

Questions and Answers

Transitioning to the new Business Administration apprenticeship standard

16 November 2017

How do I get the password for the mapping document?

The password is available on Walled Garden catalogue 5528-03 under the assessment section. The password is only available for approved City & Guilds centres.

What is the LARS code for the Business Administrator standard?

The LARS code is 196.

Are there plans to develop a Level 4 Business Administration qualification?

There is not currently one in development. Centres can continue delivering the existing SASE 5528-04 Level 4 Diploma in Business Administration and the 4710 Technical Certificate.

Are there plans to develop a Level 2 Business Administrator standard?

There are currently no plans to develop a Level 2 standard. The existing 5528 Level 2 Business Administrator qualification is available on the SASE framework.

Smaller employers may struggle to see value in the project management section. Why has this been incorporated?

The employer group's intention was to have the individual work independently on a specific area of the job role. For example, this could be a project or a process improvement.

What's the role of the internal quality assurer (IQA) moving forward?

The importance of the IQA has increased as the IQA will now have to confirm all apprentices are ready for EPA before registering them for the gateway.

Are the support workbooks available now?

The electronic workbook will be available to purchase on SmartScreen in December 2017.

Does any of this affect the 5528-22/23 Medical Administration Diploma?

The existing SASE Business Administrator apprenticeship is still available. We're currently developing a new Business Administration qualification to support on-programme delivery that will include legal and medical optional units.

Will the existing 5528-03 still be available?

Yes.

The qualification is planned to launch in April 2018, can we start any learners before then?

There is no mandatory qualification requirement in the new Business Administration standard. However, you could deliver the existing 5528 Diploma in Business Administration coupled with the existing mapping document. This will help you support the development of the learner, structure on-programme and prepare for EPA.

Do you have any prices for EPA and the new qualification?

Once we're approved for the register of end-point-assessment organisations (we've submitted our application) then our prices will be available on Walled Garden.

Can the project be started before the ninth month of the apprenticeship?

No, the project can't be started before month nine of the apprenticeship. Full details can be found in the assessment plan. The project must be completed before EPA can be triggered.

What equipment will be needed for remotely performing the portfolio interview and project presentation?

The equipment can vary, but must be capable of transmitting audio and video. A tablet would be appropriate but a telephone would not.

Can we have an EPA onsite for the portfolio interview and project presentation?

We can explore the possibility of a face-to-face interview and presentation, however this will incur an extra charge.

Is this standard available in Wales?

Just England currently.

Are you able to simulate evidence on the new standards?

This is being considered and guidance will be included in the Business Administrator EPA guidance document available in May.

Can the e-evolve test for the technical elements be mapped across to the standard and used as evidence?

No the e-evolve test cannot be mapped to the standard.

What happens if the learner fails the EPA at the first attempt?

The learner can resit the EPA for an additional charge. We would expect further training and support to occur before a resit takes place.

The Level 3 Business Administration role may be challenging for new learners. Can Level 2 units contribute to the standard?

Yes, learners can undertake Level 2 units to help develop the skills required. However they will still need to demonstrate the skills and knowledge required in the Level 3 assessment plan.

There is some employer resistance to the 20% off-the-job training. What is the future thought on this?

Please refer to the Government's website as it's a government requirement. We hope to run a webinar in the next couple of months on the 20% off-the-job requirement to support you with this important element. We're trying to help you where we can, and that's why our Learning Assistant e-portfolio has a tracking function to allow apprentices to evidence their off-the-job training. We know that Ofsted has found this approach acceptable.

Is it reasonable to assume a 16 year old could complete a Level 3 Business Administration apprenticeship?

The initial assessment is crucial to ensure the learner has the capability to complete the standard. More importantly, you'll need to ensure they are in an appropriate job role that enables them to display the knowledge, skills and behaviours of the standard.

Where can training manuals be found?

You can buy our apprenticeship training manuals from December on SmartScreen.

What should learners be doing/collecting as evidence?

Please refer to the annex of the assessment plan.

What form of assessment will the new Business Administration qualification have?

Portfolio of evidence and one multiple-choice online e-volve test.

What administration qualifications can we offer to employees new to administration? The criteria in the Level 3 may be difficult to achieve.

We have a variety of different qualifications that may be appropriate depending on the needs of the learner and employer. The [5528 Diploma in Business Administration Level 2](#) may be suitable and is still available.

If a learner is unable to attend one of the end-point assessments, do you have to give 90 days' notice to re-book the assessment?

No, you would not need to give another 90 days' notice. The EPA would work with the provider to re-book the learner into another time slot.

Where is the end-point assessment pack available from?

It will be available on our website in May 2018.

Is Functional Skills IT part of the new standard?

No just English and maths.

Can I upload the mapping document onto Learning Assistant?

Yes. If you have issues contact digitalsupport@cityandguilds.com.

I noticed no input from the NHS in the employer group for the standard. Why is this?

The NHS did get involved during the assessment planning process. However they weren't listed as they weren't part of the original employer group.

What are the role differences between the old SASE apprenticeship and the new standard?

Refer to the assessment annex and the standard.

Will EQAs still be involved in the delivery of apprenticeships?

Yes, but only for centres who are delivering an on-programme qualification.

If we use City & Guilds for on-programme, can we also use them for EPA?

Yes. You can use us for both when we gain EPA approval.

Do we have to use an E-portfolio system to upload our evidence for EPA?

The EPA portfolio will need to be submitted to the City & Guilds EPA portal. We will be running a webinar in December to help colleagues with submitting evidence for EPA, please check back on our apprenticeship [events and webinars page](#) and we'll put details there soon.

Can assessors in centres work as freelance end-point assessors?

Yes, but not at their own centres.

How soon will the skills scan be available?

Dates to be confirmed.

Can I use the standard evidence for the 5528-03 mapping units?

Yes, but it will need to be assessed against the qualification criteria.

What happens if the employer cannot offer the full range of skills? For example, booking travel and accommodation.

They will need to refer to the assessment plan. Anything in the assessment plan must be evidenced.

Is the Customer Service standard available for on-programme and EPA?

The Level 2 Customer Service Practitioner standard is already live for on-programme qualification delivery and EPA. You can read the factsheet for Customer Service Practitioner [here](#).

From the NHS point of view, we would welcome a Level 2 Business Administration standard for our basic entry level admin roles e.g. young apprentices.

We would recommend creating an employer group and submitting an expression of interest application to the Institute for Apprenticeships panel.

Can the end-point assessor use recognition of prior learning for the EPA?

No, however if you deliver the on-programme qualification and the learner leaves at the end of it before completing EPA, they would be able to get a City & Guilds certificate for that qualification.

How many times can you resit?

There isn't a restriction on the number of resits.

Is there a separate code for the Level 2 Business Administration unit within the Customer Service Practitioner Level 2 pathway standard?

No, there isn't a separate code. The Level 2 Business Administration unit is an optional unit within the Customer Service Practitioner Level 2 on-programme qualification.

Do you have a skill scan for the Customer Service Practitioner as you have mentioned you would have one for Business Administrator?

Yes, a skills scan will also be available for the Customer Service Practitioner. Date to be confirmed.

Is the apprenticeship standard available in Wales?

No, the standard is only available in England at the moment.