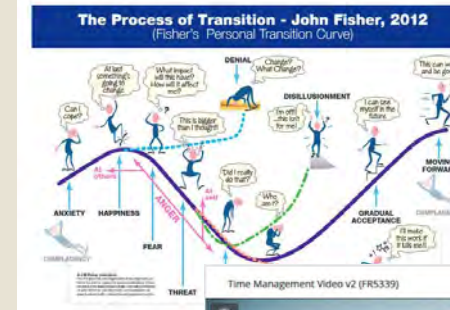


Change often involves a shift away from the safety of our comfort zone. As humans we enjoy routine, but can be thrown when this routine is flattened and we need to change. This is true at work and in our personal lives.

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



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 on 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 proportional.

Product or service

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

service fit for purpose?



FINANCIAL GOVERNANCE AND COMPLIANCE IN RELATION TO FINANCIAL MANAGEMENT

To ensure that financial reporting is accurate and to manage economic, operational, credit, credit and other risks, these procedures and processes are being carried out.

Successes such as full readings and balancing, mock

Responsibility for these processes and checking that

within and organisation. Many organisations employ

the process and procedures are being carried out at

Mind Mapping v1 (FR6864)

Step 4 - Repeat

00:30 04:37

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 in 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:

- Past & current Policy
- The economic climate
- The environment
- Internal and external audit requirements
- The individuals within the team
- The team

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

Segmentation techniques v1 (FR4718)

8/8 2/10/20

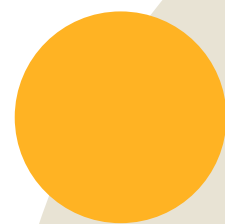
Managing own performance

Covered:

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

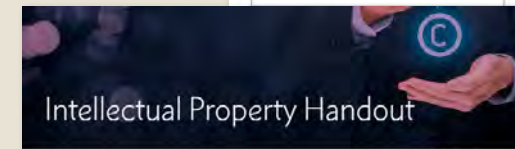
Dig Deeper:

Conflict and personal conduct



The below is based on the manager looking at the average person in the team and the style they choose, it 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.
Imposed disciplines and consequences of under performance.	Likely to have team brain-storming sessions to invite ideas.
Operates a blame culture to find culprits.	Lowest 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 a is required to protect names or products, inventions, websites, logos 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.



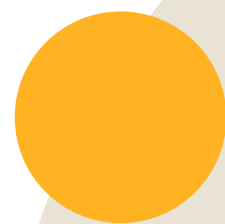
Process management

Covered:

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

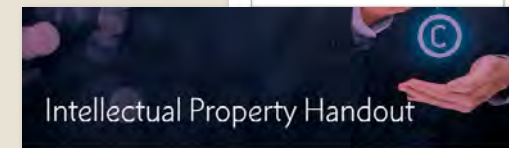
Dig Deeper:

Process inefficiencies



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

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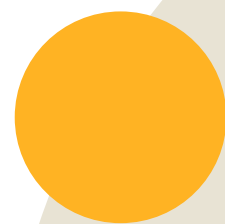
Project management

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 this sheet 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:

- ① The factors you must consider when selecting your suppliers, products and services
- ② The order or purchase process
- ③ 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?



LEADERSHIP & MANAGEMENT STRATEGIC AND OPERATIONAL PLANNING

Visions to objectives

Mission	Timeless Reason for existence
Vision	5 Years + Picture of a successful future
Goals	Long term 3 - 5 years
Major Business Objectives	Short term 1 year Departmental
Strategies	Quarterly
Tactics, Projects & Tasks	Monthly / weekly

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 broken down to be 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:

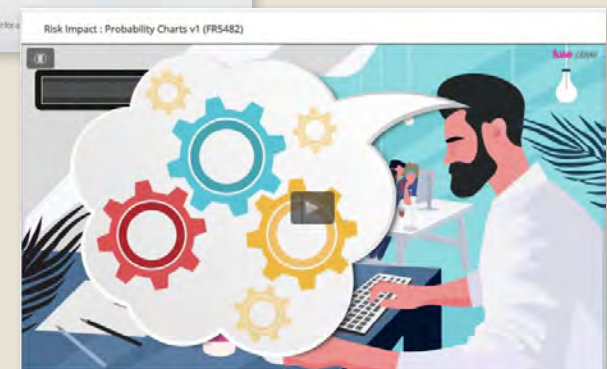
The psychology contract



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 (to be measured):	
Completion:	
Project go ahead?	



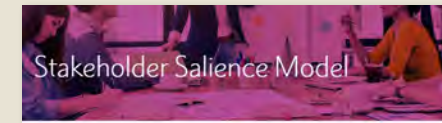
Quality assurance

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



Stakeholder Salience Model

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 Dorcas J. Wood.

Let's begin with what is meant by salience. The term salience relates to something being important. In this instance, this model is focusing our attention upon how important stakeholders are to an organisation and 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	POWER This is the level of influence a stakeholder has on the organisation or on the organisation's actions.
2	LEGITIMACY This is the amount of authority the stakeholder has.
3	URGENCY This focuses on the time sensitive or critical needs of the stakeholder and the request / receive a response or action.

Stakeholder Banking 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	
Power			
4. High			Category C Keep satisfied

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

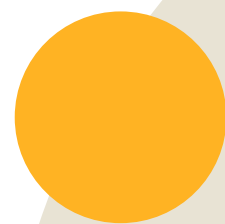
Record and document production

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 list the location 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 protected to access the system, digital finger print reader, combination locked offshore.	Talent review, performance, management documents.	

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.

Supervisors ensure all follow procedures, policies and standards. If these aren't clear, supervisors should know what needs to 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 important to follow the organisation's procedures and standards.
- ③ Sets the culture of the organisation. The procedures, policies and standards help set the culture. They set the way things are done and help in building a healthy work environment.

Listen Actively to what Customers are Saying v2 (FR4904)

The diagram shows a woman on the left and a man on the right. Between them is a flowchart with two main boxes: 'Being observant' (with an eye icon) and 'Understanding their emotions' (with a heart icon). A play button icon is at the bottom of the flowchart.

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:

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

THE CONSUMER RIGHTS ACT INTRODUCES:

- 1 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.
- 2 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.

Employee Rights & Responsibilities Activity

What does your business provide for its staff? (You can write in the boxes below)

Working hours

Equality in Discrimination

Holiday

Pay



ILM - Video - HR and Legislation

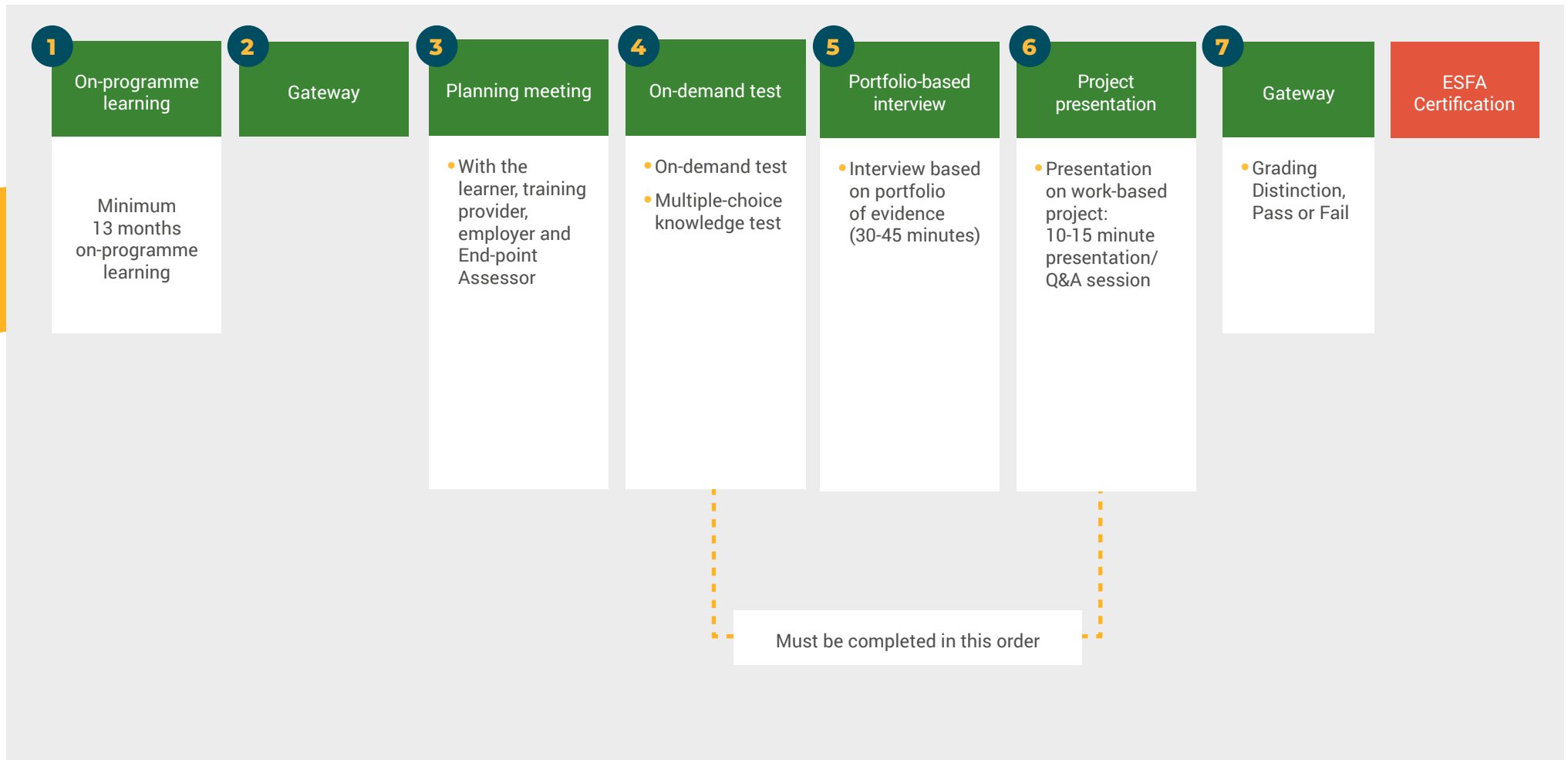
References Salary Contract

HR Department

End-point Assessment (EPA)



End-point Assessment journey





**Thanks for
your time.**



hello@lifetimetraining.co.uk



www.lifetimetraining.co.uk/contact-us

