Webinar 3
Level 3
Business Administrator
Assessment Plan AP03

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Wednesday 12th May 2021

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Objectives of today

Business Administrator 9473

- **Recap - new assessment plan**

- **Mapping of Assessment Methods**

- **LIEPA Liz Henderson**
  - Project/improvement presentation
    - the question asked by the assessor
    - submission of presentation
  - What makes a Distinction apprentice?
  - Tricky corners in each assessment
  - Resources

- **Q&A**

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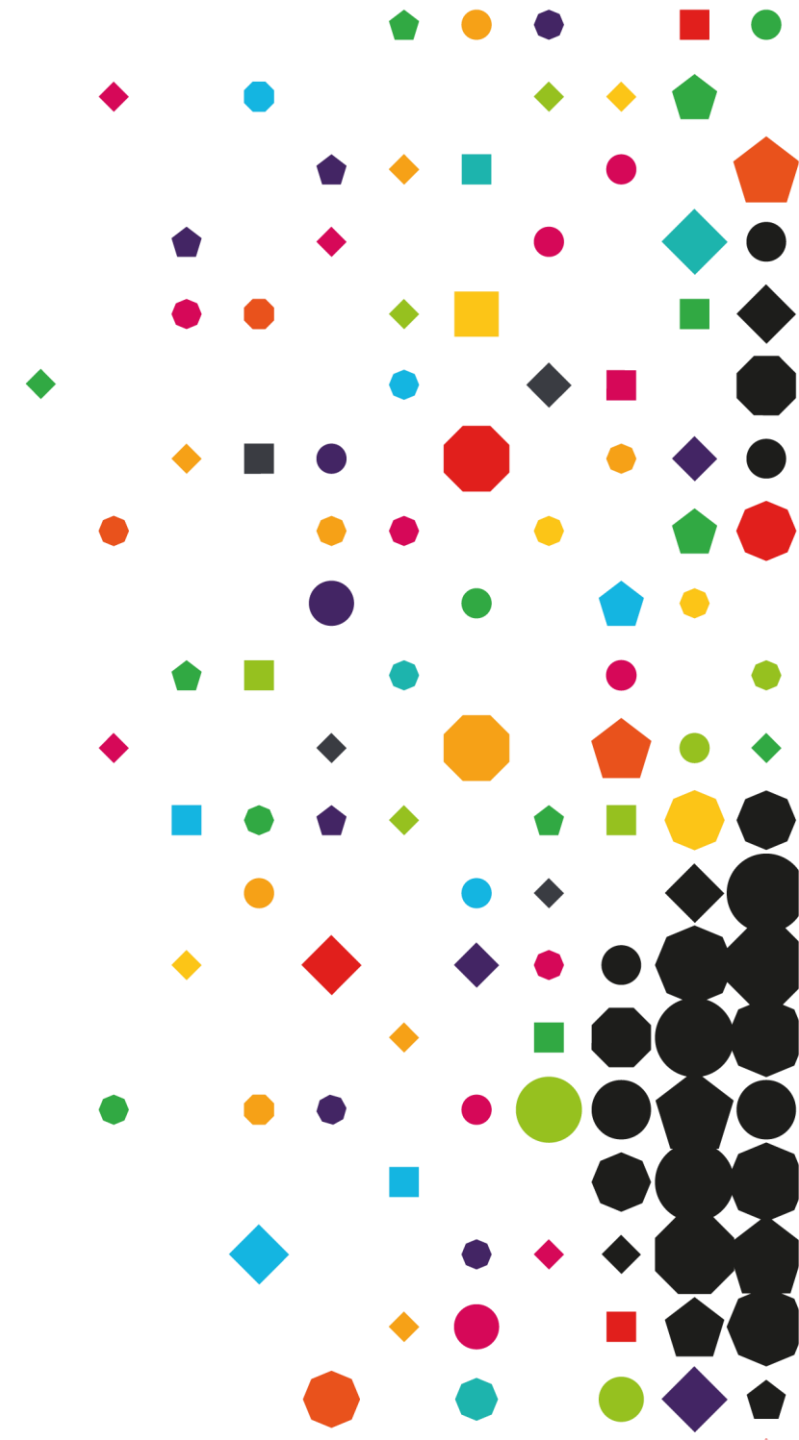
Recap

The new assessment plan AP03

Recap

- IfATE published a new assessment plan on the 10th September 2020

- 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** now open for registrations

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

- EPA Bookings available for AP03 from October 2021

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

ST0070/AP03

Business Administrator:

Level 3 Standard Assessment Plan

1. **Introduction**

The Business Administrator apprenticeship is a minimum of 12 months and should typically be completed within 18 months. The apprenticeship provides a highly transferable set of knowledge, skills and behaviours, which can be gained working across an organisation and its processes. The apprenticeship is a firm grounding in organisational operations and functional processes, as well as the wider working environment.

Key responsibilities include developing, implementing, maintaining and improving administrative services. In doing so, the apprentice is expected to work independently and take responsibility for the outcomes of their work, with support of the employer and the training provider. Through working across functional areas, apprentices build team relationships quickly and learn from

Centre document library

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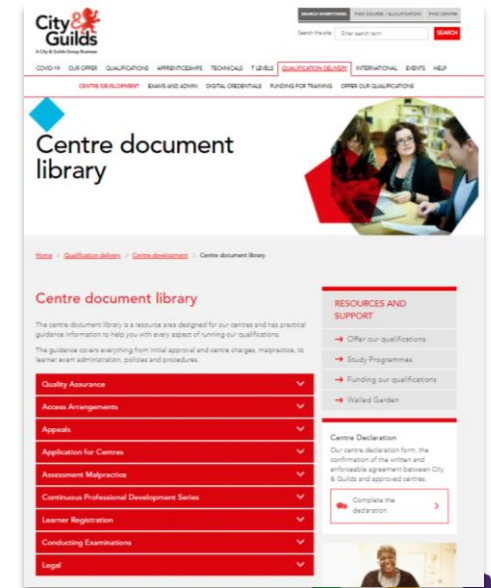
The New Assessment Plan

The good news!

- The standard or the KSBs have **NOT** changed

- This should not impact on your delivery

- Only impacts learners with an ILR start date of 10th Sept 2020 onwards

- Now open for registrations

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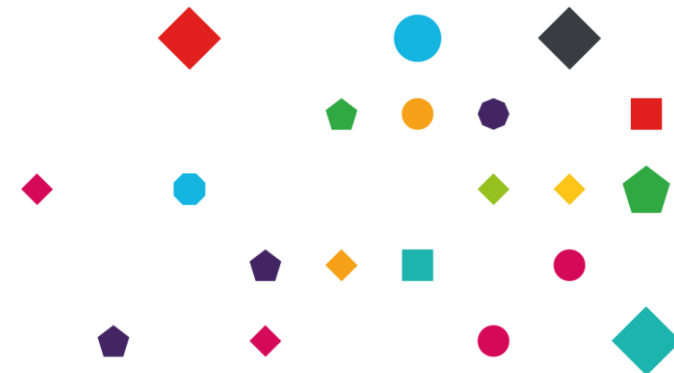
EPA for Business Administrator

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

Project presentation

Conducted remotely.

January webinar
https://www.youtube.com/watch?v=LxJ21_mXEdM
March webinar
https://www.youtube.com/watch?v=e7wiUE1LcOw

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**

The current standard dictates that the Portfolio-based Interview and Project/Improvement Presentation are marked individually, so this means any evidence obtained in one assessment can not be used to support marks in any other assessment.

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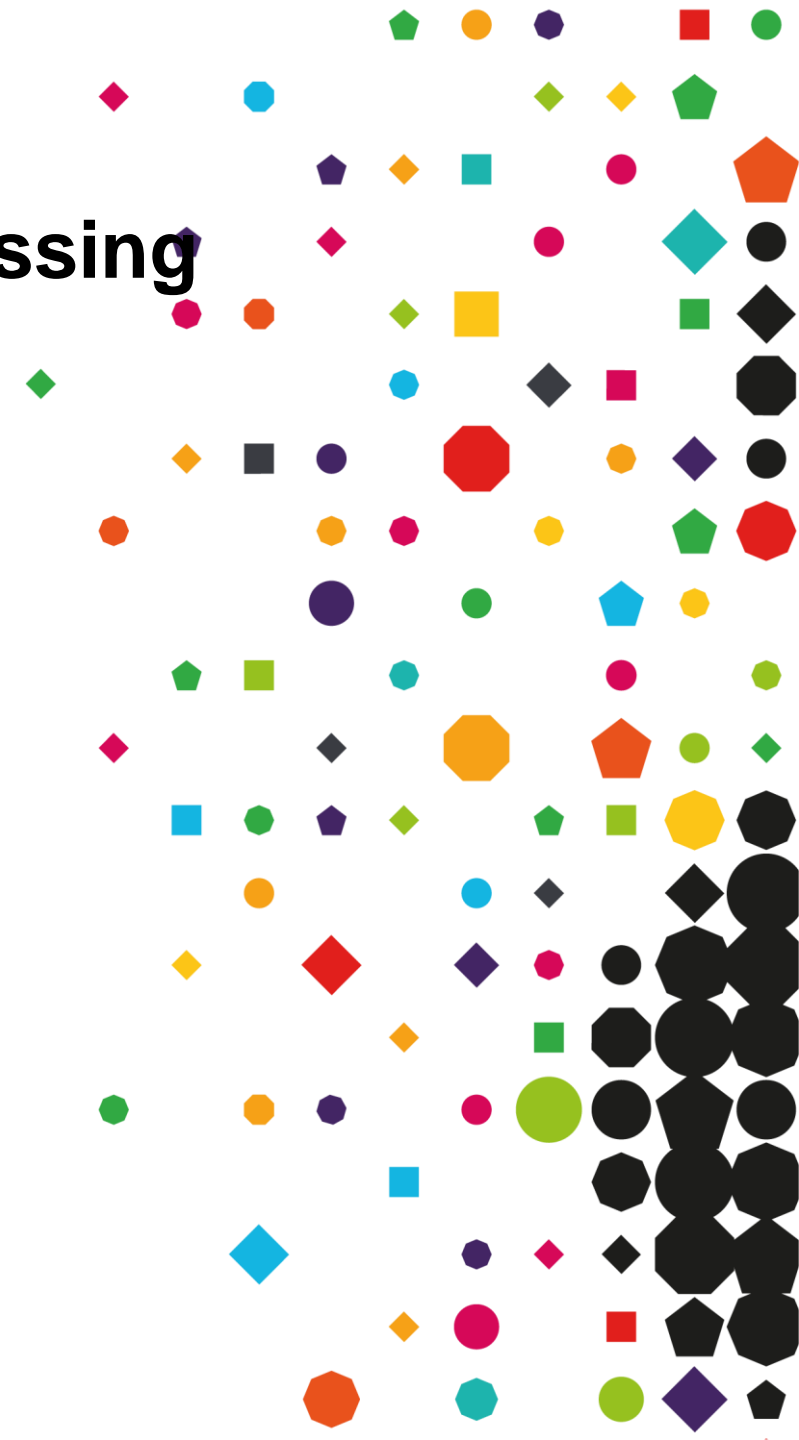
New process

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.**
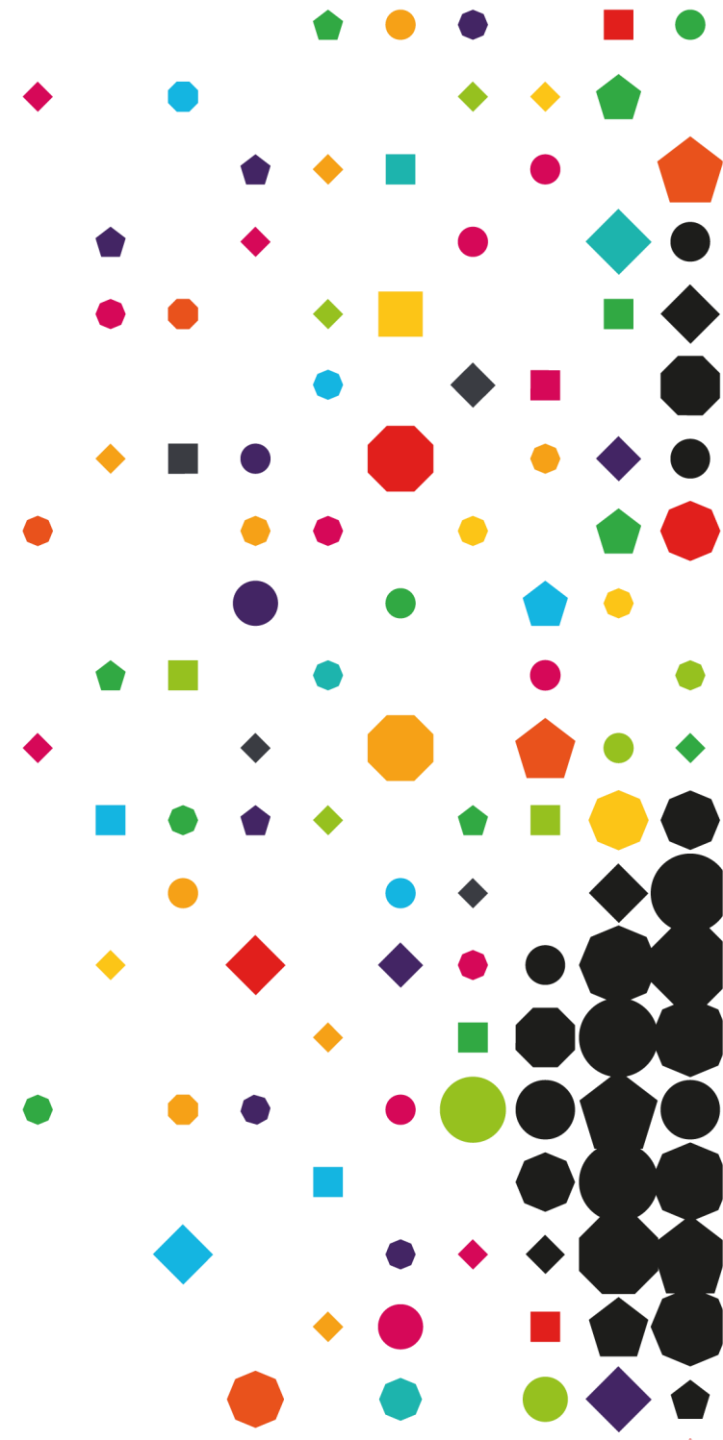
Mapping of Assessment Methods Criteria Coverage

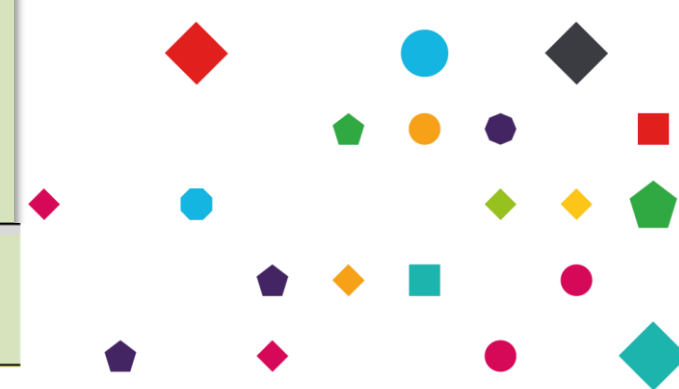# **Mapping of Assessment Methods Criteria coverage**

- 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.
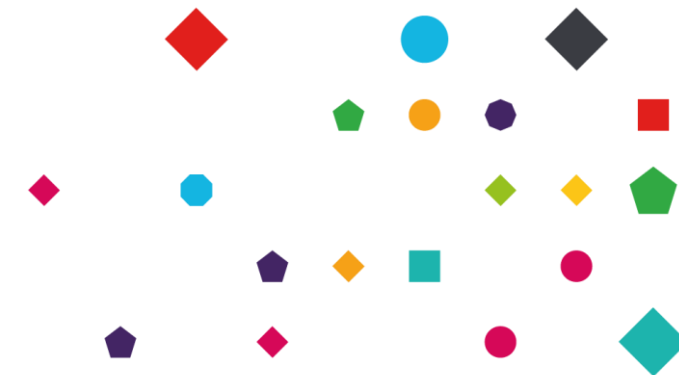
Mapping of Assessment Methods Criteria Coverage

| 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	Portfolio-based interview
	Pass: Recommendations and solutions only need minor improvements	P2	
	Pass: Supports others in producing documents and can provide examples	P3	
	Distinction: Records are consistently accurate and confidential	D1	
	Distinction: Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation	D2	
	Distinction: Offers to coach others and good performance is recorded in feedback	D3	

Portfolio-based interview & Project presentation

Portfolio-based interview

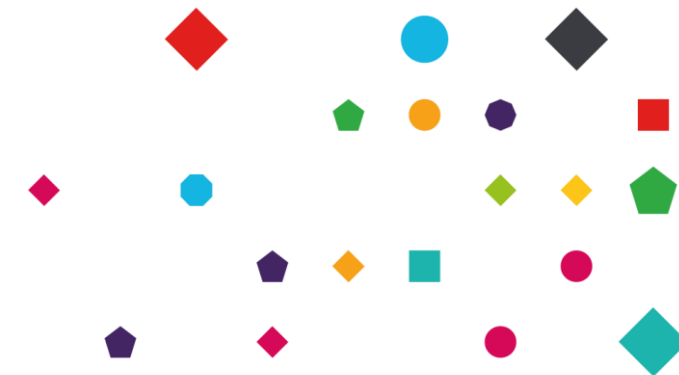# Mapping of Assessment Methods Criteria Coverage

Decision making			
	Pass: Decisions are thought through, using a range of information to make a sound judgement	P1	
	Pass: Challenges appropriately and is polite when doing so	P2	Project Presentation
	Pass: Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person	P3	
	Distinction: Decisions are timely and consistently show good judgement	D1	
	Distinction: Decisions are continuously made by thoughtfully considering different information and the risks of any action	D2	
	Distinction: Decisions are fully evidenced and justifiable	D3	
	Distinction: Consistently behaves and seeks advice in a mature way	D4	

☐ Project Presentation
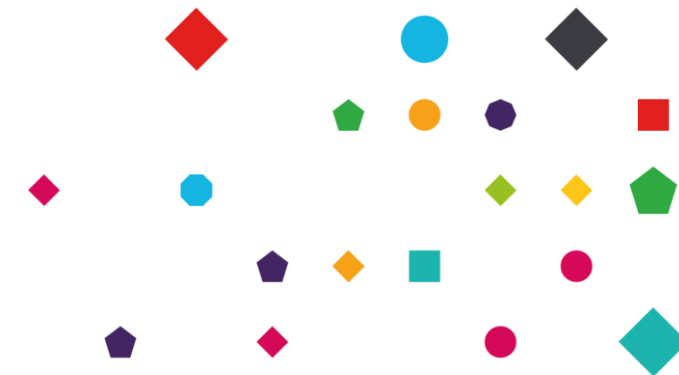
Mapping of Assessment Methods Criteria Coverage

Communications	**Pass:** Demonstrates they can communicate clearly, in both written and verbal communication	P1	Project Presentation
	Pass: Shows flexibility to different situations	P2	Project Presentation
	Pass: Uses appropriate communication channels dependent on the subject matter	P3	Project Presentation
	Pass: Demonstrates ability to answer queries effectively from both inside and outside	P4	Portfolio-based interview
	Distinction: Communication is consistently clear, both written and verbally	D1	Portfolio-based interview & Project presentation
	Distinction: Champions an appropriate choice of communication channels	D2	Portfolio-based interview
	Distinction: Consistently answers queries from both inside and outside of the organisation in a confident way	D3	

Mapping of Assessment Methods Criteria Coverage

Value of their skills			
Pass: Understands the structure of the organisation and how their work contributes	P1	Portfolio-based interview
Pass: Identifies their role within the team and value of their skills	P2	Project Presentation
Distinction: Understands the structure of the organisation and is able to discuss how different teams support each other	D1	Portfolio-based interview
Distinction: Understands the contribution their work makes and promotes its value	D2	Project Presentation
Distinction: Identifies their role within the team and is able to compare their skills with others	D3	Portfolio-based interview

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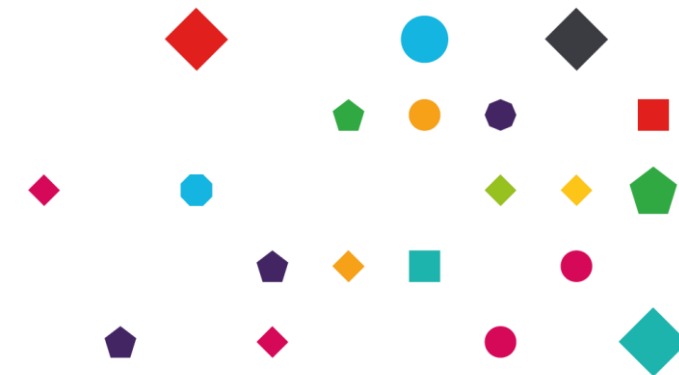
EPA Documents

- EPA Assessment Pack and recording forms
- Mapping of assessment methods criteria coverage
- Knowledge Test Guidance
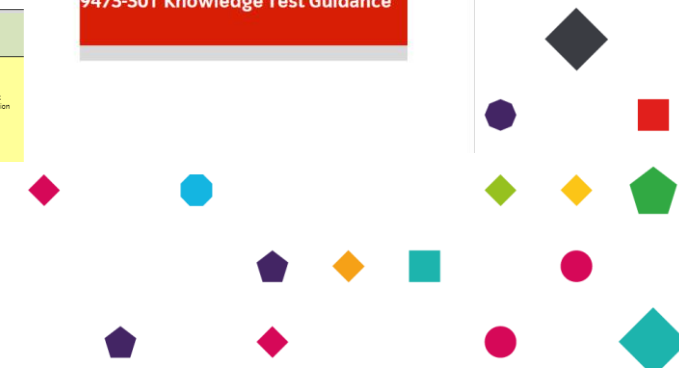
Lead IEPA
Business Administrator Level 3
Elizabeth Henderson

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LIEPA feedback

- Project/improvement presentation
  - the question asked by the assessor
  - submission of presentation
- What makes a Distinction apprentice?
- Tricky corners in each assessment
- Resources
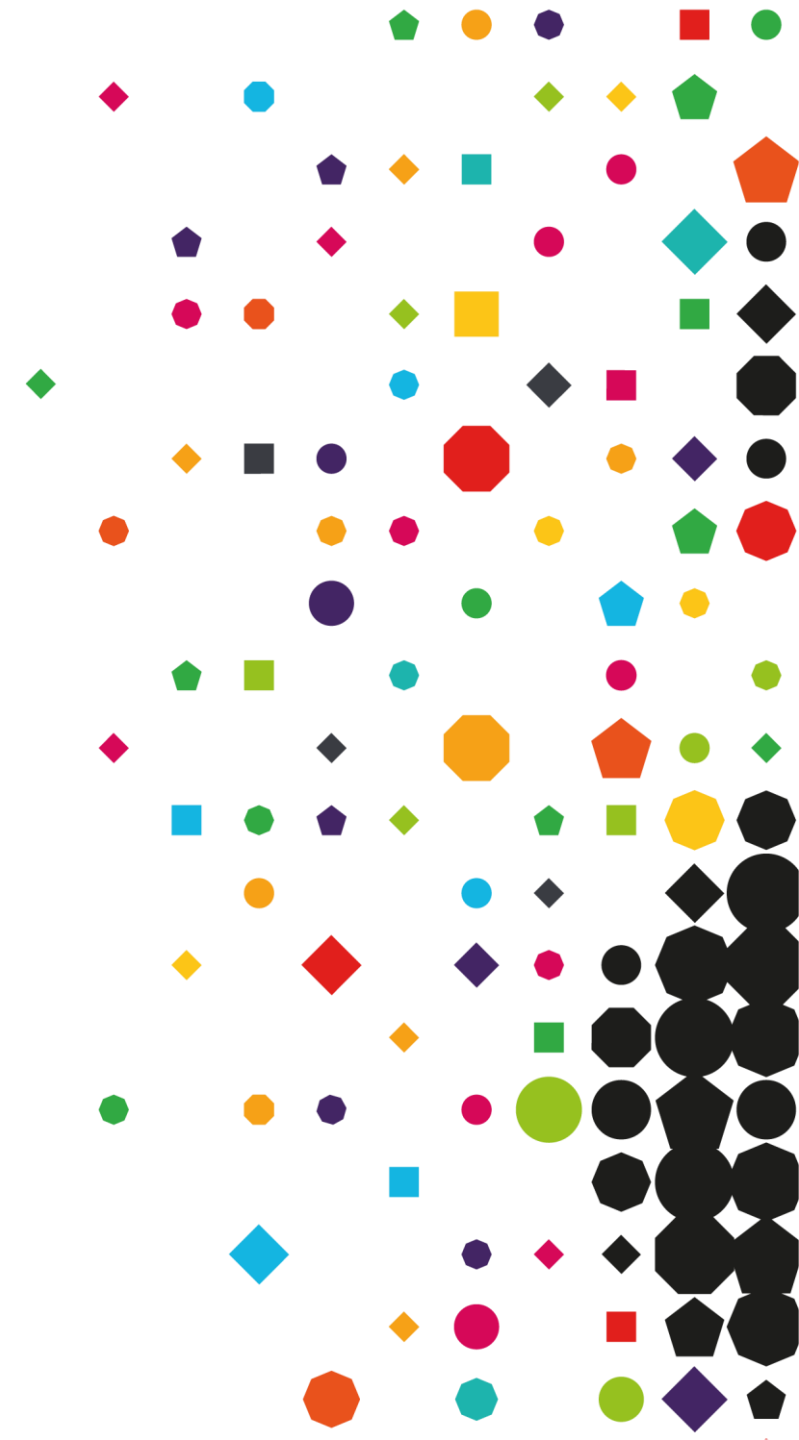
Project/improvement presentation question

- 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

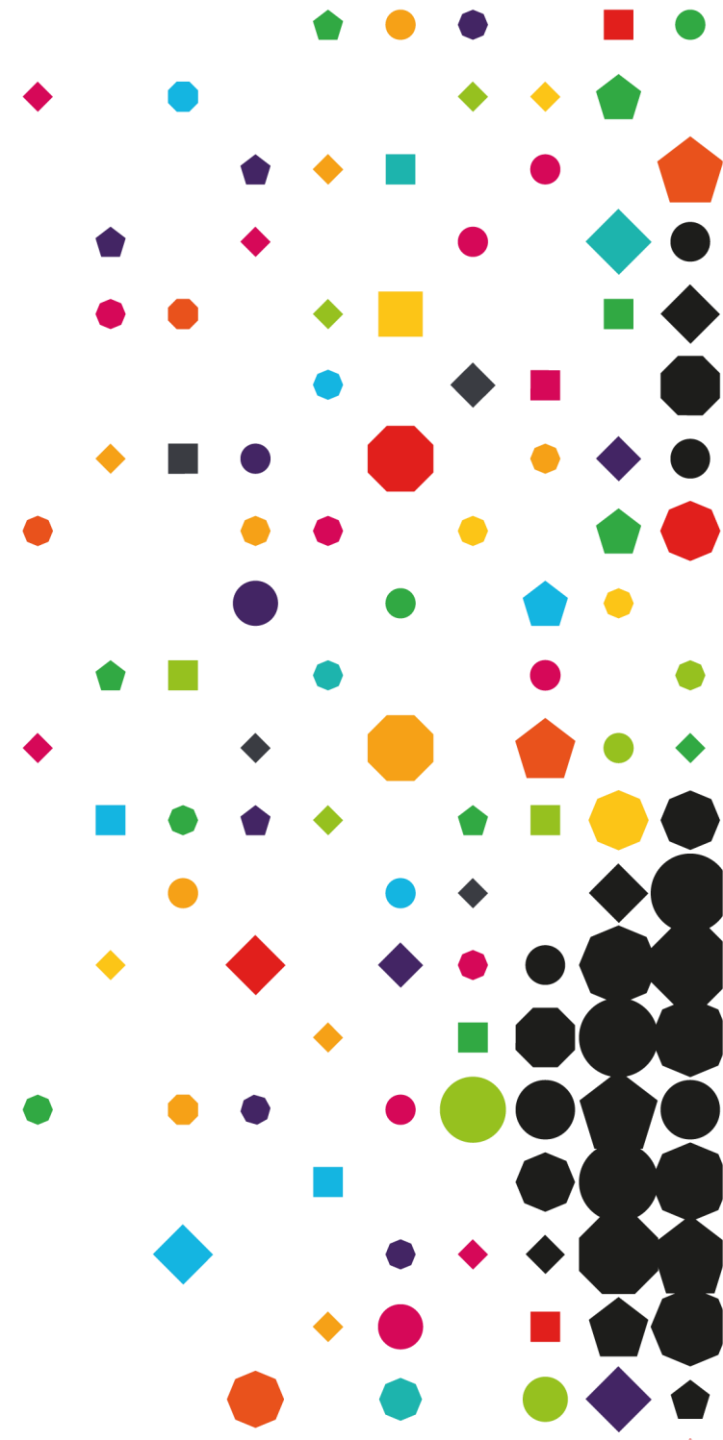# The project report to be submitted at Gateway

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.
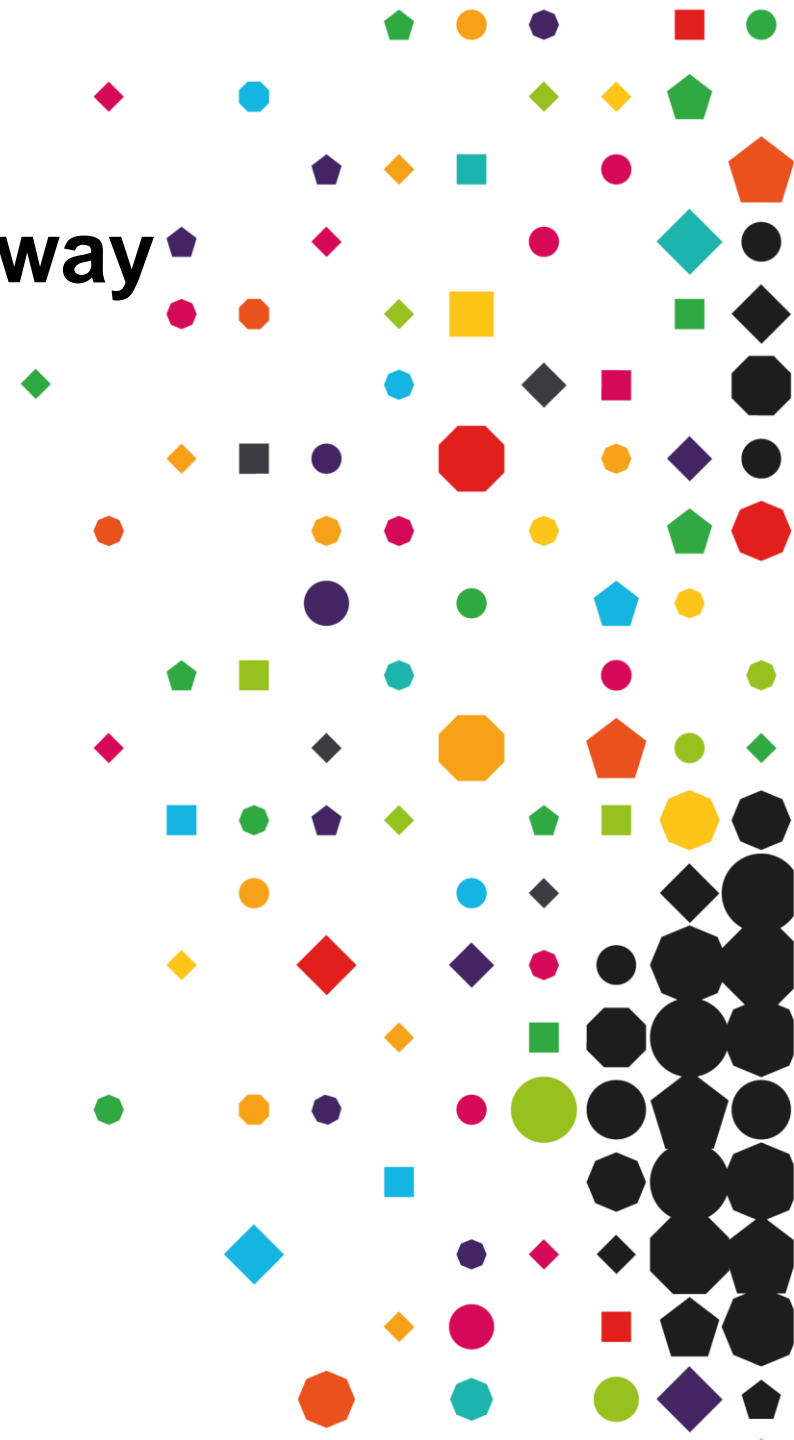
Mapping of the assessment criteria

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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	

What does success look like?

- Portfolios of learning are well indexed and easily referred to for good examples

- The project has been presented in terms of how the apprentice has demonstrated the KSBs

- There is confidence and familiarity with the terminology

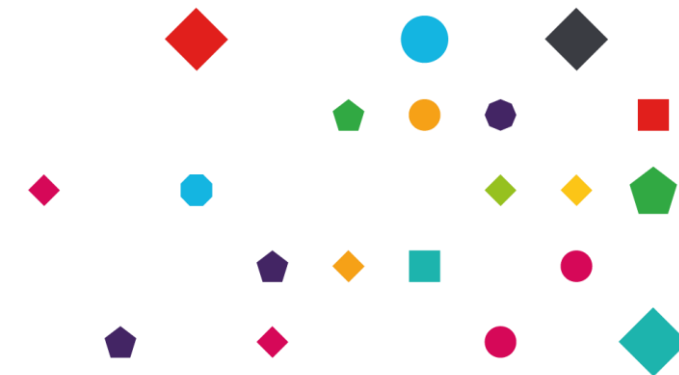- Employers create opportunities for development

shutterstock.com · 1495957622
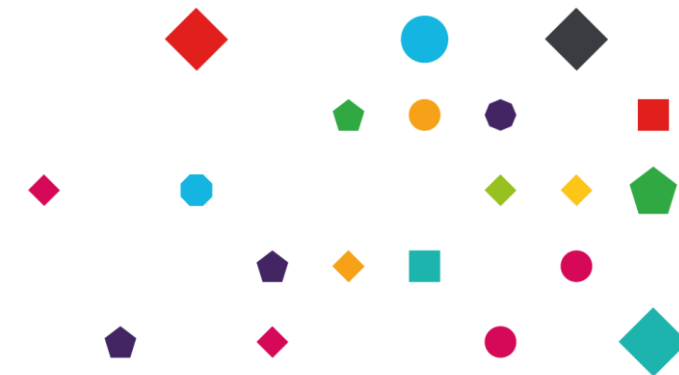
What makes a Distinction grade apprentice?

The Portfolio- based interview

- Consistency

- Being pro-active

- Being responsive

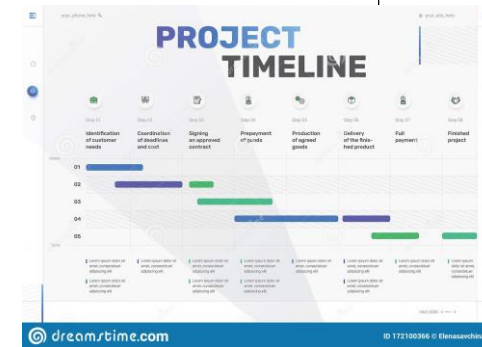# Example of a Pass vs Distinction apprentice

Interpersonal Skills

Pass: Supports others in the organisation and demonstrates coaching skills	P3	Portfolio-based interview
Distinction: Proactively offers to coach others and has had good performance recorded in feedback	D3	Portfolio-based interview

What makes a Distinction grade apprentice?

Project/improvement presentation

- The right project - significant
- Decision making
- Project management skills
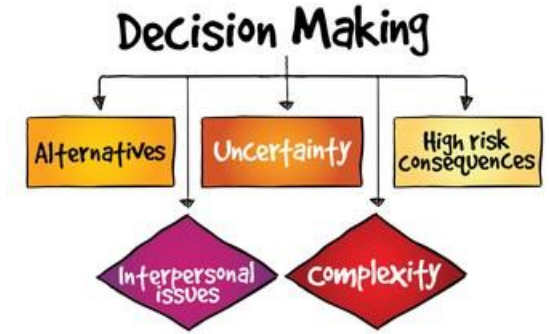
Example of a pass vs distinction apprentice

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	

Tricky corners

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	

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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
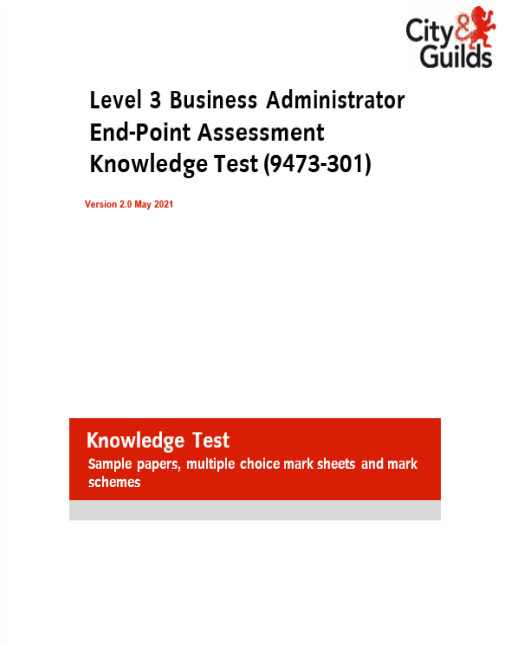
In conclusion

- 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!

Other Resources

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

Documentation & Next Steps

Locating our EPA Documents

https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/business-admin-and-public-services/9473-business-administrator-apprenticeship-endpoint-assessment#tab=documents

Business Administrator Apprenticeship End-point Assessment (9473)

| INFORMATION | DOCUMENTS |

Here you can find all documents related to this suite of apprenticeship.

By clicking on the section headings below, you can access a variety of documents such as the qualification handbooks and assessment materials, Statements of Purpose, and recognition letters from industry and employers.

Some documents may be password protected. Passwords can be retrieved by logging in to WalledGarden.com and visiting the Administration section of the relevant qualification catalogue page.

Interested in delivering this apprenticeship?

Find out more about how to become an approved City & Guilds centre or fill out our online customer application form.

- 9473-12 AP02 End-point Assessment EPA - for apprentices registered before 10 Sep 20
- 9473-22 AP03 End-point Assessment EPA for apprentices registered on or after 10 Sep 20
- Additional documents

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Support Materials

View — 718 unread
Welcome pack
Checklists
EPA Preparation Resources
EPA pack
Recording forms
Sample tests
LIEPA reports
Exemplar materials
EPA handbook
Useful Links
Sample synoptic project
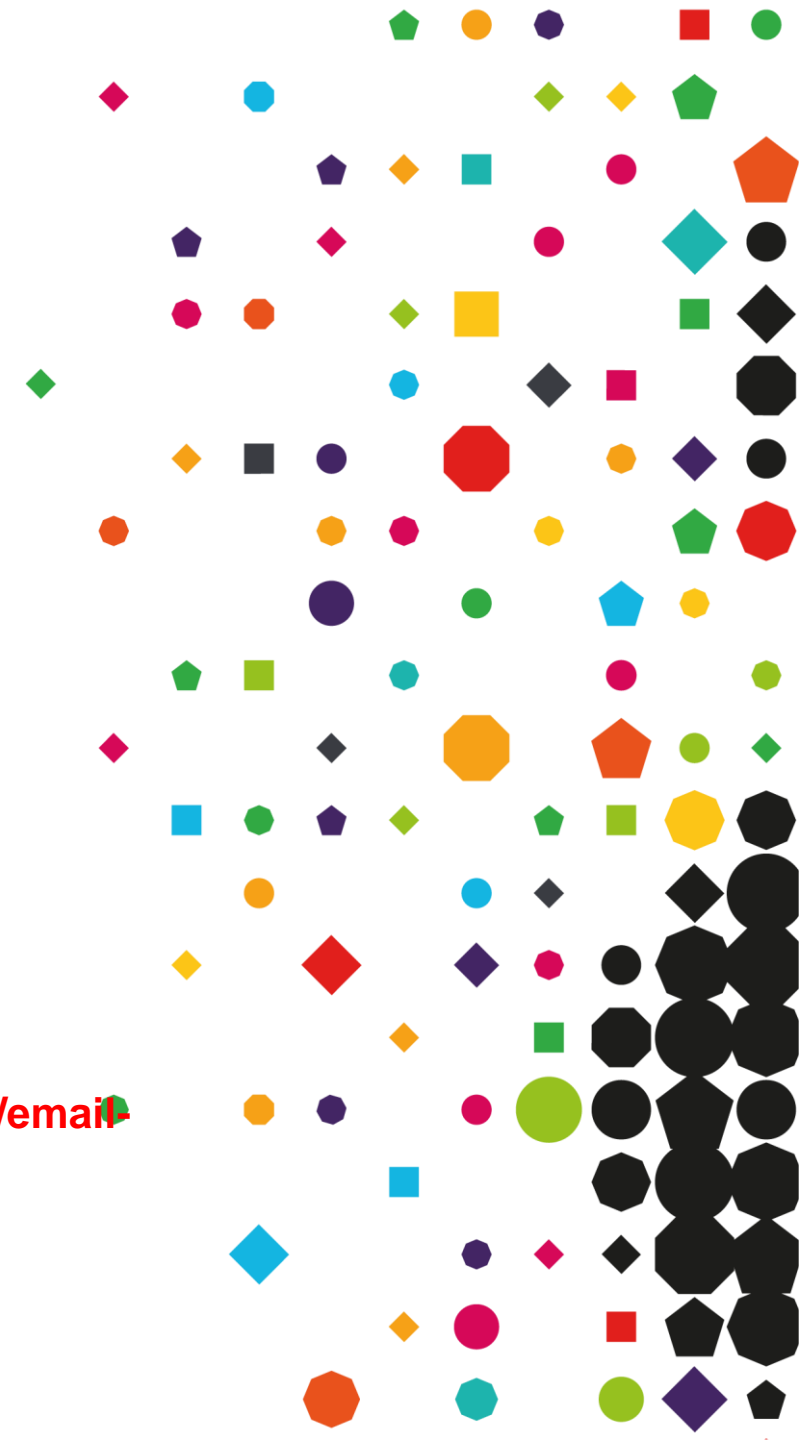Gateway Support
Synoptic project packs

Dashboard

Latest News

New EPA Pro release is now live
by Lorna Tyrtania | 1st Mar 2021

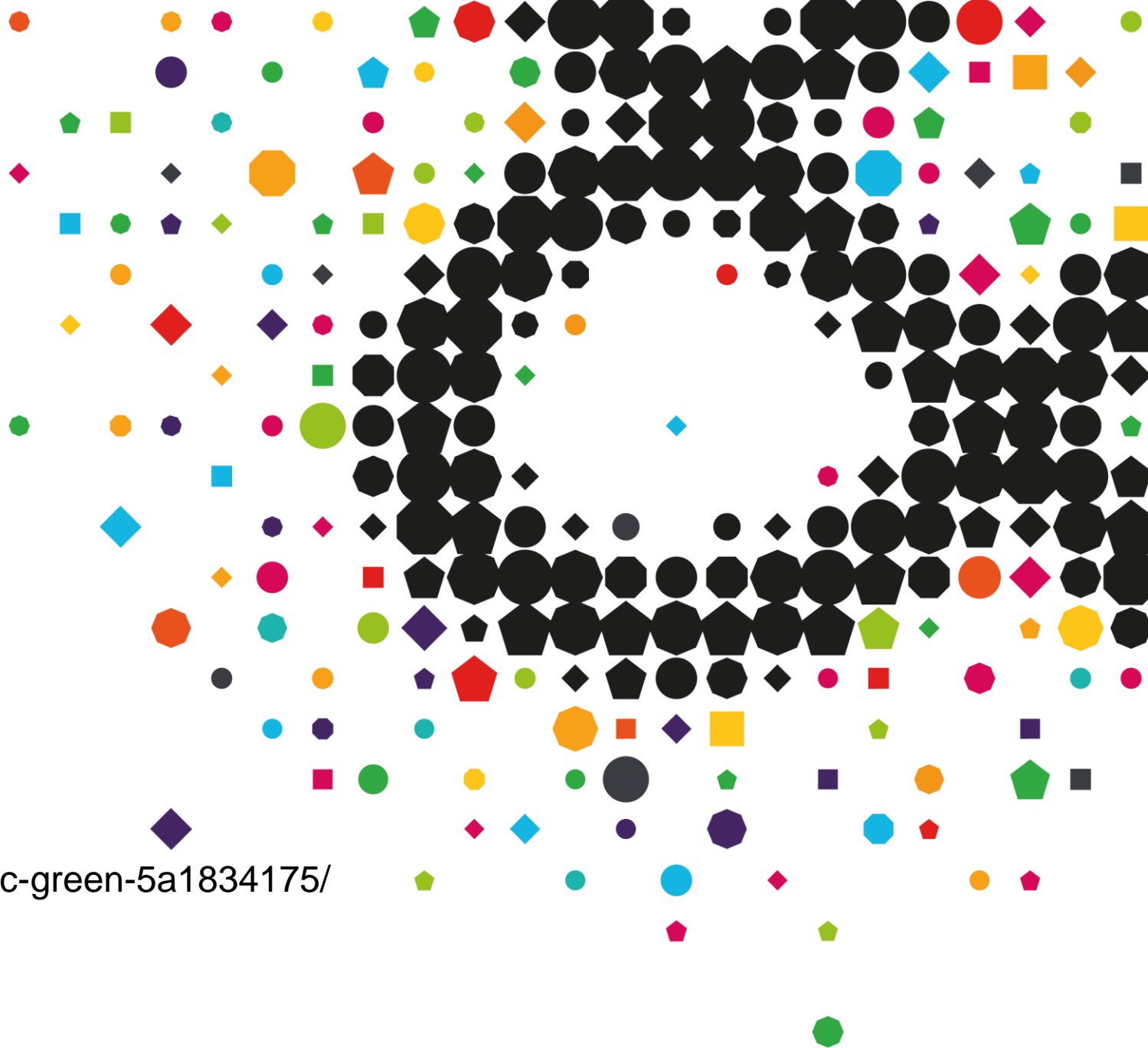The latest release of functionality in EPA Pro is now live,

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

Thank you

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