



End-Point Assessment Specification: Business Administration Level 3

Introduction

End Point Assessment is a culmination of a learning and development journey resulting in external confirmation of a learner (apprentice) meeting the industry defined standard.

End Point Assessment occurs when the employer and training provider are satisfied that the learner is working consistently at or above the level set out in the Business Administrator Level 3 Apprenticeship Standard. The End Point Assessment period for the Business Administrator Level 3 Apprenticeship Standard can commence at any point once the learner is competent after the twelve-month minimum period of learning and development.

The End Point Assessment for the Business Administrator Level 3 Apprenticeship comprises of the following mandatory components, which can be taken in any order: *(It is anticipated that the knowledge test will be completed first)*

- 60 - minute knowledge test
- 30 to 45 - minute portfolio-based interview
- 30 - minute project / improvement presentation

The knowledge test is carried out remotely online using a secure online testing portal (Questionmark) with an integrated invigilation facility.

In order to be awarded the above apprenticeship, an apprentice must be successful in achieving their EPA.

The End-Point Assessment

The end-point assessment is intended as an assessment of the apprentice's knowledge, skills and behaviours (KSB's) that are set out in the Business Administrator Level 3 apprenticeship standard as detailed in the Assessment Plan.

The end-point assessment (EPA) for the Business Administrator consists of the following 3 components.

Knowledge Test

- This multiple-choice test is delivered remotely online via a secure online testing portal (Questionmark) with an integrated online invigilation facility (Record and Review Proctoring).
- The multiple-choice test will be 60 minutes duration and consists of 50 questions



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- The test is externally set and marked by the assessment organisation
- The test must typically be passed before proceeding to the next stages of assessment
- The test focuses on non-organisation specific knowledge outlined in the apprenticeship standard such as regulations and laws, business fundamentals and project management principles

Project Presentation:

- The project is completed from month 9 of the apprenticeship whilst the apprentice is on-programme. The employer and training provider are responsible for supporting the apprentice with the selected project
- The project must be completed before end-point assessment commences and ideally submitted to Steadfast EPA at the gateway meeting
- The assessment plan notes the project can be based on either a project the apprentice has worked on (that is taken an active role and ideally led the project) or a process they have improved
- The project presentation will be a presentation delivered by the apprentice to the independent end-point assessor
- Following submission of the project, and prior to the presentation, the end-point assessor will provide the apprentice with a question to answer in the presentation
- The presentation will last between 15-30 minutes with the time divided equally between the presentation and the question-and-answer section
- The presentation will be recorded. It is expected that the apprentice produces it using Microsoft Office PowerPoint or Prezi to demonstrate their IT skills
- The presentation focuses on following knowledge, skills, and behaviours: planning and organisation, project management, demonstrating quality standards, decision making and prioritising. Evidencing these skills in the presentation is coupled with effective communication in delivery.

Portfolio-Based Interview:

- Portfolio must contain a minimum of 8-12 pages of evidence (or equivalent), to cover the standards. This evidence can be a combination of product evidence, testimonies, peer reports, apprentice reports, on-programme observations, professional discussions and recorded Q&As - there must be one observation/evaluation from the employer.
- The portfolio should be submitted to the endpoint assessment organisation 1 month before the interview. The portfolio is not directly assessed, the content is used to plan the interview



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- The portfolio-based interview time is 30-45 minutes
- The interview focuses on the purpose of the organisation and value of the apprentice's role, quality in producing records or documents, and professional behaviours including respect and personal qualities.

Requirements for the apprentice to be ready to undertake their EPA

The duration of the programme would typically be 12 to 18 months, but the apprentice must have been on their programme for the minimum apprenticeship duration before they will be eligible to be put forward to undertake their EPA

In addition, an apprentice is only considered to be ready to undertake their EPA once their employer is satisfied that they have met the requirements set out in the Assessment Plan (Gateway requirements). These are:

- Confirmation from the employer that the apprentice is consistently working at or above the levels set out in the apprenticeship standard and Assessment Plan and that this can be evidenced
- English and maths at Level 2
- Employer confirms whether digital skills have been shown and the apprentice is recognised for on-the-job IT skills
- Portfolio of evidence has been submitted with the completed matrix document
- Project / improvement presentation has been submitted

End-Point Assessment – Methods of Assessment

The EPA has three components which can be taken in either order; however, it is anticipated that the multiple choice test will be completed first.

The grades for all components are combined to give the overall assessment grade according to the grade combinations set out in the Assessment Plan.

Multiple Choice Knowledge test:

The knowledge test will be administered through a remote secure testing facility (Questionmark) which the learner will access via a secure login and password. The testing facility provides a remote invigilation facility which records and reports the online activity throughout the test



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The knowledge test is a 60 minute on-demand multiple choice test consisting of 50 questions, which is externally set and marked, covering the knowledge identified on the standard

The questions will be based on the Business Administrator Level 3 Apprenticeship Standard and are representative of across the business administration sector. The questions will not be based on the individual employer/ brand that they work for. Some questions will require the learner to consider a course of action or solution to a situation/problem based on a 'real-life' workplace activity in line with the identified requirements of the standard. The questions will be scenario based requiring the learner to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. Questions will cover a representative sample of the grading criteria.

The learner will gain either a distinction, pass or fail for the knowledge test

Portfolio Based Interview:

This is a 30 to 45-minute interview between the learner and Independent End Point Assessor and will be conducted remotely by the agreed platform. The portfolio-based interview will focus on the knowledge, skills, and behaviours areas of the standard

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 below
- 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
- The portfolio should be submitted to Steadfast EPA 1 month before the interview.

The portfolio is not directly assessed, the content is used to plan the interview

Project improvement presentation:

During the last 3 months of the apprenticeship, the learner will have been working on a project they have completed or a process they have improved. The project will be work-based and will include scoping, planning, managing, communicating to stakeholders, monitoring, and reporting results. The project will be submitted to Steadfast EPA at Gateway.



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The Independent Endpoint Assessor will review the submitted improvement project, and then will decide on a question that they want the learner to focus on during their presentation. The question must reflect the assessment criteria that needs to be achieved and be relevant to the improvement project the learner has completed.

Examples of the type of question that could be posed are:

- 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?
- Explain how you engaged stakeholders with your project and ensured they abided by business policies and processes

The learner's presentation should summarise the aim, outcome and responsibilities of individuals involved in the project. The presentation should also demonstrate how they approached the task and the skills shown in doing so, building towards how they would improve the results going forward

The learner **must** present using PowerPoint or Prezi and therefore the learner will need to have all the equipment required to deliver the presentation. The project improvement presentation must be carried out in one session and the learner will have 15 minutes to deliver the presentation with a further 15 minutes for the assessor to ask questions.

End Point Assessment Judgements and grading

The IEPA will review all evidence and responses to questions and grade each assessment method separately as Fail, Pass, or Distinction in line with the requirements of the Assessment Plan for the standard.

The final judgement about whether the apprentice has passed and what grade they are given will be made by the IEPA and quality assured by the IQA

Once the final grade is decided, if the apprentice passed their End Point Assessment, Steadfast EPA will inform the apprentice and the employer of the outcome and apply to the Education and Skills Funding Agency to issue the Apprenticeship Certificate to the apprentice. Permission to claim the certificate will be obtained as part of the gateway paperwork



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Retakes / Resits

Apprentices who fail one or more assessment methods will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment method only

Any assessment method re-sit or re-take must be taken within 3 months of the fail notification, otherwise the entire EPA must be taken again, unless in the opinion of the Steadfast EPA, exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless Steadfast EPA determines there are exceptional circumstances requiring a re-sit or re-take

Reasonable Adjustments

We request notification of any additional needs or reasonable adjustments that an apprentice might have to access their EPA, at the time that the apprentice is registered with us. Under the terms of the Equality Act 2010, a reasonable adjustment can be made to meet an individual's specific needs and we will discuss this with the training provider, employer and apprentice and make the necessary arrangements to ensure that the apprentice is not disadvantaged in terms of their access to their EPA.

Further information

[Business administrator / Institute for Apprenticeships and Technical Education](#)

[Business Admin \(instituteforapprenticeships.org\)](#)

www.steadfastepa.co.uk