The FAQs below were gathered from the live Business Administrator AP03 webinar series held in 2021

Q: Do all pass and distinction criteria need to be covered in each assessment method to achieve an overall Pass/Distinction?

The assessment plan clearly states that in order to achieve a Pass the apprentice must meet all the pass criteria in all assessment methods'; whilst for Distinction 'the apprentice must meet all the pass and distinction criteria in all assessment methods'. This has also been confirmed by Open Awards. Some of the KSBs are assessed in a single assessment method and cannot be marked holistically, whilst some KSBs can be achieved through more than one assessment method, as detailed in the Annex within the Assessment Plan.

Where the KSBs are assessed in more than one assessment method a holistic marking approach will be applied. If an apprentice meets the pass criteria in one assessment method but then goes on to demonstrate the distinction criteria in the second assessment method, then holistically, that distinction grade would apply across both methods of assessment for that particular KSB.

- *As an example, IT- If the apprentice demonstrated a pass within their presentation and met the pass criteria, but then within their interview they met the distinction criteria, then holistically, they would have achieved a distinction.*
  In essence, if an apprentice meets the pass criteria in one assessment method but then goes on to demonstrate the distinction criteria in the second method of assessment, then holistically, that distinction grade would apply across both methods of assessment for that particular KSB.
- *For IT we have put P1 and P2 under both assessment methods for instance, but as long as they are covered in one method then the pass for this module would be met.*
- *Another example is Interpersonal Skills, P1 is in both but as long as it is covered in one method we wouldn't assess it in the other method again. The criteria D1 and D2 are in the Project but if they are instead achieved in the Portfolio, along with D3 a Distinction for this module would be met*

We have devised the mapping document to support customers indicating where the criteria would be expected to be assessed, avoiding double assessment and following the holistic marking approach e.g. if criteria applies naturally to both and it is met in one assessment method then it would be marked holistically.

The mapping document is for guidance. The divided criteria were placed where they most naturally fit. The weighting has also been taken into account to roughly achieve the 50% equal weighting.

If an element of EPA is a fail, does the Apprentice only have to re-sit that specific element again? *Yes that is correct. Only the element that failed is resat.*	
Are there any example projects/presentations that we can use with learners to give them guidance on what they should look like and what is expected? *We are currently reviewing the resources*	
This seems to be aimed at higher level apprentices, which is concerning as this isn't suitable for a historic level 2 Apprentice. *You may want to upskill learners first via a level 2 traineeship to ensure they are work ready with appropriate employability and communication skills.*	
When undertaking the EPA, will the project presentation take place first, followed by the portfolio based interview? *Yes on the new version we are changing the order*	
Does the apprentice answer the question in the presentation or report? *The apprentice would answer the question within the presentation.*	

If the project is uploaded at Gateway, once they have answered the question, can we upload a new copy of the project?   *Only the project report is uploaded at gateway. As the report should be completed before gateway no amendments should be required. It is not necessary to upload a new version.*
Have the EPA costs changed for Version 3?   *No the EPA costs have remained the same. Please see Walled Garden for up to date costs.*
When and where can I get updated AP03 Assessment Plan?   *The IfATE website publish assessment plans. You can find APO03 here:*   *https://www.instituteforapprenticeships.org/media/4504/st0070_business-admin_l3_ap-for-publication_100920.pdf*
When will the mapping document be available please?   *The mapping document is available now https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/business-admin-and-public-services/9473-business-administrator-apprenticeship-endpoint-assessment#tab=documents*
External factors - are 2 Economic factors acceptable or will one have to be say P and one E?   *The two factors can be any external factors affecting the organisation and the apprentices' job role.*
Will there be a new Project report template or will the current one remain?   *The current project report template will remain*
Am I right in thinking that the 60 day lead-time for EPA has changed?   *As we transfer over to EPA Pro we are now able to offer shorter lead times.*
How do I access EPA PRO as an assessor?   *Within your centre you have a primary user who can set up secondary users on EPA Pro.*
What is best practice for portfolios? Should they be one continuous document with an index at the front or is it acceptable to submit a number of separate evidence pieces in a Zip file?   *The best portfolios consist of one, clearly labelled document keeping to the maximum of 25 pages and referenced to the criteria. Please make sure ALL KSBs outlined in the 'Grading Criteria' table are covered.*
Just to clarify, I'm sure I know the answer to this, but when it says project report submitted at gateway is this just for those on 9473-22? Those on 9473-12 would still be submitted 2 weeks before their EPA date and we will not get the question?   *Yes, this will be the process for learners on the new version AP03 (9473-22) (Learners who started on or after the 10th September 2020). The existing process will still be in place for learners on version 1 AP02 (9473-12)*
Do learners have to do both presentation and portfolio interview on the same day or can they request seperate days if they want?   *Ideally these are completed on the same day.*
Is there a password for the new EPA pack?   *The new EPA pack will be password protected on the website. You can find the passwords on our Walled Garden platform. Alternatively it will also be on EPA Pro.*
Are there plans to release any more practice exams?   *Yes, a further practice exam will be released with the new materials for AP03*
We will have a copy of the recorded webinar?   *All recorded webinars can be found here: https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars*
I take it the EPA pack will also be put on EPA Pro?   *All documentation including the EPA Pack will be available on EPA Pro under the support materials section*
Does the apprentice have to add their question information for the project onto their Project PowerPoint slides or just be aware of their response to include in their narrative?   *The apprentice would answer the question in their presentation*
Will the project presentation assessment always be conducted before the PD   *Yes, the project-based presentation will now be assessed prior to the portfolio based interview.*

Does that mean that those criteria that are assessed by project and interview will need to be covered twice and it is not enough to just be covered in one EPA method? *Yes some areas will need to be covered in both (as they are with the first version of the standard).*
How long will it take to change the learners already on EPA PRO to the new assessment plan? *As this is a manual process this may take some time. Please note, If you have registered learners on version AP03 (9473-22) by mistake you will need to cancel the registrations and register on the correct version. This will NOT be done by City & Guilds*
So will learners currently on programme be studying the new standard? *All learners who started their apprenticeship on or from the 10th September 2020 MUST be registered on 9473-22. All learners who started their apprenticeship prior to the 10th September 2020 MUST be registered on 9473-12. Please check to make sure all learners have been registered on the correct version*
Does all evidence need to uploaded at gateway? *Only the project report is uploaded at gateway. Other evidence should be uploaded no later than 2 weeks prior to EPA*
In the last webinar, it was advised that if we have a group of learners some with start dates prior to 10th Sept and some with start dates after, we could register the whole group on AP03. Is that no longer the case? *Version 3 (AP03) of the standard must be used for apprentices registered on the apprenticeship from 10/09/2020. This version may also be used for apprentices registered before this date, provided it would not disadvantage the apprentice and you are able to deliver EPA against this version. Otherwise, Version 1 (AP02) should be used for apprentices registered before 10/09/2020. Version 2 (which was published in July 2020) should not be used, as this has now been superseded by Version 3.*
Can I just ask if the project can be started any earlier than month 10? *The project can be started from month 9 onwards but not before.*
Will the project need to be finished by gateway? So that is the presentation and the project essay? *The project will need to be completed before gateway. The evidence in the form of a report will be submitted at gateway. The IEPA will then issue the apprentice with a question relating to the project which must be answered as part of the presentation. We would then advise that the presentation is uploaded no later than 2 weeks prior to EPA.*
Are you automatically moving over 9473-12 to 9473- 22 on EPA Pro? *We will manually transfer over any apprentices who were in our system between 10th September 2020 and 24th March 2021 to the new 9473-22 providing you have provided us with an ILR start date of on or after the 10th Sept 2020. All new starts from the 10th September MUST be registered on 9473-22*
When will the AP03 start being used in EPA? *AP03 assessment plan and documentation will be uploaded to EPA Pro in May 2021. We don't envisage any EPAs to be carried out on AP03 until at least 11th September 2021 due to the 366 day on programme rule.*
For a project, if a learner is on programme for 24 months, do they start their project at month 9, or month 21 (i.e. 3 months before the end of their programme)? *A learner can start their project anytime from month 9 onwards. The length of the on programme is irrelevant. Please note the project must be completed prior to passing through gateway*
What about the risk and resilience framework? *It is important that apprentices have an understanding of the risks associated with the decisions they make within the project as this forms part of project management*
How quickly are Apprentices made aware of their grade? *EPA Pro will show grades no later than 7 working days of the EPA being completed*
Can the project start before month 9? *No, the project must start from month 9 onwards.*
Can Gantt charts produced for the project improvement plan also be used as evidence in the portfolio? *Yes. The evidence of the actions you took whilst working on the project or improvement plan may be suitable to use both in the portfolio and for the presentation as this is a task that should form part of your normal working routine.*

With an increase in use of emails, more and more apprentices are not required to send out letters. Will this matter? *Email is a form of written communication.*
Will the apprentice be able to view the question on EPA Pro when they login or will the tutor forward onto them? *Currently, the primary contact listed in EPA Pro will be emailed the question. It will be their responsibility to pass the question on to the apprentice.*
How do we make sure the apprentice has covered the 50% requirement where the KSB area can be covered by either the presentation or the portfolio interview? *The End-point assessment has been devised in a way where approximately 50% of the KSBs linked to either assessment methods should be achieved in each. Please refer to the 'Mapping of Assessment Methods Criteria Coverage' document available on the website, which clearly details which criteria will be assessed in which method.*
Does everything talked about in the interview have to be included in the portfolio e.g. meetings? *The Portfolio should provide at least one piece of evidence for each of the minimum KSBs outlined in the Assessment Methods and Grading annexed table. The portfolio is not directly assessed. The insufficient areas will be addressed in the interview.*
May webinar FAQS:
If a learner is on the old assessment, do I then use the assessment pack for 9473 -12. Is the new one the 9473 -22? *Learners on version one (9473-12) should use the original EPA pack. Learners on AP03 should use the 9473-22 EPA pack. Both documents can be found here:* https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/business-admin-and-public-services/9473-business-administrator-apprenticeship-endpoint-assessment#tab=documents
Feedback from learners is that IEPA questions appear generic and not relevant to their project or presentation *Not all the criteria will be covered in the presentation or the portfolio so there will be some generic questions. All questions are specific to what the apprentice has to cover and IEPAs will make them personal and based on what they have seen in the portfolio and presentation. There is a bank of questions that IEPAs can refer to to ensure consistency across all EPAs, however the questions should be contextualised based on the evidence seen in the portfolio. Often we might need to quote the wording from the assessment criteria to ensure we give apprentices the best opportunity to meet the full criteria requirements.*
Where can I find the documents that discussed in this presentation on EPA Pro? *All the EPA documents are held under the 'Support Material' tab in EPA Pro*
In Interpersonal Skills P1 maps to both the Portfolio and the Project - Liz has just stated will be assessed in one OR the other - did you mean the other Ps and Ds and not P1 as this is an AND? *For any KSBs that is assessed by more than one assessment method we have divided the criteria taking into consideration under which assessment methods they would most naturally be evidenced. Customers should use the 'mapping of criteria coverage' document to guide them in evidencing the portfolio and project presentation with the listed criteria, and being prepared to expand further during the interview and Q&A. Interpersonal Skills is assessed by the portfolio interview and Project Presentation, P1 applies to both methods naturally so if there is strong evidence within the project presentation the criteria will not be double assessed but holistically marked between the two methods. If the evidence in the project presentation and Q&A is not fully covered, it will be further explored as part of the portfolio interview and holistically marked.*
In the new EPA pack under End Assessment Timeline there is no mention of the Planning meeting - how will this be managed? *The planning meeting will be managed via EPA Pro.*
The Assessment Plan v3 states that the Portfolio must be submitted to the EPA one month prior - I am assuming it is the 10 days as stated and not one month? *The portfolio must be submitted no later than two weeks prior to the EPA .*
In March's webinar Louise said that the delivery of the presentation was important - does this mean that Comms is being assessed in how an apprentice presents? *Evidencing these skills in the presentation is coupled with effective communication in delivery - as stated in Core KSBs in Assessment Plan*

For the Distinction criteria - areas like Create proposals and Perform financial processes under Skills/IT for example are not specifically listed in D1 and D2 - should we assume that they are competences to be covered? *The competencies to be covered are in the grading criteria rather than the overall descriptor of the module.*
Thank you for your answer on Comms being holistically assessed. Does this mean that any of the KSBs that come under the Portfolio and the Project could be assessed holistically under either of them? I have just understood this now - KSBs such as Project management and Decision making will ONLY be in the project. Have I understood this correctly please? *Yes that is correct. To ensure we give apprentices the best opportunity to demonstrate the relevant assessment criteria linked to the KSBs when the module is double assessed we have naturally divided the criteria based on where the best fit. Apprentices need to ensure the listed criteria are evidence in each methods. During the EPA where the modules are assessed by more than one method, where there is strong evidence in the project presentation and Q&A which applies and covers the criteria listed under the portfolio interview, the IEPAs will apply holistic marking.*
When you issue results do you show the actual percentage the apprentice achieved for each element? Or are the results just issued as pass/distinction? *Each component has a grade awarded to it, e.g. Fail, Pass or Distinction. The percentages are not shown*
Are you expecting portfolios to be one continuous document? Learners on 9473-12 have submitted 5-6 separate evidence pieces *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.*
If an employer needs a project to start earlier than month 9 then can this be done? *As per the assessment plan, the project cannot be started prior to month 9.*
Where can i find the previous recordings? *All the previous recordings can be found on our webpage here: https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars*
Can we use recorded observations/ professional discussions between the training provider and learner to show KSB's for the portfolio? *Yes, recorded observations and professional discussions are appropriate to use as evidence. However, please ensure they are time stamped. Please note that recordings will be difficult for apprentices to use as evidence to refer to during their interview, so not the ideal format from that point of view.*
Please can I ask that the speakers show themselves when they are speaking, this helps people like me who need to lipread. Other than that, subtitles will help also. I find it very very hard to follow the webinairs as I am deaf/hard of hearing. Thank you. *Due to bandwidth and software issues unfortunately, this is not possible. However, the recordings in YouTube format are available on our website. YouTube has a CC function which will show subtitles during playback.*
Are the portfolio based interview questions scripted? i.e. do the IEPAs use specific wording or are they delivered more naturally? *There is a bank of questions that IEPAs can refer to to ensure consistency across all EPAs, however the questions should be contextualised based on the evidence seen in the portfolio. Often we might need to quote the wording form the assessment criteria to ensure we give apprentices the best opportunity to meet the full criteria requirements.*
Is there a password to access the new EPA documents? *The EPA pack located on EPA Pro does not require a password. However, the EPA pack located on our website is password protected. All passwords can be found in Walled Garden.*
Will the slides be made available as well as the recording please? *Yes, a copy of the slides will be made available on our website here:* *https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars*
If learners are also completing the diploma is the 301 knowledge test the same? *Unit 308 in the Diploma called the Principles of Business and 301 in the Diploma covers the same areas as the knowledge test in the EPA. Please be aware there are 50 question in the EPA knowledge test and only 40 questions in the Diploma tests.*
I've tried to download and save the mapping doc but it wont save in a format that can be opened from the web site *The mapping document is a PDF and will require Adobe reader or equivalent to open it. As of 12th May 2021 there is also a MS Word version available.*

The questions appear standalone and not based on any content that they may have included in the portfolio. My understanding was that the interview is based on portfolio content and aims to expand on this rather than be standalone questions unless of course this criteria may not have been included in the portfolio.
There is a bank of questions that IEPAs can refer to to ensure consistency across all EPAs, however the questions should be contextualised based on the evidence seen in the portfolio. Often we might need to quote the wording form the assessment criteria to ensure we give apprentices the best opportunity to meet the full criteria requirements. The portfolio however is not directly assessed, it's only the interview that is directly assessed and from which we can make grading decisions.
Whilst I appreciate that this is an excellent format for assessing a learner's competency, with the BA L2 qualification now being null and void, we're getting 16 year olds straight from school being registered for this qualification. With this in mind, due to their age and experience, it's a massive ask for them and us as their Assessors, to achieve some of these requirements. Also, may of the criteria seem to be relevant to large organisations, but up here in Cumbria, we hardly have any large organisations and the smaller ones don't offer the opportunities to complete many of these tasks. Your thoughts would be appreciated.
Overall the assessment criteria will always be contextualised based on the learner's job role and workplace. There are some examples for instance in one of the distinction criteria 'answers queries from both inside and outside of the organisation' where is the apprentice does not have any external contact because of their role, other internal departments/colleagues would be considered.
Please bare in mind that a level 2 qualification such as a bridging qual or traineeship may well benefit the learner prior to starting the level 3 Business Administrator apprenticeship.
Do we still complete the EPA recording form if we are using EPA Pro as the Gateway form is different on there?
Yes, the EPA recording forms need to be completed and are on EPA Pro. The gateway it's now part of EPA Pro so the older Gateway Form does not need to be completed.
Currently there is no requirement at Gateway on EPA Pro to submit the Presentation & the Portfolio. Can you advise?
The portfolio must be completed by gateway but not submitted to EPA Pro until 2 weeks prior to EPA. However, for AP03 the project report must be submitted at gateway in order for the question to be allocated for the presentation.
It would be good to receive some process improvement project ideas as some apprentices struggle to find a suitable project.
We are currently reviewing the resources