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| Level 3 End-point Assessment for ST0070/AP03 Business Administrator (9473-22) |

**May 2021 Version 1.0**

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| May 2021 V1.0 | Launch  | All |
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1. Introduction

### What is in this document

Recording forms to be used by Centres / End-point Assessment Customers / Employers / Training Providers:

* Portfolio evidence reference form and declaration of authenticity
* Project/improvement template and declaration of authenticity

This document must be used alongside the **End-point Assessment Pack for Centres / End-point Assessment Customers** document.

### How to use forms

Centres / End-point Assessment Customers / Employers / Training Providers must use the forms provided by City & Guilds in the format laid out in this document.

**Portfolio evidence reference form**

In the evidence reference column the apprentice should provide a clear reference to the piece of evidence that links to the relevant area of the standard. This could be a file name, or more detailed description.

If the training provider/employer is asked to review the evidence that has been submitted to City & Guilds, the originally submitted form should be added to and amended indicating the revised evidence.

In the case of resitting the assessment the apprentice should only complete the sections for any new evidence submitted.

**Project/improvement template**

This is a guidance document which can be used by the apprentice to fully detail the content of the

Project/ improvement process they have worked on over a set period of time. A similar document

can be used, however it is advisable that any document ensures the key requirements are covered

and easily identified.

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### Assessment 703: Portfolio evidence reference form and declaration of authenticity

| Apprentice |  | Enrolment number |  |
| --- | --- | --- | --- |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** |  | **Date** |  |

**Line manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** |  | **Date** |  |

**Training Provider declaration (if appropriate):**

**I confirm that the evidenced presented by the apprentice is ready for End-point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Provider** |  | **Date** |  |

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### Assessment 703: Portfolio evidence reference form

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| **Evidence reference form** |
| **Standard reference** | **Evidence type****Apprentice/ Employer /Training Provider**  | **Evidence reference****Apprentice/ Employer /Training Provider** |  | **IEPA comments****IEPA only** |  |
| **Skills** |
| **IT** | Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.  |  |  |  |
| **Record and document production**  | Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.  |  |  |  |
| **Interpersonal skills**  | Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.  |  |  |  |
| **Communications**  | Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.  |  |  |  |
| **Quality** | Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.  |  |  |  |
| **Planning and organisation**  | Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (eg impact on clients, suppliers, other parts of the organisation). Manages resources eg equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics eg travel and accommodation. |  |  |  |
| **Knowledge**  |
| **The organisation**  | Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.  |  |  |  |
| **Value of their skills**  | Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team  |  |  |  |
| **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. |  |  |  |
| **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.  |  |  |  |
| **Policies** | Understands the organisation's internal policies and key business policies relating to sector.  |  |  |  |
| **External environment factors**  | Understands relevant external factors eg market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/ global market in which the employing organisation is placed.  |  |  |  |
| **Behaviours** |
| **Professionalism** | Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of  |  |  |  |
| **Personal qualities**  | Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared  |  |  |  |
| **Managing performance**  | Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.  |  |  |  |
| **Adaptability**  | Is able to accept and deal with changing priorities related to both their own work and to the organisation |  |  |  |
| **Responsibility**  | Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours |  |  |  |

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### Assessment 704: Project/improvement declaration of authenticity



| Apprentice |   | Enrolment number |  |
| --- | --- | --- | --- |

**Apprentice declaration:**

**I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** |  | **Date** |  |

**Line manager declaration:**

**I confirm that all work was conducted under conditions designed to assure the authenticity of the apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** |  | **Date** |  |

**Training Provider declaration (if appropriate):**

**I confirm that the evidenced presented by the apprentice is ready for End-point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.**

|  |  |  |  |
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| **Training Provider** |  | **Date** |  |

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Assessment 704: Project/improvement template

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| **Apprentice Name** |  | **Assessment date** |  |

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| --- |
| **Title**  |
| Scoping |
|  |
| Planning  |
|  |
| Management  |
|  |

|  |
| --- |
| Communication with stakeholders |
|  |
| Monitoring and reporting results  |
|  |
| Reflection  |
|  |