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| **BUSINESS ADMINISTRATOR FAQs** |
| These FAQs are for Independent End-point Assessors for the Level 3 Business Administrator Apprenticeship Standard. |
| 1. **Do I have to ask all the questions in the Portfolio Interview?** 2. **Can evidence from the Presentation be cross-referenced to the Portfolio?** 3. **Can evidence from other parts of the portfolio be used when the apprentice isn’t always referencing her best evidence for each area?** 4. **Should I expect evidence to cover all skills, knowledge and behaviours as listed in the ‘description’ column?** 5. **I’ve noticed that whilst the apprentice’s work products are well written, the annotations she has provided are full of spelling mistakes and errors – should I be influenced by this?** 6. **I have an apprentice who states her project has been approved and will be implemented in March 2019. She has been given a budget and has demonstrated all the other acs except the implementation. Can I still carry out the assessment?** 7. **I have more than the 25 pages in the Portfolio. What should I do?** 8. **Can I ask an additional question if a learner answers a question and I think they can give me more?** 9. **The Word Document submitted is less than 2,000 words. Should I accept it?** |

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| 1. **Do I have to ask all the questions in the Portfolio Interview?**   Yes. Unless the Apprentice answers a previous question in-depth covering questions to come, you can use and record those answers against the Pass question. You cannot ask a Probing question unless the Pass question has been answered satisfactorily. |

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| 1. **Can evidence from the Presentation be cross-referenced to the Portfolio?**   No. They are two separate assessment methods which if the learner wanted to use any evidence across both portfolio and presentation, they should have either copied it into both Units 701 and 702 and made it clear on the Matrix. |

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| 1. **Can evidence from other parts of the portfolio be used when the apprentice isn’t always referencing her best evidence for each area?**   If the evidence is there but not referenced against an assessment criteria you think it should be that’s fine as you are not assessing the Portfolio evidence. It forms the basis of what you hope the apprentice will discuss when answering questions. |

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| 1. **Should I expect evidence to cover all skills, knowledge and behaviours as listed in the ‘description’ column?**   No, the description column is the actual Standard. What we are looking for within the apprentice’s answer is against the assessment criteria in the Pass and Distinction columns. However, the apprentice should use their evidence to be able to demonstrate the KSBs listed, therefore confirming VACS. |

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| 1. **I’ve noticed that whilst the apprentice’s work products are well written, the annotations she has provided are full of spelling mistakes and errors – should I be influenced by this?**   There is a question regarding having work checked by others and you can form an opinion based on the answer and what you have seen. There may be a Witness Testimony which could also give you further information regarding this area. Whilst the actual work products are well written, annotations perhaps have not been given as much attention. |

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| 1. **I have an apprentice who states her project has been approved and will be implemented in March 2019. She has been given a budget and has demonstrated all the other assessment criteria except the implementation. Can I still carry out the assessment?**   Yes, whilst it would be good to have projects or improvement processes implemented, it may not always be possible. So long as the apprentice can demonstrated how they will evaluate the project/improvement along with the other assessment criteria then this should not disadvantage the apprentice. |

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| 1. **I have more than the 25 pages in the Portfolio. What should I do?**   The 25 maximum pages of A4 is a recommendation. Look at the evidence presented against each area, eg IT, Communication, Policies etc. but only look at sufficient to see the assessment criteria are being met and you have a grasp of the learner’s work and what is in the portfolio. When the apprentice answers the questions, they will refer sufficiently to the evidence within the portfolio allowing you to make a judgement. |

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| 1. **Can I ask an additional question if a learner answers a question and I think they can give me more?**   No. If the learner apprentice a Pass question sufficiently, you can then ask the Probing question. You can rephrase a question, if the apprentice didn’t understand the question, but asking additional questions would not be appropriate as other apprentices would not be getting those questions. |

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| 1. **The Word Document submitted is less than 2,000 words. Should I accept it?**   Yes. The word count is a recommended 2,000-5,000 words. If within the document, there isn’t enough for you to assess all assessment criteria, then the number of questions you need to prepare for after the presentation will be more. I suggest at least one question is prepared against each ac and if answered during the presentation, you can cross those off and need only ask the remaining questions you have prepared for. |