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Business Administrator Level 3 (V1.0)
Revision Guide

Apprentice's Full Name:

Date:

Unique Learner No:

CONTENTS

The Organisation	5
Types of Organisations	5
Organisational Structures	6
External Factors	7
Value of Skills	11
SWOT Self-Analysis	13
SWOT Analysis For Your Organisation	14
Working in a Team	15
Belbin's Team Roles	15
Stakeholders	16
Stakeholder Power and Interest Matrix	17
Relevant Regulation	18
Policies	19
Business Fundamentals	20
Systematic Synthetic Phonics (SSP)	20
Managing Change	20
The Kubler-Ross Change Curve	21
Project Management	22
Project Life Cycle	22
Linear Project Life Cycle	22
Project Roles	23
How to Identify Risks and Issues	24
Project Management Tools	24
How to Manage Resources	25

Processes	26
External Environment Factors	28
I.T.	30
Record and Document Production	31
Decision Making	33
Decision Making and Problem Solving	33
Interpersonal Skills	34
Influence and Negotiate	35
Communication	36
Quality	38
Planning and Organisation	39
Prioritise Activities	39
Arranging Meetings, Travel or Accommodation	39
Professionalism	40
Personal Qualities	41
Managing Performance	43
Responsibility	44
Project Proposal & Presentation Planning	45

This revision guide will support you in completing your Business Administrator Level 3 Apprenticeship.

As you will be aware, at the end of your learning period you will be expected to complete your End-Point Assessment. For this standard you will complete a knowledge test, portfolio-based interview and project presentation. More guidance on the end point assessment for the Business Administrator L3 can be found within the subject support pack via www.nqual.co.uk or by emailing admin@nqual.co.uk

To support you with your revision within this guide you will see the following icons:



- Knowledge Test



- Portfolio Based Interview



- Project Presentation

These icons are to help you identify which assessment method a subject area is likely to be covered within your End-Point Assessment, for example, when you see the brain icon next to PESTLE it is worth noting that within your knowledge test you are likely to be tested on PESTLE.

THE ORGANISATION

An organisation's purpose is simple, it's the reason the organisation exists. It's the reason the organisation was created and the difference it would make if it wasn't created.

The organisation's purpose is different to the aims, values and vision of an organisation. Below are the definitions for each:

Vision - where the organisation would like to be in several years' time.

Usually written by the senior management team, it helps develop the business strategy.

Aims - a defined set number of goals for how the vision will be achieved.

Values - this outlines the culture of an organisation.

While your senior team are defining the organisation's vision and aims it is likely that they will be considering external factors that may affect the organisation.



Example of Values

The Coca Cola Company values are:

- **Leadership:** The courage to shape a better future
- **Collaboration:** Leverage collective genius
- **Integrity:** Be real
- **Accountability:** If it is to be, it's up to me
- **Passion:** Committed in heart and mind
- **Diversity:** As inclusive as our brands
- **Quality:** What we do, we do well



Consider what your organisations purpose, vision, aims and values are

Types of Organisations



Private Sector - this includes various types of business ownership, from having one owner to huge numbers of shareholders and employees. Common types of business are;

- Sole trader
- Partnership
- Private limited company
- Public limited company
- Multinational
- Franchise

Public Sector - this includes the organisations run by governments to provide a service to the population. Money to pay for these services is raised through tax. An example is the NHS.

Third Sector - including charities, community groups and social enterprises.



Organisational Structures



Hierarchical

A hierarchical structure can also be referred to as a 'tall' structure. It has layers of management and a 'top-down' approach. There can be long chains of command and potentially slower communication. Managers tend to have a narrow span of control over a small number of team members.

Flat

A flat structure has few layers of management. Managers have a wider span of control over more team members. This type of structure is commonly seen in smaller businesses or those wanting to take a more modern approach.



Centralised

A centralised structure is often used by retail chains, where all branches operate in the same way. Decisions are made at the head office and passed down the chain of command. Store managers tend to have little input into how the store is operated. This type of structure can lead to a slow response to change.

De-centralised

In this type of structure, managers further down the chain of command can make decisions for their own area of responsibility. This can lead to a quick-change response.



Think about your own organisational structure- which is it most like? Can you think of any additional advantages and disadvantages to each structure?

EXTERNAL FACTORS

External factors can impact or give opportunities to an organisation in many ways, some common factors are political, economic, social and technological known as PEST. PEST analysis is a well-established model which helps organisations evaluate how external factors could affect their organisation. An expanded form of PEST is called a PESTEL or PESTLE which adds environmental and legal factors.

Below are examples for each external factor that could impact your organisation.





Below is a blank PESTLE table, complete the below by identifying one factor for each, the impact or opportunity to your organisation and how you could prepare for changes.

(P) Political

Highlight a political factor that could impact your organisation	Impact / Opportunity	Preparation

(E) Economical

Highlight an economical factor that could impact your organisation	Impact / Opportunity	Preparation

(S) Social

Highlight a social factor that could impact your organisation	Impact / Opportunity	Preparation

(T) Technological

Highlight a technological factor that could impact your organisation	Impact / Opportunity	Preparation

(L) Legal

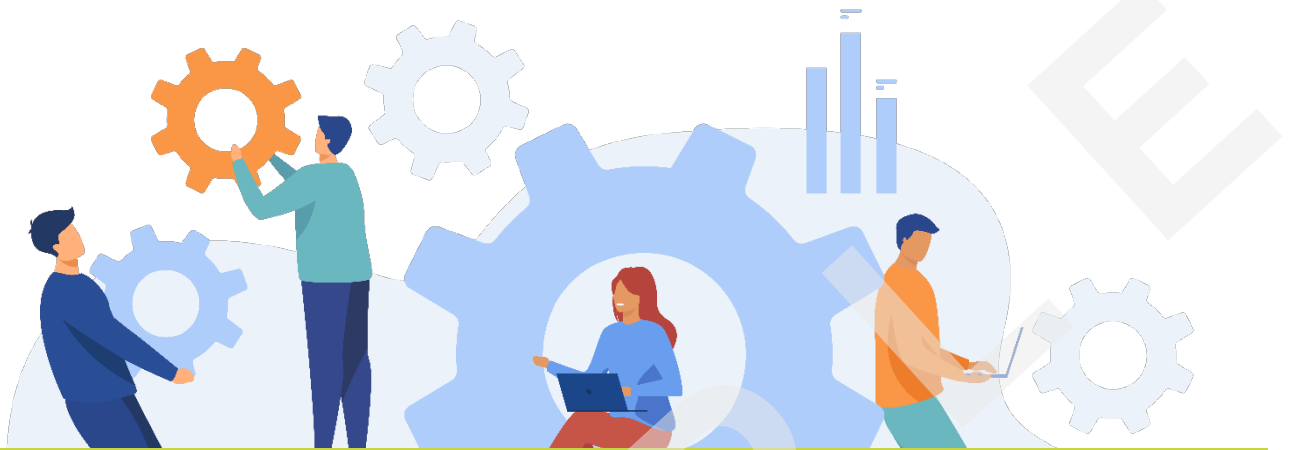
Highlight a legal factor that could impact your organisation	Impact / Opportunity	Preparation

(E) Environmental

Highlight an environmental factor that could impact your organisation	Impact / Opportunity	Preparation

VALUE OF SKILLS

Within this section you will focus on your skills and how those skills impact the organisation, other roles and your team members. It is important to understand how your role fits within your organisation and how your skills, goals and activities can benefit others.



Highlight how your role fits within your organisation by drawing your organisational structure.