

# Business Administrator Level 3 - End-point Assessment

Achievement of the apprenticeship will depend on apprentices successfully completing a number of assessment activities. The methods used will ensure that the apprentice is assessed across the whole of the published Business Administrator Standard.

All candidates must participate in all elements of the End Point Assessment. The **Independent End Point Assessment Organisation** are responsible for quality assuring assessment outcomes at the End Point Assessment which consists of three elements, all of which may be completed online.



## Assessment Gateway

The employer will make the decision as to when the apprentice is ready, based on their being competent and performing in their role. This decision will be supported by input from the training provider.

## End Point Assessment

Following successful completion of the Gateway, the training provider will submit the apprentices' details to the **Independent Assessment Organisation** (which will have been chosen by the employer).

- **What will be assessed?** The knowledge, skills and behaviours required of a Business Administrator as set out in the standard will be assessed during the End Point Assessment.
- **How will it be assessed?** The End Point Assessment comprises a range of assessment methods, to build in rigour and ensure that all components of the Standard have been fully tested and met.

## End Point Assessment – Final Judgement

The Independent Assessor will make the final judgement as to whether the apprentice has fully met the requirements of the Standard.

The Independent Assessor will be from an organisation that is on the Register of Apprentice Assessment Organisations. It is expected that there will be a number of different organisations on the Register.

## End Point Assessment – Grading

The final assessment and grading will be undertaken by the Independent Assessor. Marks will be allocated across the areas being assessed, with a maximum possible mark of 100. The knowledge test should typically be passed before progressing to interview and presentation. Each part of the EPA has a pass mark of **60%** and must be passed in order to pass the overall apprenticeship.

The percentage scored for each of the Assessment Methods is to be rolled-up into an overall percentage to decide the grade for the apprenticeship.

Assessment Methods	%age Weighting
Knowledge Test	20%
Portfolio Interview	40%
Project Presentation	40%

The overall pass mark is 60% and a distinction can be awarded for higher levels of attainment. .

Grading Scale:	Pass Mark	Attainment
<b>Fail</b>	Less than 60%	The apprentice has not sufficiently evidenced the knowledge skills and behaviours to meet the Standard. There has been a shortfall in demonstrating the knowledge, skills and behaviours on at least one of the assessment methods.
<b>Pass</b>	60-79%	The apprentice has shown an adequate level of performance across the Standard. They can evidence a basic level of knowledge, understanding and application in demonstrating the learning outcomes. In particular, use of basic IT packages, communicating with different stakeholders, producing accurate records/documentation and demonstrating learning of the working environment.
<b>Distinction</b>	80% or more	The apprentice has shown a high degree of expertise across the Standard. They can evidence knowledge, understanding and application of learning. They can reflect on their own learning, evaluate their own performance and improve their performance in demonstrating specific learning, especially in how their role supports the wider team. Sharing learning with others and seeking to promote best practice, is likely to warrant a distinction in addition to the other requirements of the Stanard.

## Further Information

For more information regarding this end-point assessment, please visit:

[https://www.instituteforapprenticeships.org/media/2878/st0070\\_business-admin\\_l3\\_ap-for-publication-2-april-2019-update-to-egap.pdf](https://www.instituteforapprenticeships.org/media/2878/st0070_business-admin_l3_ap-for-publication-2-april-2019-update-to-egap.pdf)

## The End Point Assessment will Comprise:

### Knowledge Test

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.

#### **Core Knowledge, Skills & Behaviours:**

The test predominantly focuses on non-organisation specific knowledge outlined in the Standard. This includes relevant regulation and laws, business fundamentals and project management principles.

### Portfolio-based Interview

The interview is for 30-45 minutes and scored out of 100 by the Independent End-point Assessment Organisation (EPAO). The Portfolio of Learning provides a structure for this conversation.

The Portfolio should provide at least one piece of evidence for each of the minimum knowledge, skills and behaviours. This should be submitted to the EPAO a month prior to interview. Evidence is gathered on-programme and the employer should facilitate this through relevant tasks and support. The training provider should support where needed.

The employer and training provider should review the Portfolio with the apprentice and make a judgement on whether they should be progressed to EPA. The interview assesses understanding and learning shown in the Portfolio although the Portfolio is not directly assessed.

The interview assesses:

- Understanding of the portfolio to validate competence shown
- Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied
- Judgement and understanding to explain appropriate examples.

The Portfolio of Learning contains evidence of:

- A minimum of 8-12 pages is expected for consistency
- At least one of each of the minimum knowledge, skills and behaviours as outlined in the annexed Methods and Grading table
- Practical observation and/or evaluation by the employer to be included, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments, which is then discussed at interview

#### **Core Knowledge, Skills & Behaviours:**

Application of learning in the workplace is assessed by talking through examples and specific knowledge, skills and behaviours shown. Particular areas include the purpose of their organisation and value of their own role, quality in producing records or documents, and professional behaviours including respect and personal qualities.

## The End Point Assessment will Comprise:

### Project Presentation

The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation is out of 100.

The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered. The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:

- How have you improved a process or operating practice?
- What were the steps you took to implement the project?
- What worked well and how would you improve the results in future?

The presentation should summarise the aim, outcome and responsibilities of the knowledge, skills and behaviours shown in the project. The presentation should demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.

Further requirements:

- A project or process improvement should account for 21-35 working hours, over the apprenticeship, to adequately apply themselves
- Must be work-based; incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results
- The apprentice chooses the project/process improvement with the guidance of the employer and training provider

### Core Knowledge, Skills & Behaviours:

The presentation focuses on the skills required to complete a project or process improvement include planning and organisation, project management, demonstrating quality standards and decision making in prioritising areas of focus. Evidencing these skills in the presentation is coupled with effective communication in delivery.

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