Refresher webinar
Level 3
Business Administrator
Assessment Plan AP03

Tuesday December 7th 2021
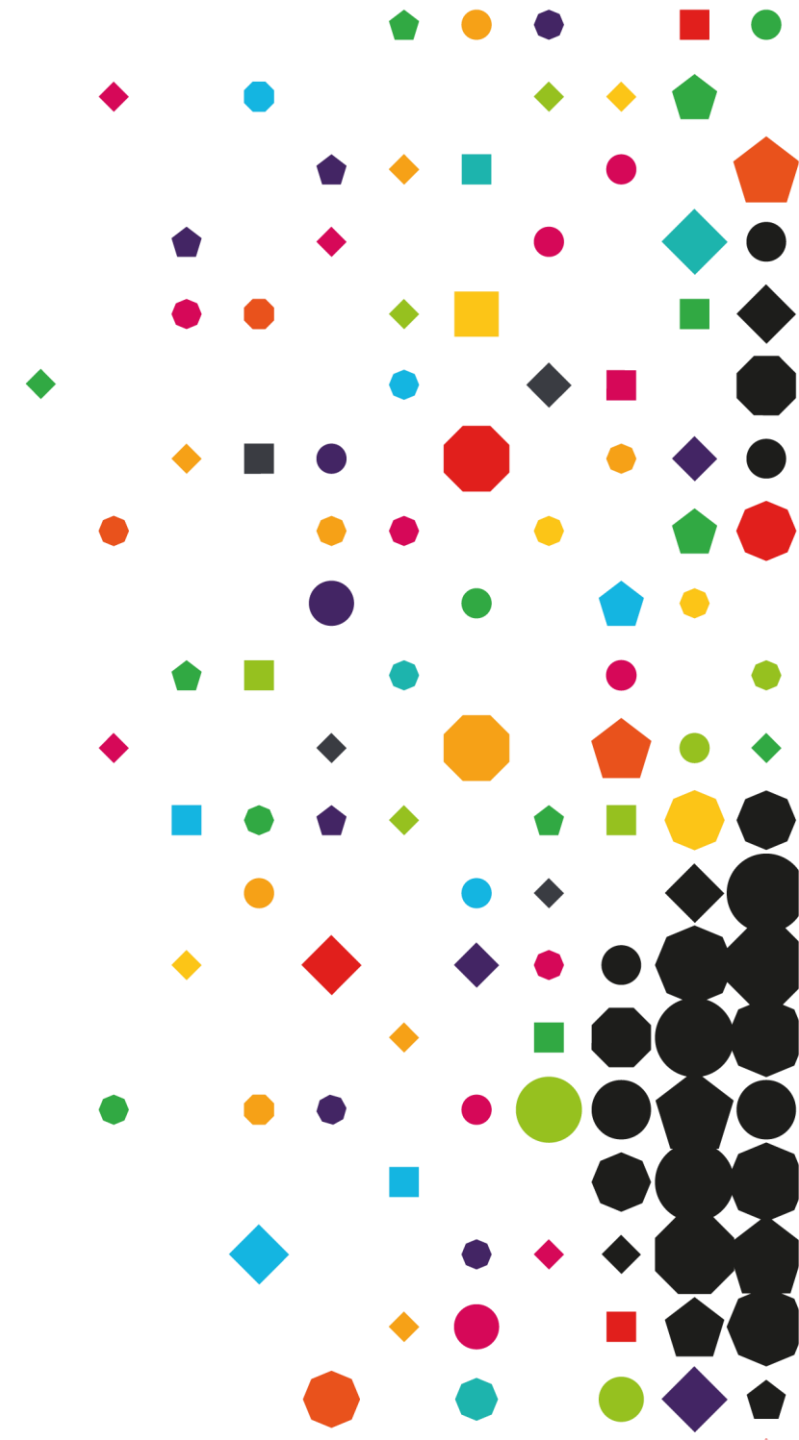
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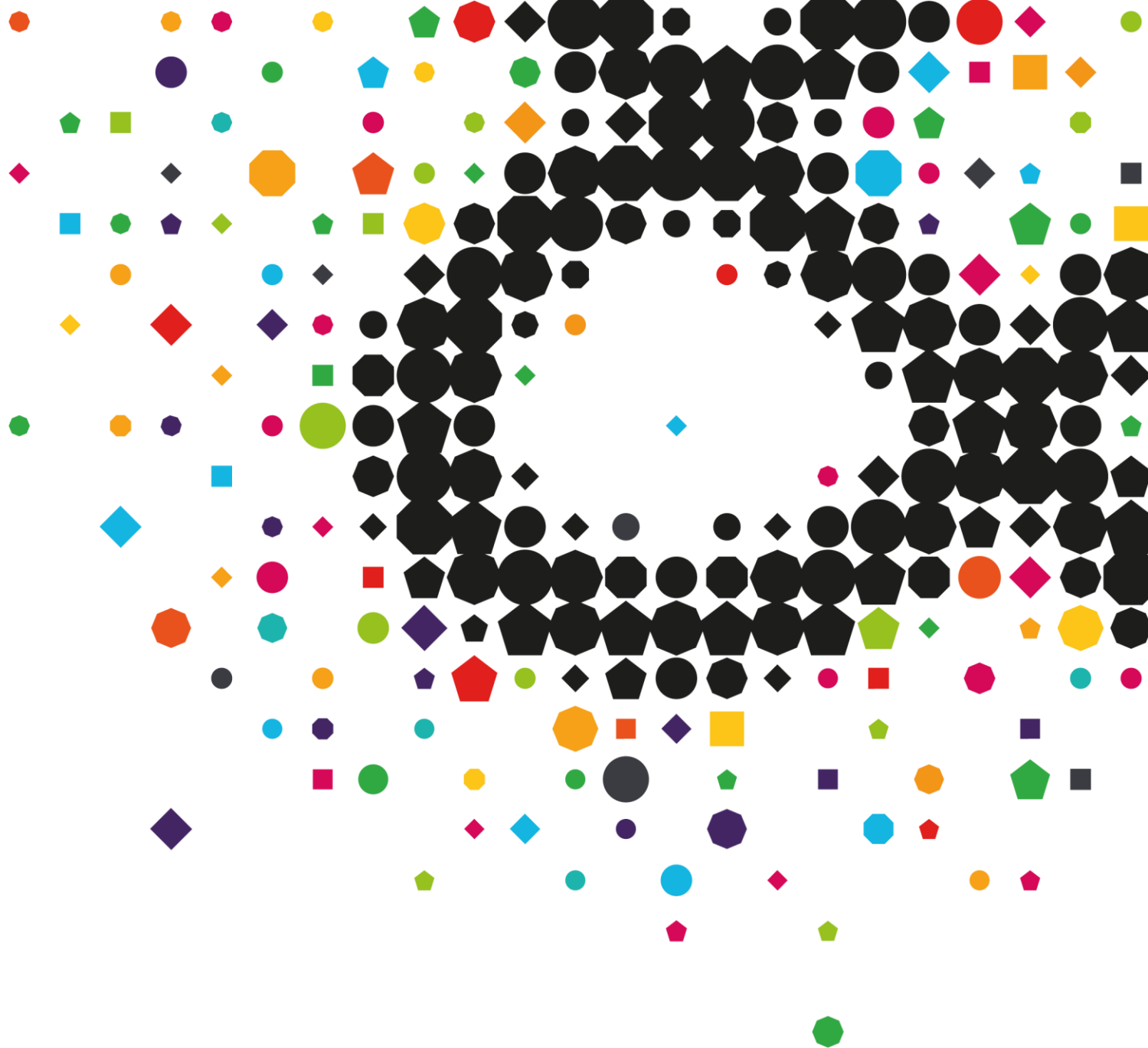
Objectives of today

Business Administrator 9473

- **Recap - new assessment plan**

- **Mapping of Assessment Methods**

- **Areas of concern**

- **EPA Pro resources**

- **Q&A**

●REC

This webinar is being recorded and will automatically be sent to every attendee no later than tomorrow.

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Recap

The new assessment plan AP03

Recap

- The new assessment plan is known as ST0070/AP03

- Impacts all learners who started their apprenticeship
from 10th September, 2020

- New City & Guilds registration number **9473-22**

- City & Guilds EPA Packs are available on both EPA Pro and our website

- AP03 has started to be assessed already

- Any special considerations/arrangements to be highlighted at gateway
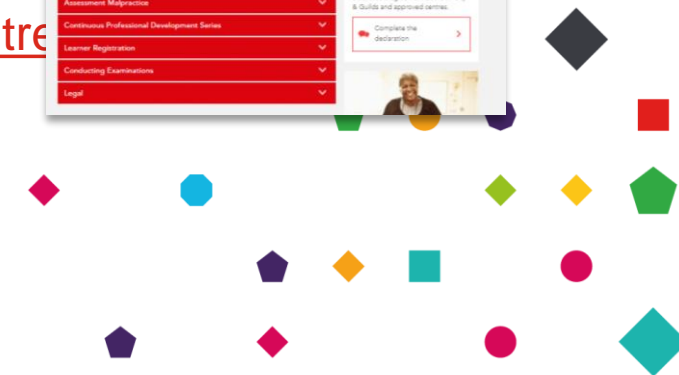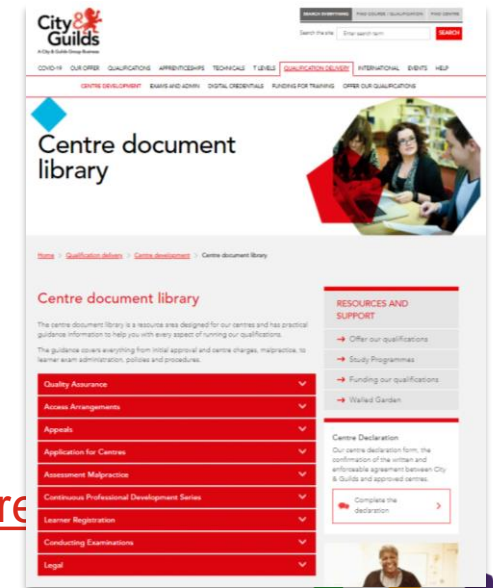https://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre

EPA for Business Administrator

Online multiple choice test
(e-volve test)
Typically completed 1st

Project presentation

Conducted remotely.

Pre recorded webinars can be accessed here

Portfolio based interview

Practical changes to the way we will be assessing

Existing Process with version 1

- **Knowledge Test is normally completed first**

- **Portfolio-based Interview 30-45 minutes**

- **Break up to 15 minutes**

- **Presentation up to 15 minutes**

- **Q&A 10 - 15 minutes**
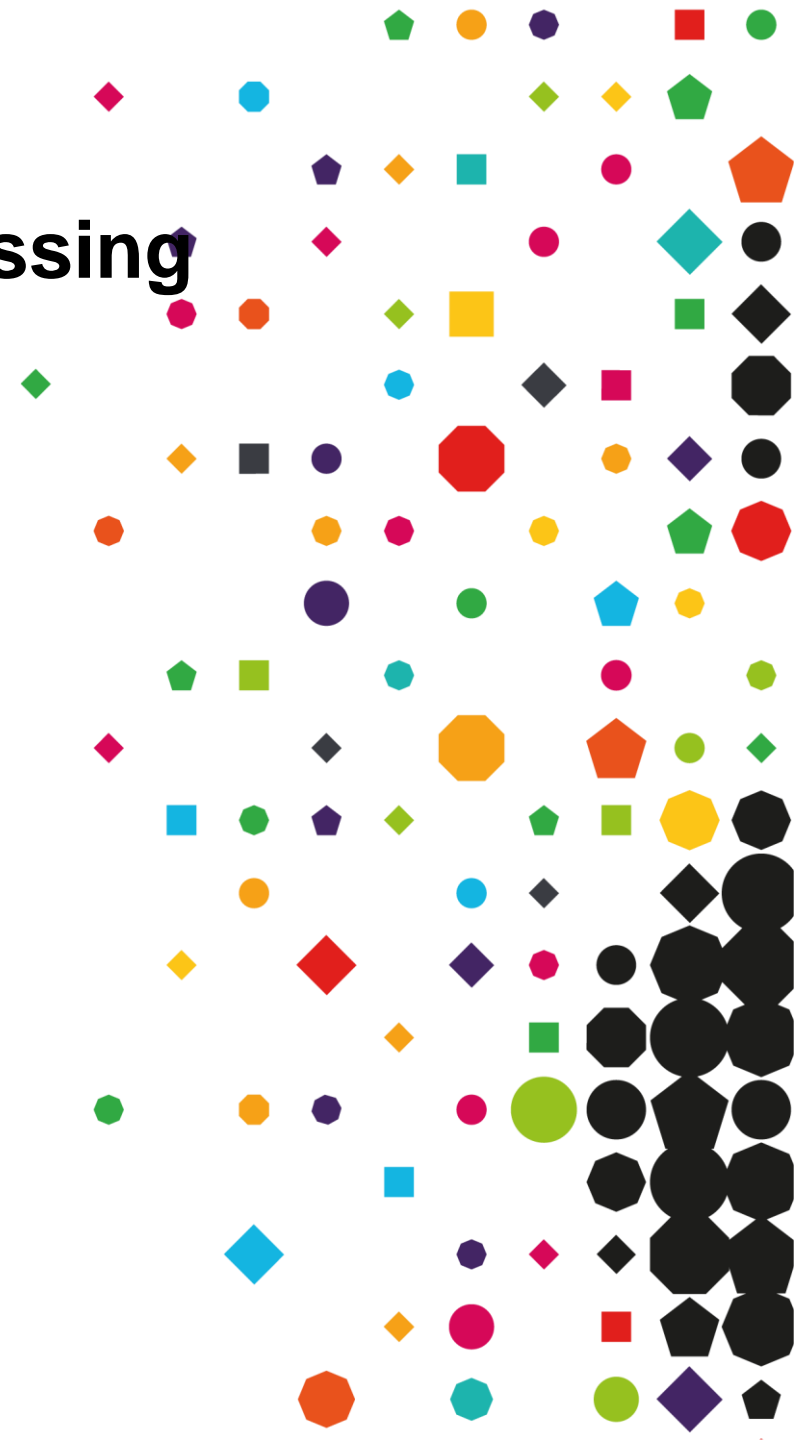
New process

Whilst the way we assess can vary in some circumstances, below is the layout of the intended process

AP03: New version of the Standard

- **Knowledge test completed in advance whenever possible (as now)**

- **Presentation 10-15 minutes (includes the response to the personalised question which will be sent in advance to centres)**

- **Q&A based on the project 10-15 minutes**

- **30 minute break.**

- **Portfolio-based interview 30-45 minutes**

- **We can now use SOME holistic marking between the two assessed methods within the EPA event, which is why we have changed the order of the assessments.**

# Mapping of Assessment Methods Criteria Coverage

Mapping of Assessment Methods Criteria coverage

- Where the KSBs/competencies are mapped into a **single** assessment method, these must be achieved in **that method alone**.

- Where the KSBs/competencies are mapped into **either/or** approximately 50% of the KSBs linked to either assessment method must be achieved in **each**.

- In the event where some KSBs have not been sufficiently demonstrated during the Project/Improvement Presentation EPA, these may be assessed as part of the portfolio-based interview.
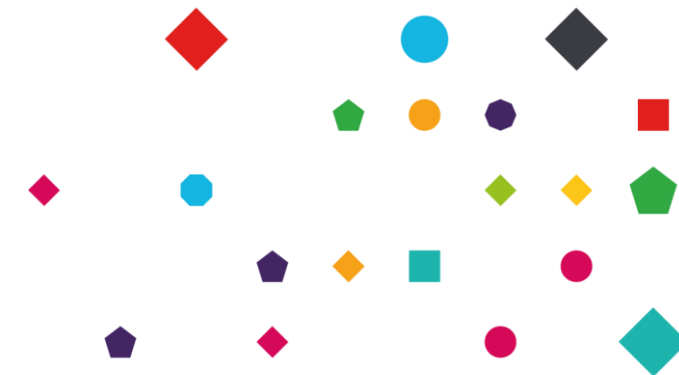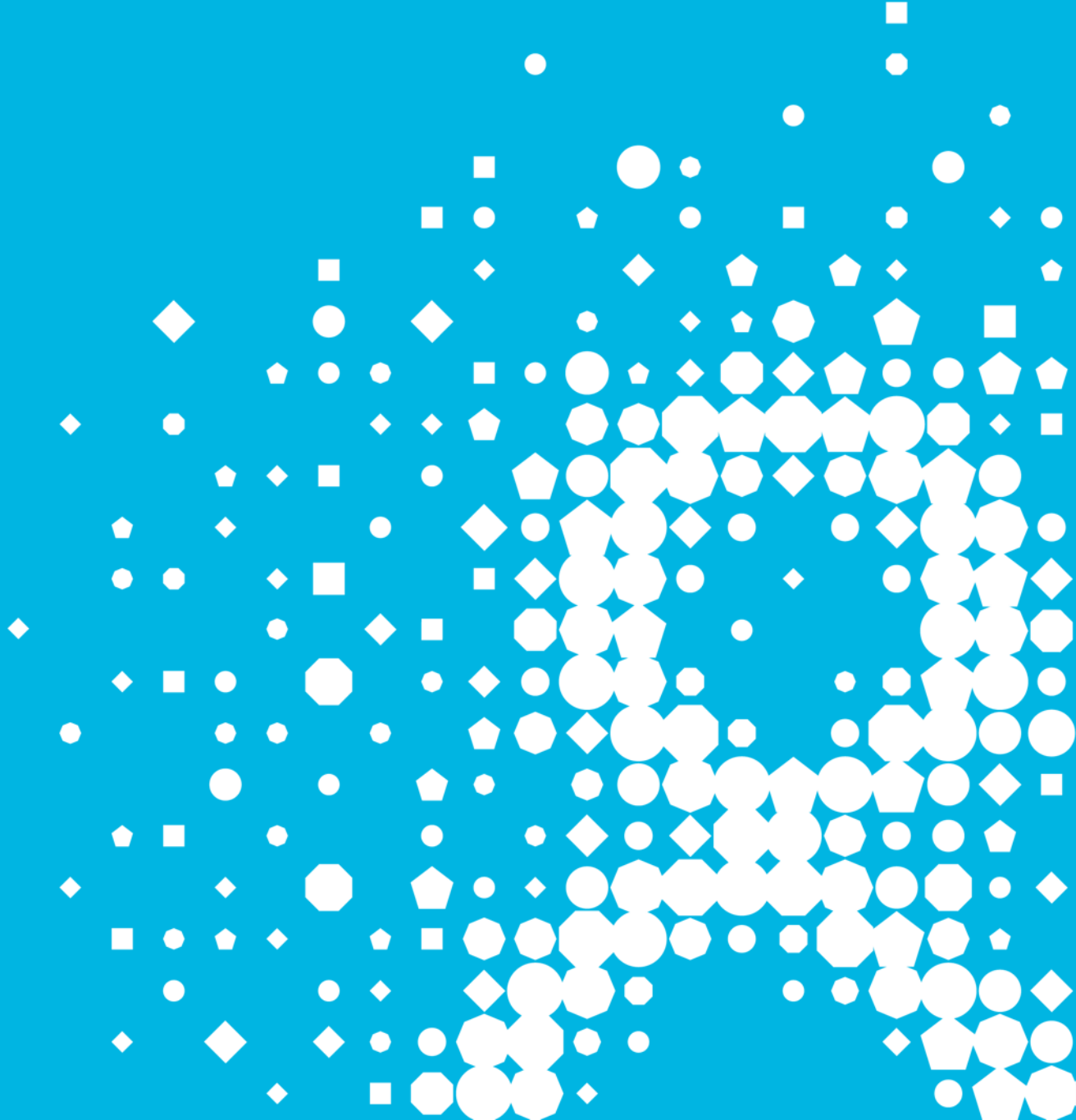
Mapping of the assessment criteria

| KSBs	Apprentice meets all of the below pass criteria to achieve a Pass Apprentice meets all of the pass criteria and all of the below distinction criteria to achieve a Distinction	C&G Reference Number	Assessment Method
IT	**Pass:** Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information	P1	Portfolio-based interview & Project presentation
	Pass: Able to perform tasks relevant to their role using IT packages without supervision	P2	
	Distinction: Consistently demonstrates they can use IT packages and can provide varied, quality examples	D1	Portfolio-based interview
	Distinction: Able to perform tasks relevant to their role using IT packages and can coach others in using IT	D2	
Record and document production	**Pass:** Records are accurate, rarely require correction and are treated confidentially	P1	
	Pass: Recommendations and solutions only need minor improvements	P2	
	Pass: Supports others in producing documents and can provide examples	P3	Portfolio-based interview
	Distinction: Records are consistently accurate and confidential	D1	
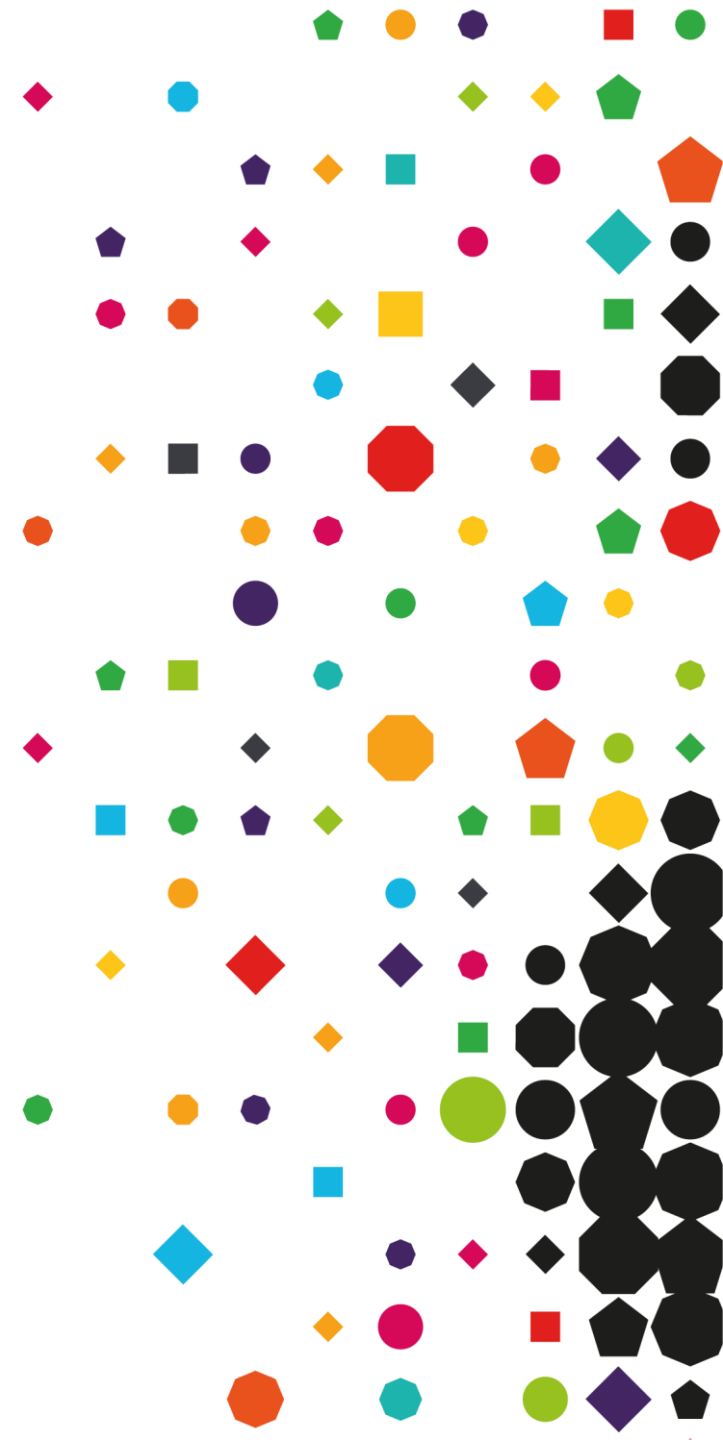
Lead IEPA Feedback

LIEPA feedback

- Project/improvement presentation
  - the question asked by the assessor
  - submission of presentation
- What makes a Distinction apprentice?
- Areas to be aware of
- Resources
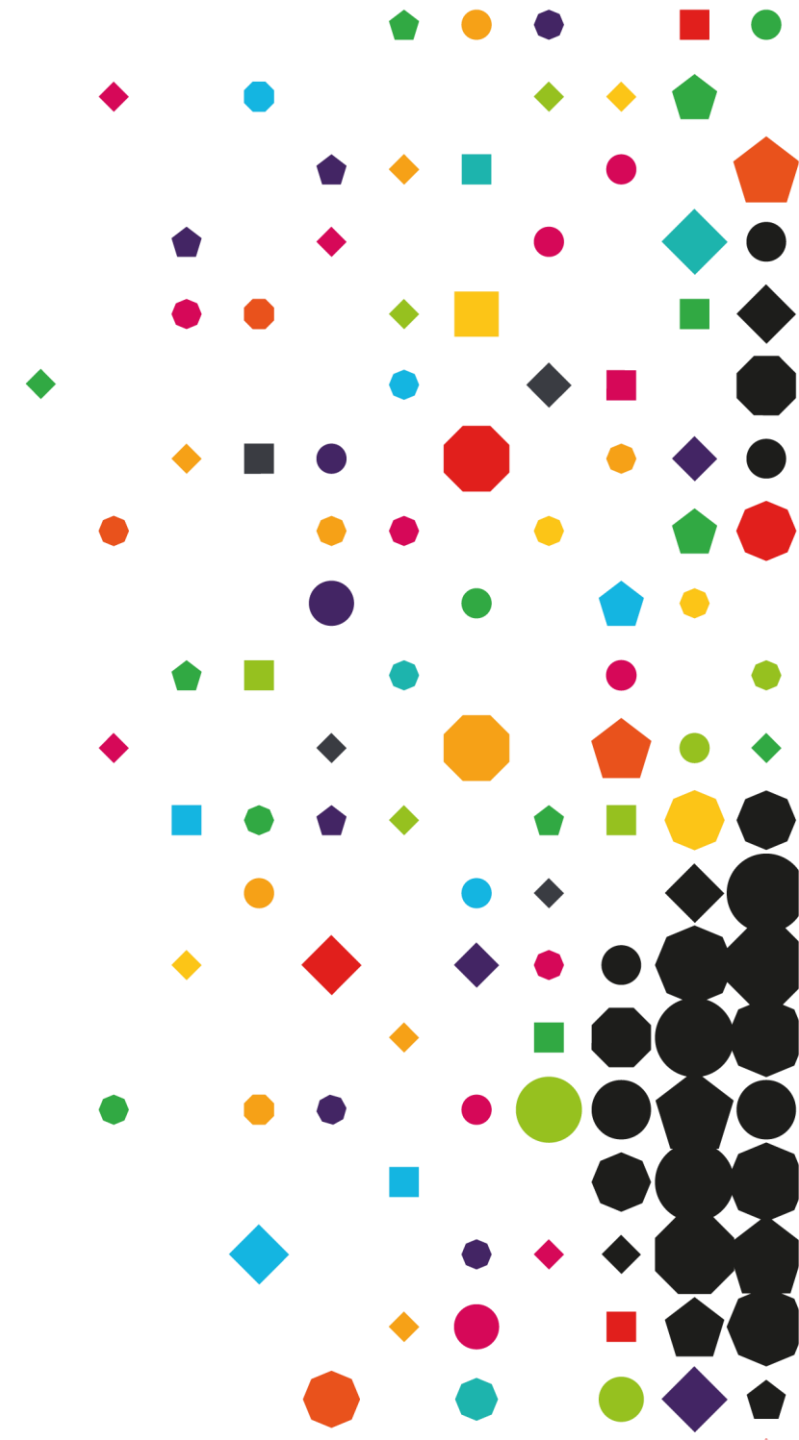
Project/improvement presentation question

- The project is submitted to us at gateway

- The assessment plan requires us to provide you with a question for the apprentice to answer on the presentation after gateway has been passed, e.g.

  - 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 question will be specific to the project

- 8 days from Gateway having been passed, allocated question will be available on EPA PRO – it is the responsibility of the centre to check and prompt the apprentice when the allocated question is received.

How should the question be addressed?

The answer to the question must be included in the presentation

The presentation must also address

- the KSBs listed in the assessment plan

- the aim, outcome, responsibilities involved

- how the task/s were approached and the skills shown in doing so

- The answer may be incorporated into the presentation as a whole or addressed with an additional slide, depending on the question asked

The project report to be submitted at Gateway

We ask for a report that includes the following content in order to set a relevant question:

- Scoping

- Planning

- Managing

- Communicating with stakeholders

- Monitoring and reporting the results of your project

- and a reflection on what could have been improved.

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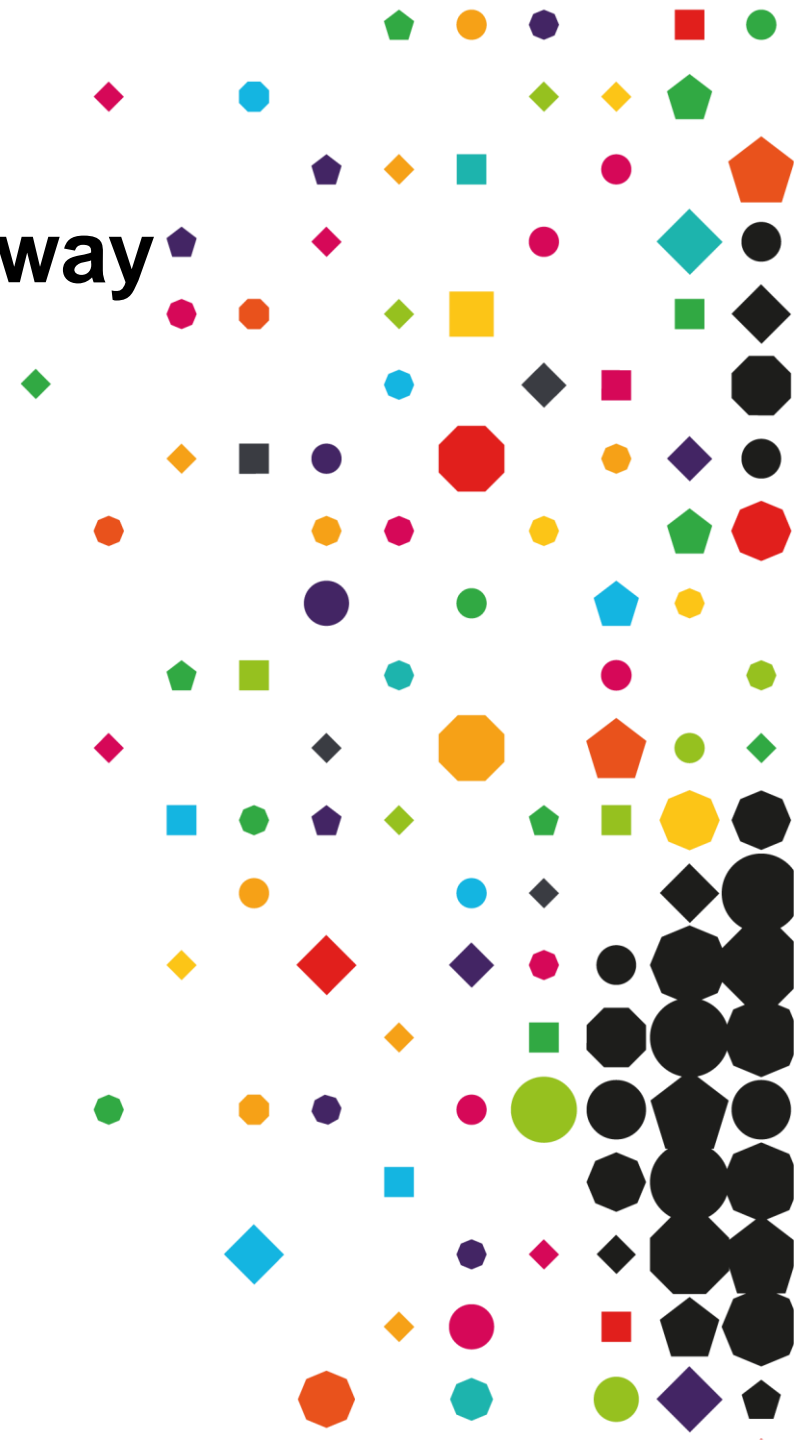
What makes a Distinction grade apprentice?

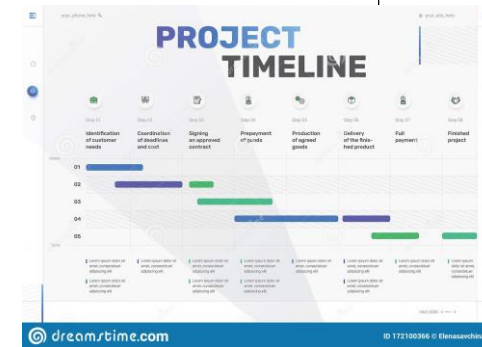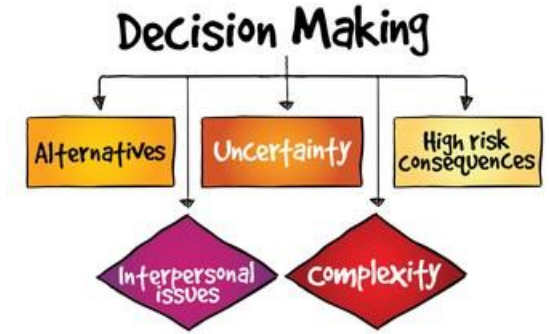## The Portfolio- based interview

- Consistency

- Being pro-active

- Being responsive
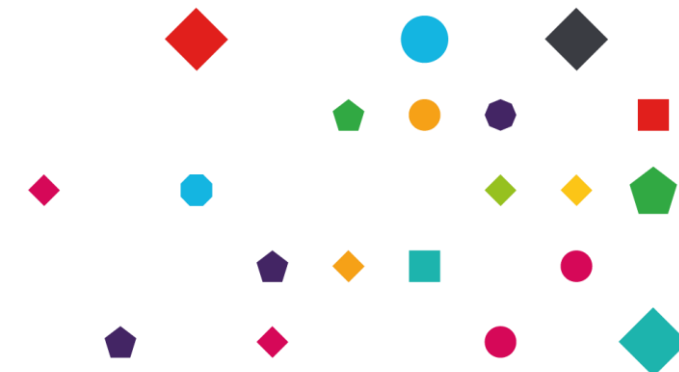
What makes a Distinction grade apprentice?

Project/improvement presentation

- The right project - significant

- Decision making

- Project management skills

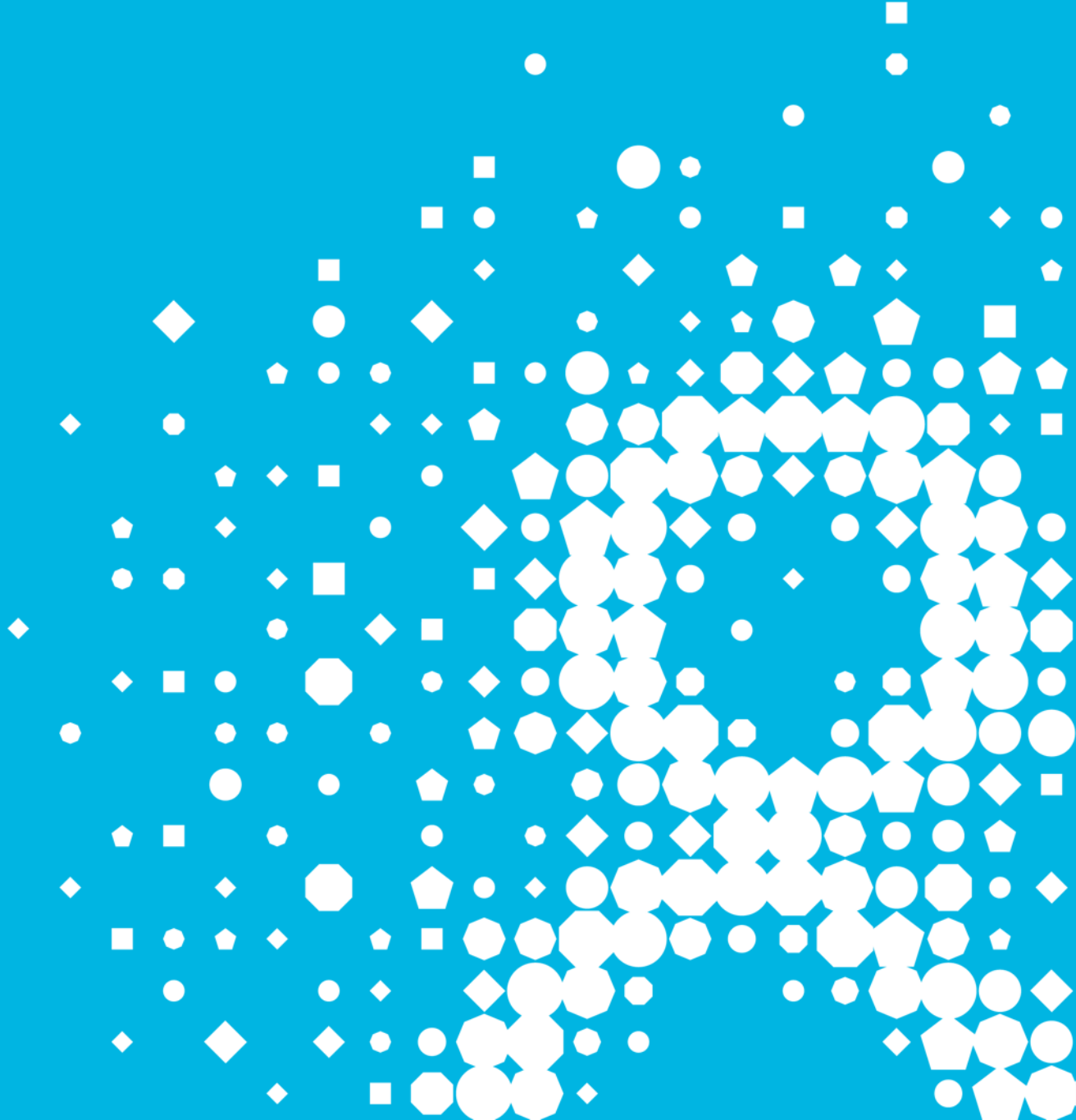# Example of a pass vs distinction apprentice

Decision making

Pass: Decisions are thought through, using a range of information to make a sound judgement	P1	
Distinction: Decisions are continuously made by thoughtfully considering different information and the risks of any action	D2	

Areas to be aware of

IT

Pass: Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information	P1	Portfolio-based interview & Project presentation
Distinction: Consistently demonstrates they can use IT packages and can provide varied, quality examples	D1	Portfolio-based interview
Distinction: Able to perform tasks relevant to their role using IT packages and can coach others in using IT	D2	

Interpersonal skills

Pass: Works effectively with a range of people	P1	Portfolio-based interview & Project presentation
Pass: Influences and challenges peers when necessary	P2	Project Presentation
Distinction: Influences managers as well as peers	D1	Project Presentation
Distinction: Constructively challenges managers, as well as peers, when necessary	D2	Project Presentation

Communications

Distinction: Champions an appropriate choice of communication channels	D2	Portfolio-based interview

Planning and organisation

Pass: Effectively manages resources and meetings	P3	
Pass: Takes responsibility for logistics and can provide examples	P4	Portfolio-based interview
Distinction: Makes plans that efficiently maximise resources and personally ensures results are achieved	D1	Project Presentation
Distinction: Improves the management of resources e.g. identifies cost savings or process improvements	D2	
Distinction: Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this	D3	Portfolio-based interview

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Stakeholders

Pass: Demonstrates they have worked with stakeholders to achieve results	P2	Project Presentation
Distinction: Understands and follows the principles of stakeholder management	D1	Portfolio-based interview
Distinction: Goes beyond expectations to build constructive relationships with stakeholders	D2	Project Presentation

Personal Qualities

Pass: Regularly shows integrity, reliability, positivity and self-motivation	P1	Portfolio-based interview & Project presentation
Distinction: Always shows integrity, reliability, positivity and self-motivation and successfully encourages others to show more of these qualities	D1	

Reasons for failure

- Relevant regulations

- Policies

- External environment factors

FAIL
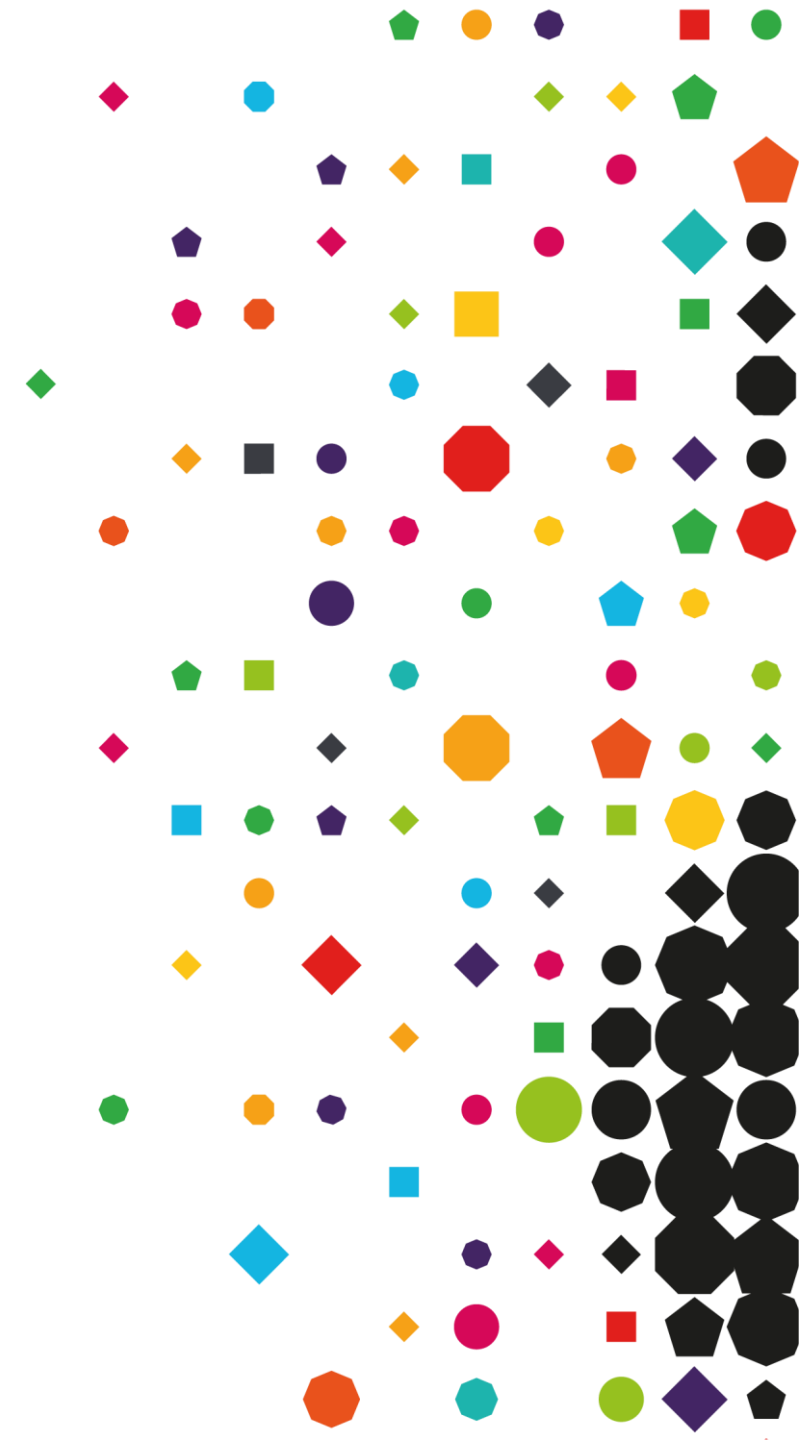
In conclusion

- All the grading criteria are clearly set out in the End Point Assessment Pack

- How these criteria are divided between the different assessment methods is clearly laid out in the colour coded-mapping document in the annexe, but also in the grids under each section of the pack.

- Apprentices need to understand what is expected of them

- Employers need to understand what is expected and support their apprentices by allowing them to develop relevant knowledge, skills and behaviours.

- Centres need to make sure these things happen!

EPA Pro and our AP03 Resources

Laura Dean

Documentation & Next Steps

Other Resources

LIEPA reports and exemplar material documentation are available on our SmartScreen platform

Supporting You!

- **Customer Services**
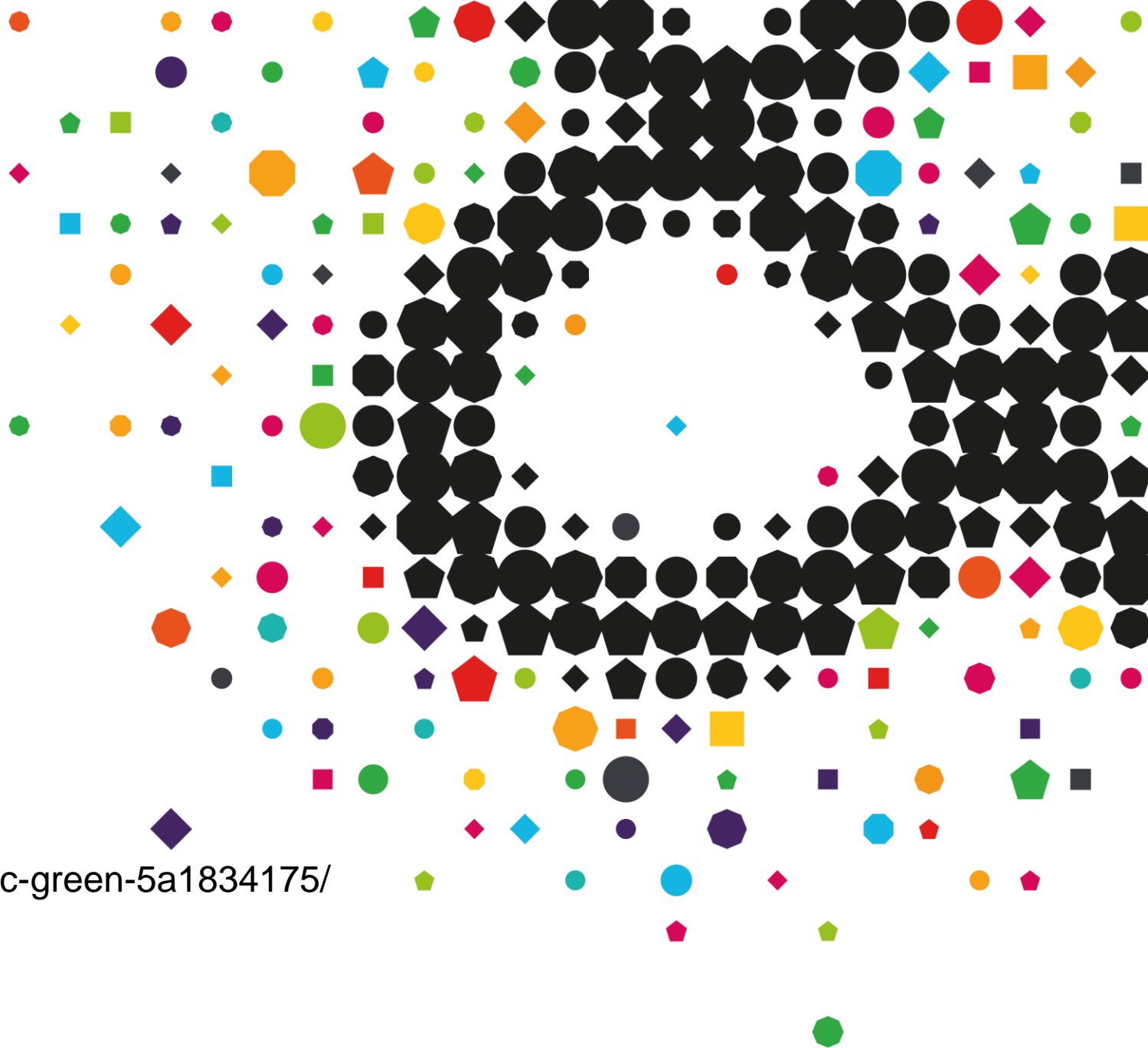 - **CentreSupport@CityandGuilds.com**
  - **Tel: 01924 930800**

- **Help for centres https://www.cityandguilds.com/help/help-for-centres**
  - Walled Garden help
  - SmartScreen help
  - Evolve help

- **Business Skills webpage: https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills#**

- **Technical Advisor – Business Dominic.Green@CityandGuilds.com**

- **Next steps webinar – Preparing for EPA (late Summer)**

- **Register for updates here: https://www.cityandguilds.com/what-we-offer/centres/email-updates**

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Questions

answers

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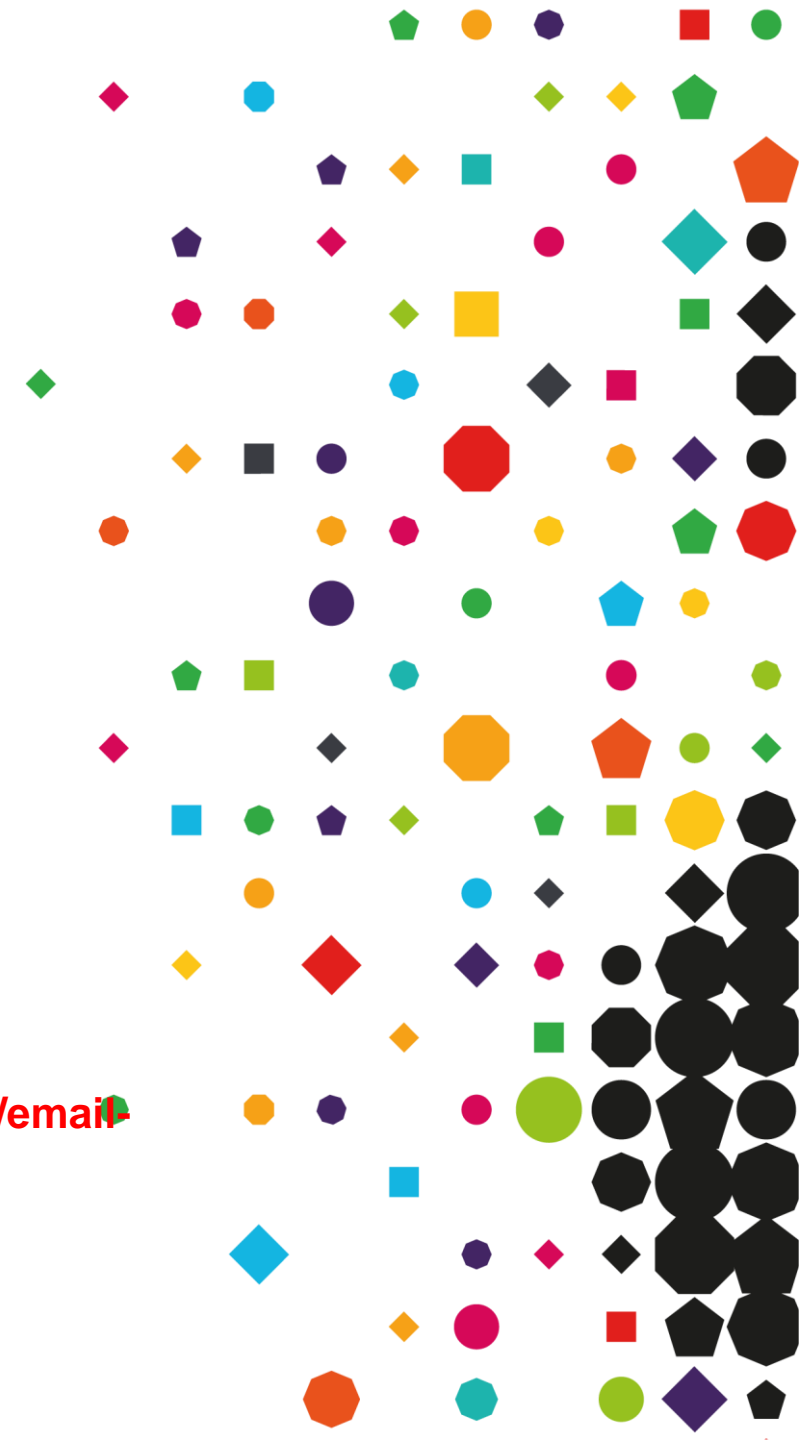
Thank you

Twitter: @candgbusiness 🐦
LinkedIn: https://www.linkedin.com/in/dominic-green-5a1834175/

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