Introduction to the Level 3 Business Administrator Assessment Plan Changes

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Monday 25th January 2021

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Objectives of today

Business Administrator 9473

- Why are we hosting this webinar?
- The current assessment plan
- The new assessment plan
- Documentation & resources
- Quality assurance & LIEPA feedback
- EPA Pro
- Summary
- Q&A – Please feel free to enter questions

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

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Why are we hosting this webinar?

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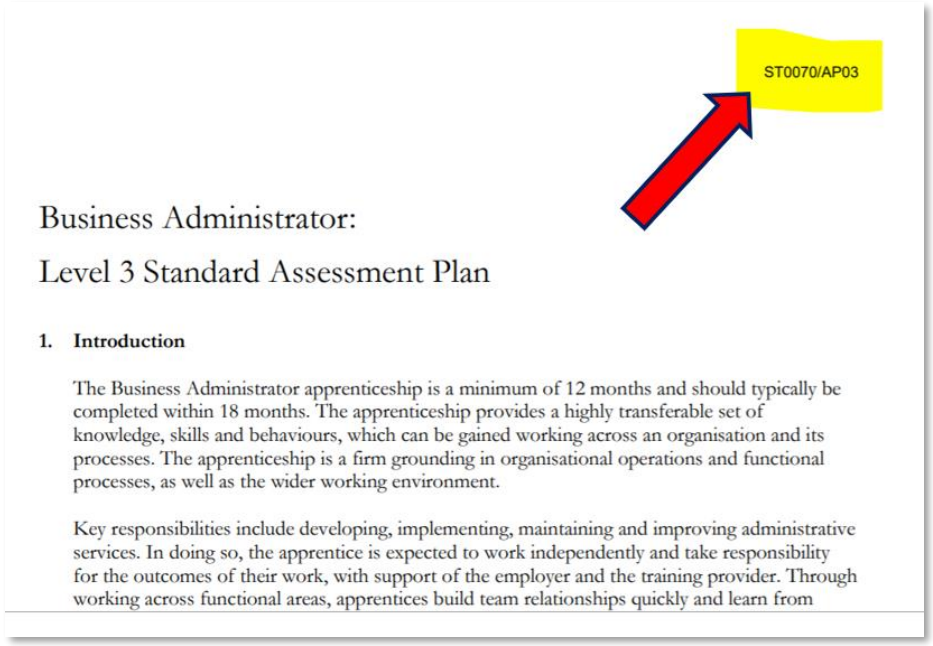
Why are we hosting this webinar?

- IfATE have released a new assessment plan
- Impacts all learners registered from 10th September 2020
- Known as ST0070/APV03
- Why was this webinar rescheduled?



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The Current Assessment Plan (APV02)

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EPA for Business Administrator

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

Portfolio based interview

Project presentation

Conducted remotely.

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The Knowledge Test

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Business Administrator EPA – knowledge test (MC)

- Completed on-line and requires invigilating by either the employer, provider or EPAO
- 60 minutes – 50 equally weighted multiple-choice questions with four possible answers each.
- Assesses the knowledge and skills of the standard as indicated in the assessment methods and grading criteria (annex)
- Focus is on non-organisation specific knowledge outlined in the standard.
  - Relevant regulations and laws
  - Business fundamentals
  - Project management principles
- Should typically be passed before the apprentice progresses to the portfolio-based interview and project/improvement presentation.
- Sample test available on SmartScreen & website
- Evolve test cannot be taken until after the apprentice has gone through Gateway.
- Booking of the Evolve test takes 5 working days (not on immediate demand)

The Portfolio Based Interview

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Business Administrator EPA – portfolio based interview

- The portfolio should be submitted to us no later than 2 weeks prior to the interview
- This assessment is to be completed remotely using ‘Go To Meeting’
- ‘Go To Meeting’ will be the platform used to record the assessment
- 30-45 minutes of interview. (Be prepared, get a drink)
- Portfolio is not directly assessed but used to frame the discussion at interview.
- The interview is:
  - used to authenticate and validate the evidence
  - to probe and expand on the evidence

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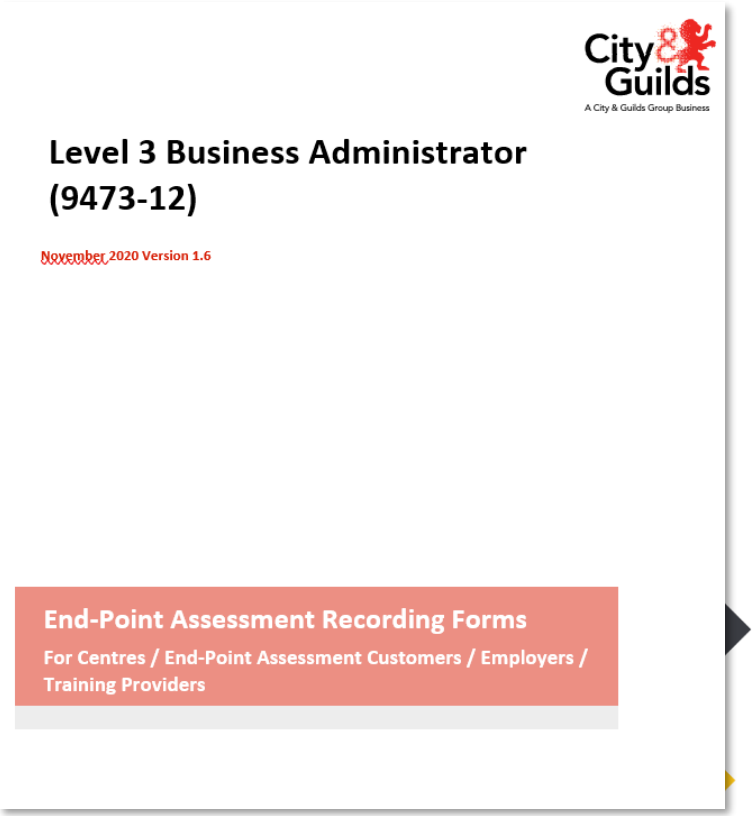
Business Administrator EPA – portfolio based interview

The Portfolio:

- Evidence of work gathered on-programme that demonstrates the apprentice's competence against the standard.
- minimum of 8-12 pages, with a recommended maximum of 25 pages, for consistency.
- Evidence should be referenced to its associated criteria using the evidence reference form



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The Project Based Presentation

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Business Administrator project/improvement presentation

The presentation should include:

- The aim, outcome and responsibilities of the KSBs shown in the project/process improvement
- 10-15min duration followed by 10-15 minutes of Q&A
- Produced on Prezi, PowerPoint
- The project/process should account for **21-35** working hours over the apprenticeship and be work-based.
- We recommend the presentation is backed up by a report style document consisting of **2000-5000** words
- The report style document should be uploaded no later than 2 weeks prior to EPA.
- Report should incorporate scoping, planning, managing communicating to stakeholders, monitoring and reporting results
- Project should not be started until month 9.

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Business Administrator project/improvement presentation

- The apprentice chooses the project/process improvement with guidance from the employer and training provider

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The New Assessment Plan (APV03)

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The New Assessment Plan

<u>The good news!</u>

- The standard or the KSBs have **NOT** changed
- This should not impact on your delivery
- Impacts learners with an ILR start date of 10th Sept 2020 onwards
- We will be introducing a new POS code associated to APV03 9473-22
- Open for registration 12th February 2021 onwards
- We will transfer all current registrations from the 10th Sept 2020 across to new POS

Adjustments in the new assessment plan

- There are 7 primary adjustments to the assessment plan.
  1. Two iterations in 2 months
  2. Weighting
  3. Grading
  4. Mapping of KSBs
  5. Project Question
  6. Re-sits, re-takes and capping
  7. Invigilation

Adjustments in the new assessment plan

2 Iterations

- An amended version of the assessment plan was issued on 22nd July
- A number of EPAOs and other stakeholders raised concerns and queries regarding the content of this plan
- Policy have reviewed, and to sit within an adjustment, pending a route review, APV03 has been published

Weighting & Grading

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Changes - Weighting

Each assessment method now has equal weightings of 33% each.

Assessment Method	AP02	AP03
Knowledge Test	20%	33%
Portfolio based Interview	40%	33%
Project/Improvement Presentation	40%	33%

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Changes - Grading

Grading (Knowledge Test) **No Change**

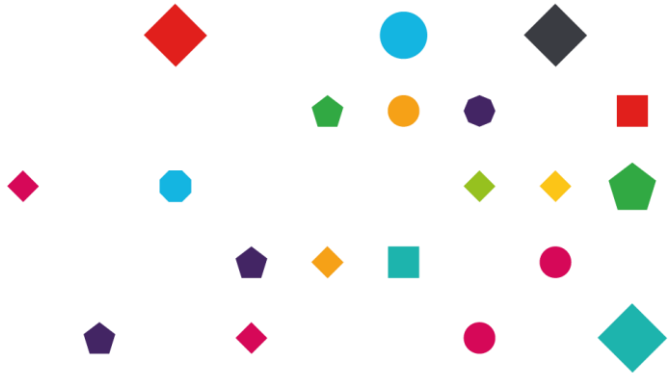
- To achieve a pass 30/50 is required in the multiple choice test
- To achieve a distinction 40/50 is required in the multiple choice test

Grading (Portfolio based Interview and Project/Improvement Presentation)

- To achieve a pass apprentices must achieve **all** pass criteria
- To achieve a distinction apprentices must achieve **all** distinction criteria

Covering certain aspects of the new AP03 may prove more difficult

- Application of knowledge, e.g. understand and follows the principles of stakeholder management
- More information to follow in the March webinar.



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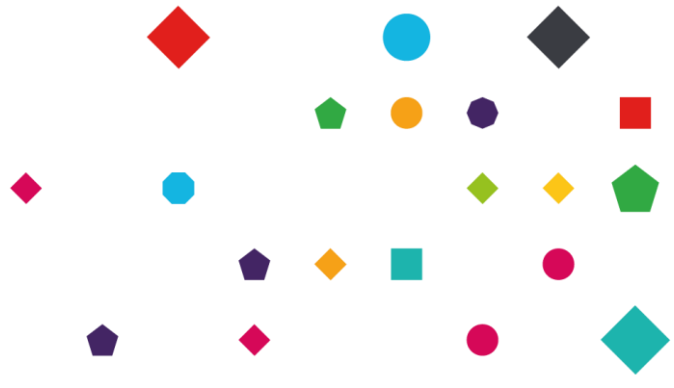
Changes- Overall Grading

Knowledge test	Project Presentation	Portfolio Interview	Overall Grade
PASS	PASS	FAIL	FAIL
PASS	FAIL	PASS	FAIL
FAIL	PASS	PASS	FAIL
PASS	PASS	PASS	PASS
PASS	DIST	FAIL	FAIL
DIST	DIST	PASS	PASS
PASS	PASS	DIST	PASS
DIST	DIST	DIST	DIST



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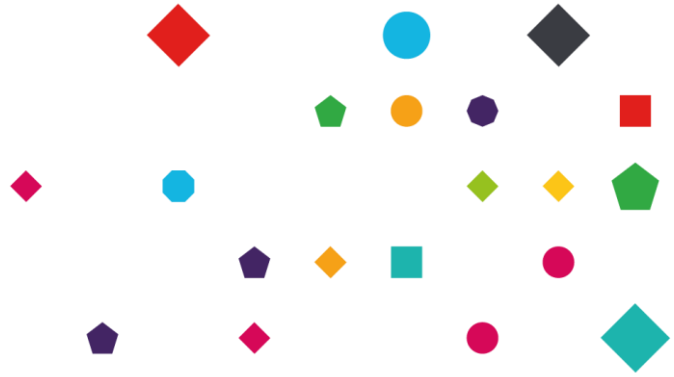
Changes – Mapping of Knowledge, Skills, Behaviours (KSBs)

- Previously, instead of 'or' 'and', it was /
- Leading to confusion, and the interpretation that it could be either or, where in fact it should have been both assessment methods.
- The language used includes variations:
  - portfolio interview **OR** project presentation
  - project presentation **OR** knowledge test
  - portfolio interview **OR** knowledge test
  - portfolio interview **OR** project presentation **AND** may also be demonstrated in the knowledge test
- Portfolio interview and project presentation weighted 33% each, hence 50% split of the KSBs
- Further guidance will be provided in the March webinar and in the finalised EPA assessment pack.



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Changes – Annex assessment method convention

					within the team and is able to compare their skills with others
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.	Portfolio interview or Project presentation **and** may also be demonstrated in the Knowledge test (stakeholder management principles)	• Does not understand the principles of stakeholder management • Does not build good relationships	• Understands how to manage stakeholders, e.g. clarifying and delivering on expectations • Demonstrates they have worked with stakeholders to achieve results	• Understands and follows the principles of stakeholder management • Goes beyond expectations to build constructive relationships with stakeholders
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	Knowledge test or Portfolio interview	• Does not know the relevant laws and regulation for their job and has not followed them in the past	• Demonstrates knowledge of relevant laws and regulation and consistently follows them	• Shows a thorough knowledge of relevant laws and regulations and consistently follows them

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Changes - Project/Improvement Presentation Question

- The project is submitted to us at gateway
- We will provide you with a question 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?

- Question more specific to the project

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Changes- Re-sits, Re-takes and Capping

- Opportunity to take a re-sit or a re-take at the employer's discretion.
- A re-sit does not require further learning, whereas a re-take does.
- A maximum of 2 re-sits, then a re-take must occur.
- Apprentices should have a supportive action plan to prepare for a re-sit or a re-take
- No capping around grading
- Re-sits should be completed within a 3 month period
- Timescales for re-takes will be decided between the employer/TP/EPAO

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Changes - Invigilation

- The guidance on invigilation has also changed.
- Further update to follow in March
- Remote invigilation to be offered by City & Guilds, date TBC

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Documentation & Resources

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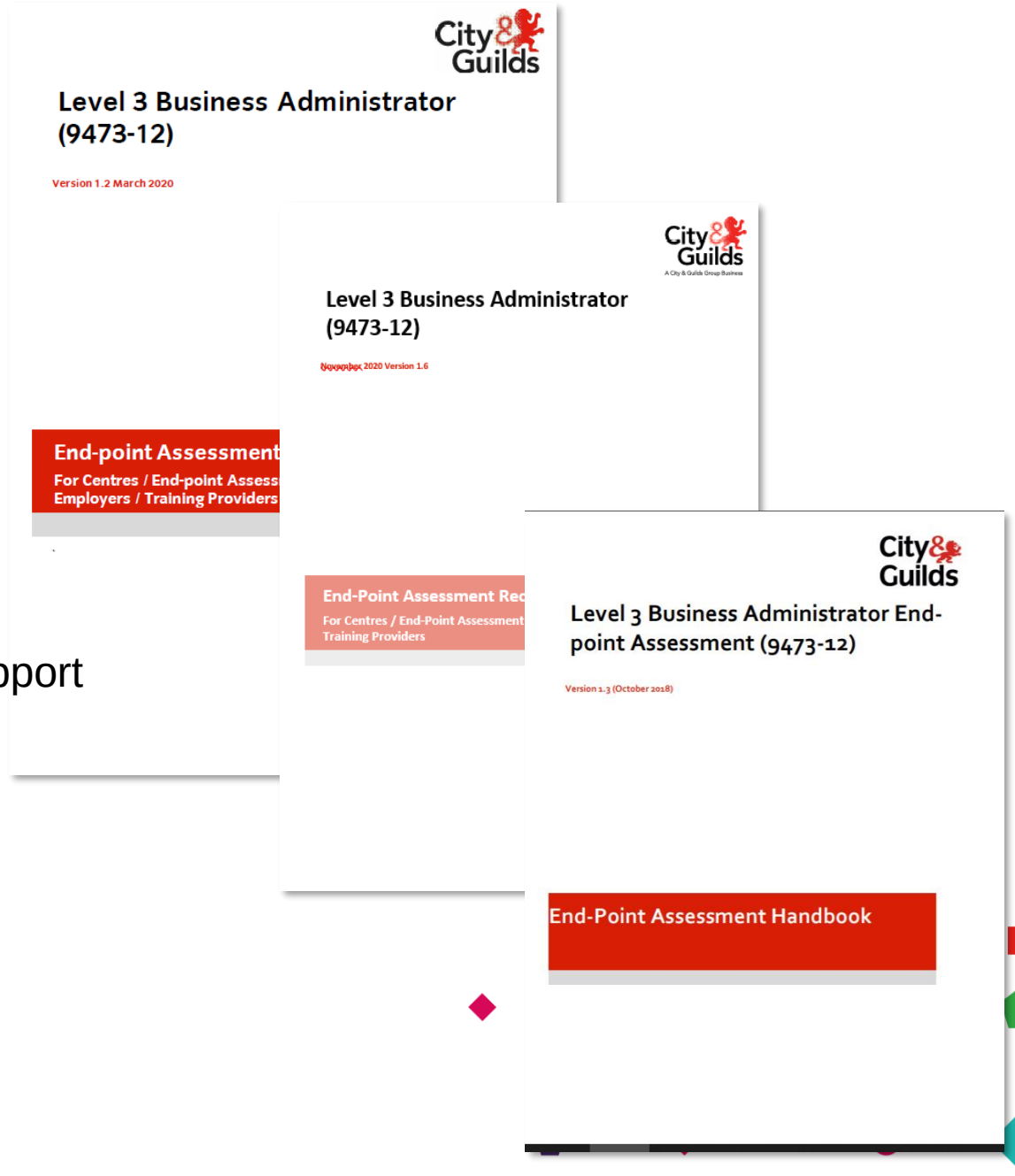
EPA Documents

- Our new updated EPA Assessment Pack and recording forms will be available shortly.
- March will see a mapping document produced for customers
- End Point Assessment Handbook – Knowledge test support



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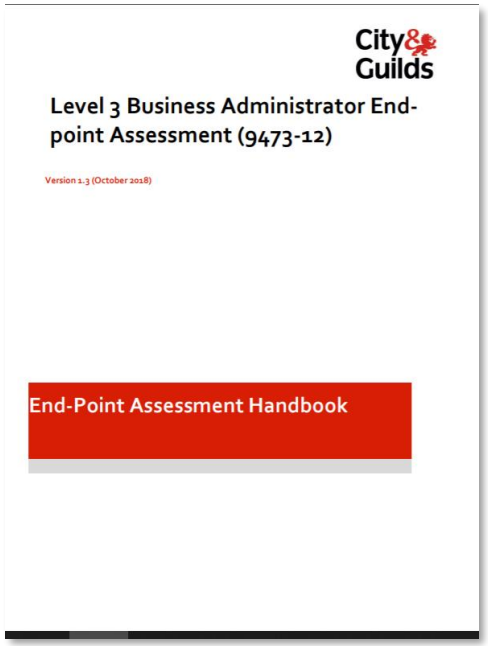
Other Resources

LIEPA reports and exemplar material documentation are available on our SmartScreen platform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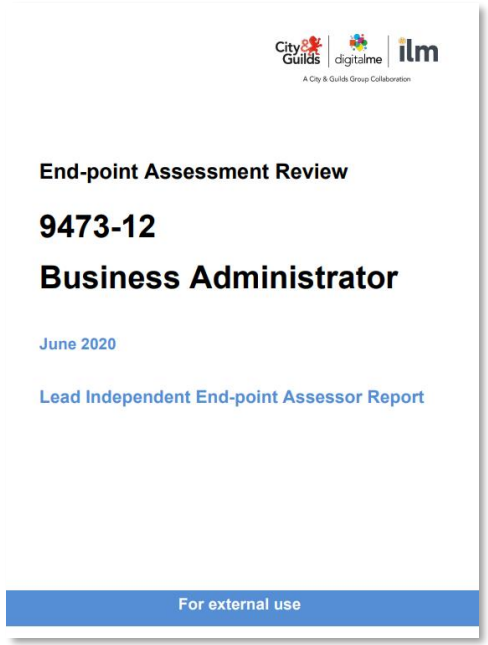
Level 3 Business Administrator End-point Assessment (9473-12)

Version 1.3 (October 2018)

End-Point Assessment Handbook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End-point Assessment Review

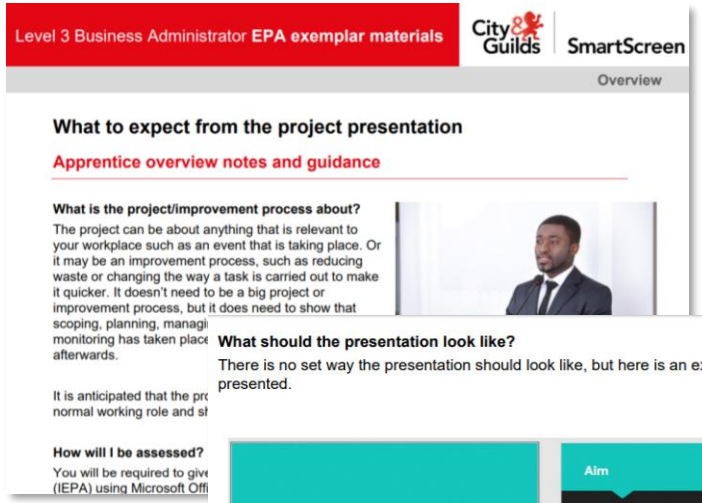
9473-12

Business Administrator

June 2020

Lead Independent End-point Assessor Report

For external use


Level 3 Business Administrator EPA exemplar materials

City&Guilds SmartScreen

Overview

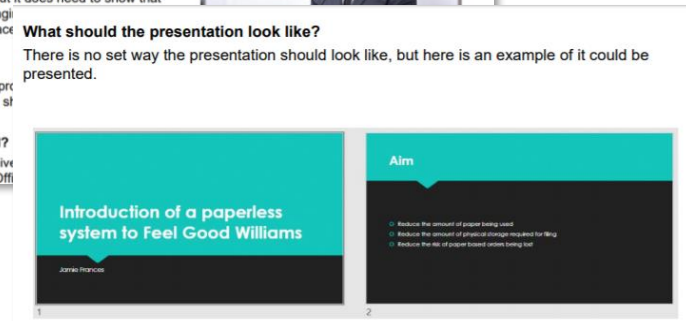
What to expect from the project presentation

Apprentice overview notes and guidance

What is the project/improvement process about?

The project can be about anything that is relevant to your workplace such as an event that is taking place. Or it may be an improvement process, such as reducing waste or changing the way a task is carried out to make it quicker. It doesn't need to be a big project or improvement process, but it does need to show that

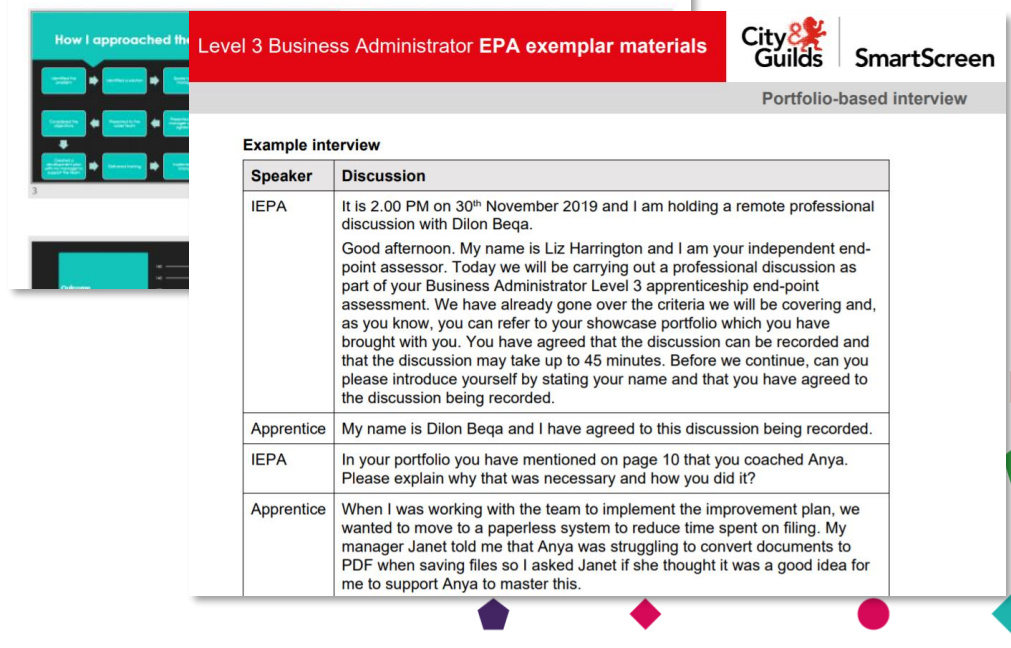
How will I be assessed?


What should the presentation look like?

There is no set way the presentation should look like, but here is an example of it could be presented.

Introduction of a paperless system to Feel Good Williams

Aim


Level 3 Business Administrator EPA exemplar materials

City&Guilds SmartScreen

Portfolio-based interview

Example interview

Speaker	Discussion
IEPA	It is 2.00 PM on 30th November 2019 and I am holding a remote professional discussion with Dilon Beqa. Good afternoon. My name is Liz Harrington and I am your independent end-point assessor. Today we will be carrying out a professional discussion as part of your Business Administrator Level 3 apprenticeship end-point assessment. We have already gone over the criteria we will be covering and, as you know, you can refer to your showcase portfolio which you have brought with you. You have agreed that the discussion can be recorded and that the discussion may take up to 45 minutes. Before we continue, can you please introduce yourself by stating your name and that you have agreed to the discussion being recorded.
Apprentice	My name is Dilon Beqa and I have agreed to this discussion being recorded.
IEPA	In your portfolio you have mentioned on page 10 that you coached Anya. Please explain why that was necessary and how you did it?
Apprentice	When I was working with the team to implement the improvement plan, we wanted to move to a paperless system to reduce time spent on filing. My manager Janet told me that Anya was struggling to convert documents to PDF when saving files so I asked Janet if she thought it was a good idea for me to support Anya to master this.

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Quality Assurance & Lead IEPA Feedback

Business Administrator Level 3

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LIEPA Feedback - Portfolio

Portfolio based interview (positives)

- The best portfolios consist of one, clearly labelled document keeping to the maximum of 25 pages and ALL KSBs outlined in the ‘Grading Criteria’ table are covered. Evidence has been used effectively which holistically covers multiple criteria.

Portfolio based interview (improvement areas)

- Lack of preparation in being able to talk about the more complex concepts and vocabulary within the standard, particularly legislation, internal policies and environmental factors.
- Portfolios do not cover all the KSBs outlined in the ‘Grading Criteria’ table. All KSBs should be included in the portfolio
- Tendency to go off topic – often with the most able apprentices. The interview has a maximum duration of 45 minutes

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LIEPA Feedback - Project

Project based Presentation (positives)

- Performance in this area is generally good. Most apprentices have been prepared well, have practised, keep within the allocated time and answer follow up questions confidently and knowledgably.

Project based Presentation (improvement areas)

- Often the word document will take the form of a narrative as to how the work has been carried out, rather than addressing the required KSBs (Knowledge, Skills and Behaviours) and management of the stages of the project process.
- Some apprentices are hampered by presenting projects which do not give them the opportunity to demonstrate fully the required skills of the standard e.g. taking personal responsibility for decision making, planning and leadership.
- Lack of practice in ensuring presentations are between 10 and 15 minutes long. This timing must be strictly adhered to.

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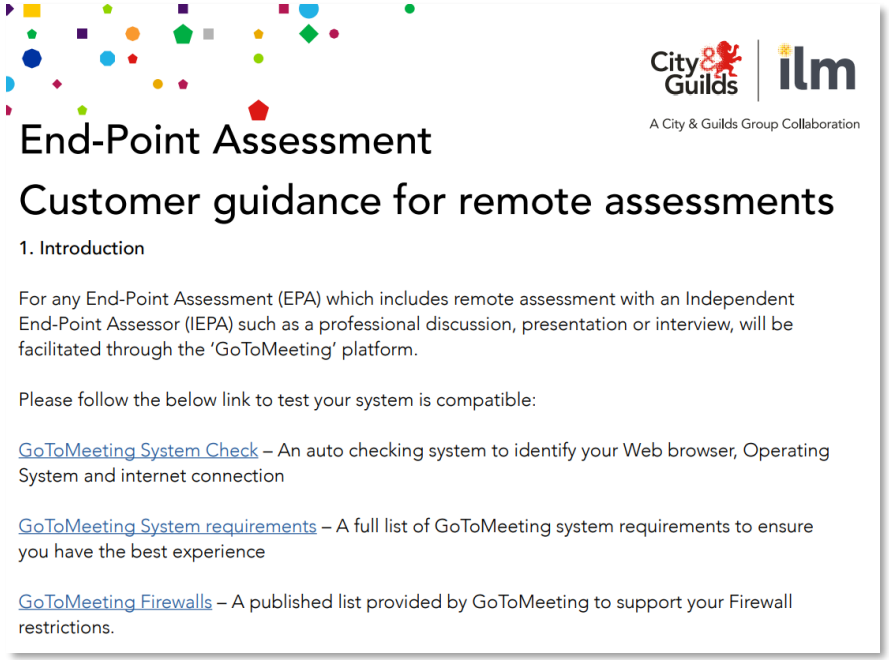
LIEPA Feedback - Advice

- It is strongly recommended that apprentices have their portfolios with them at their EPA. If the portfolio is indexed and logical, they can then easily refer to this to support their answers.
- Apprentices should practice their presentations to ensure that they keep within the time limit of 10 to 15 minutes. They should prepare for questions around the project which will focus on the KSBs in the standard.
- Support apprentices effectively with practice sessions using technology such as Zoom or GoToMeeting.

A customer guidance PDF is available on our website



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End-Point Assessment

Customer guidance for remote assessments

1. Introduction

For any End-Point Assessment (EPA) which includes remote assessment with an Independent End-Point Assessor (IEPA) such as a professional discussion, presentation or interview, will be facilitated through the 'GoToMeeting' platform.

Please follow the below link to test your system is compatible:

GoToMeeting System Check – An auto checking system to identify your Web browser, Operating System and internet connection

GoToMeeting System requirements – A full list of GoToMeeting system requirements to ensure you have the best experience

GoToMeeting Firewalls – A published list provided by GoToMeeting to support your Firewall restrictions.

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Quality Assurance

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City & Guilds Quality Assurance

- The knowledge test question banks are frequently revisited
- May see some re-wording of questions to continuously improve
- Happens across all EPAs/qualifications where exams are present
- We have been audited - extremely positive report

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To summarise

- **The Standard has NOT changed**
- **The KSBs have NOT changed**
- **Assessment criteria evidenced between portfolio interview and project presentation/either/or wording**
- **Invigilation**
- **How the EPA is graded HAS changed**
  - PASS: 30/50 in the KT plus **100%** of the PASS criteria
  - DISTINCTION: 40/50 in the KT plus **100%** of the PASS & DISTINCTION criteria
- **The weighting HAS changed**
  - All assessment method components now have an equal weighting of 33%

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EPA PRO

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Business Development Manager – Yorkshire & NE

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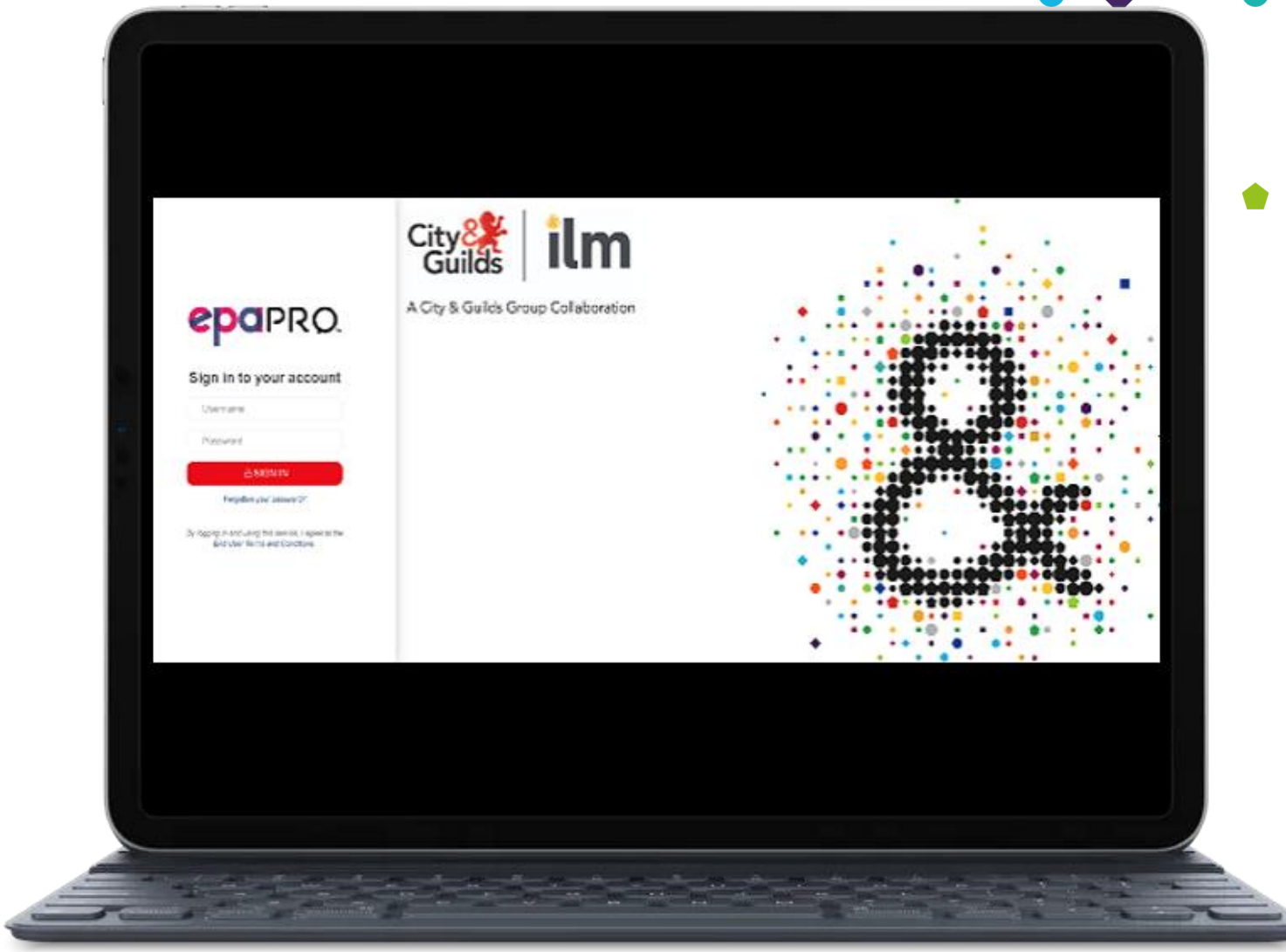
New EPA delivery Platform:
EPA Pro

- Your end-to-end EPA delivery platform from Registration to Results
- Access using any standard web browser
- Responsive design lets you use whatever device works best for you
- Available 24/7 – work where and when you want

https://epa.cityandguilds.com/login



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New 8 Stage Journey for EPA

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Access our Detailed 8 Stage Guide here….

https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/epa-pro

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- **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#
  - Sign up for our March webinar here (Date TBC)
- **Technical Advisor – Business** Dominic.Green@CityandGuilds.com

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

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We need you!

- **Survey**
- **Registering of learners**

Next Steps Webinar - March 2021

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Questions answers

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Thank you

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