

Webinar 2 Level 3 Business Administrator Assessment Plan Changes

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Thursday 25th March 2021

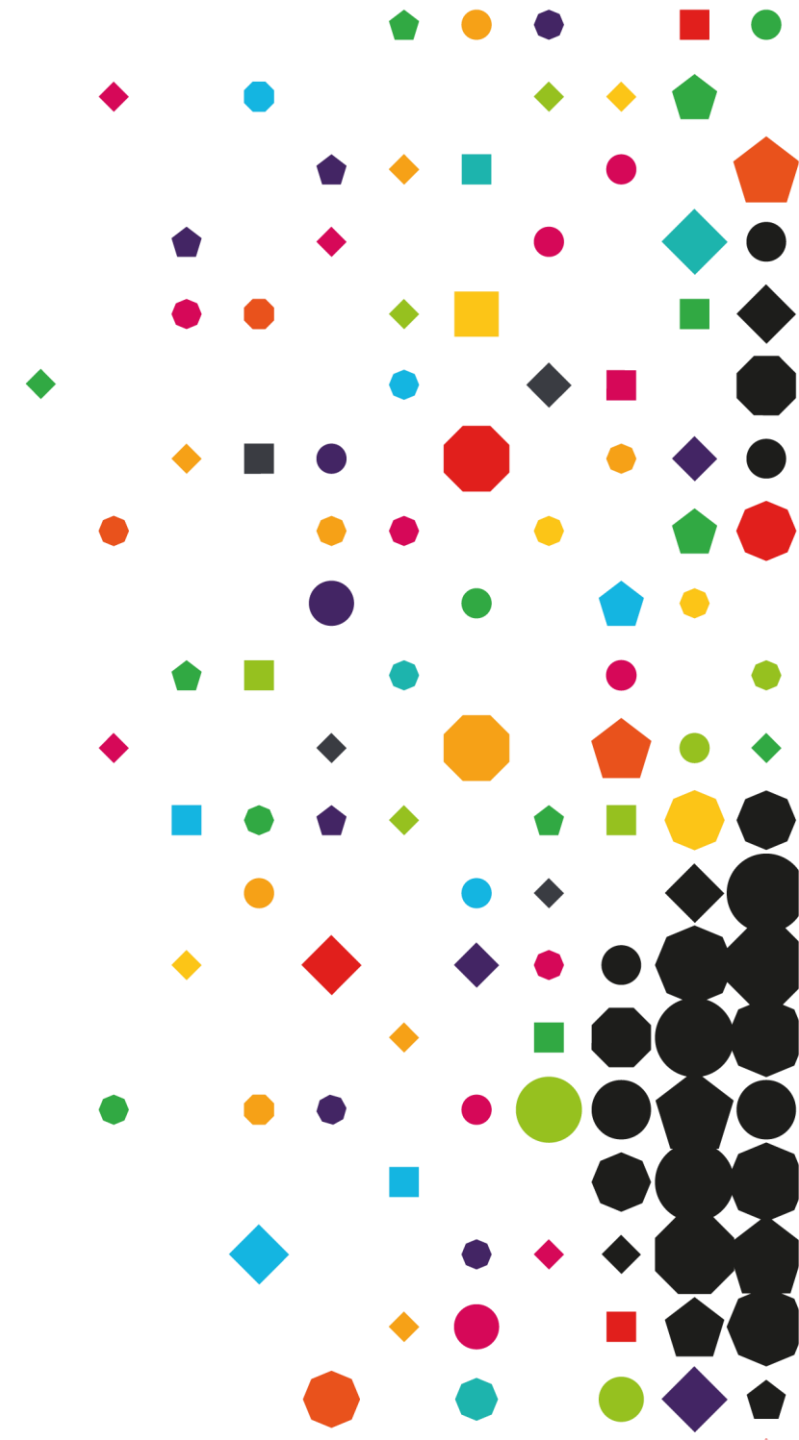
Objectives of today

Business Administrator 9473

- Recap - new assessment plan
- Action required
- AP03 Content (Giusy)
- LIEPA feedback (Louise)
- Documentation & resources
- Q&A – Please feel free to enter questions



This webinar is being recorded and will automatically be sent to every attendee no later than tomorrow.



Recap

The new assessment plan AP03

Recap

- IfATE published a new assessment plan on the 10th September 2020
- The new assessment plan is known as ST0070/AP03
- Impacts all learners who started their apprenticeship **from 10th September, 2020**
- New City & Guilds registration number **9473-22** now open for registrations
- All new starts on and from the 10th September 2020 must be on the new assessment plan version AP03 (**9473-22**)
- City & Guilds EPA Packs will be available from the 3rd May 2021
- EPA Bookings available for AP03 from September 2021



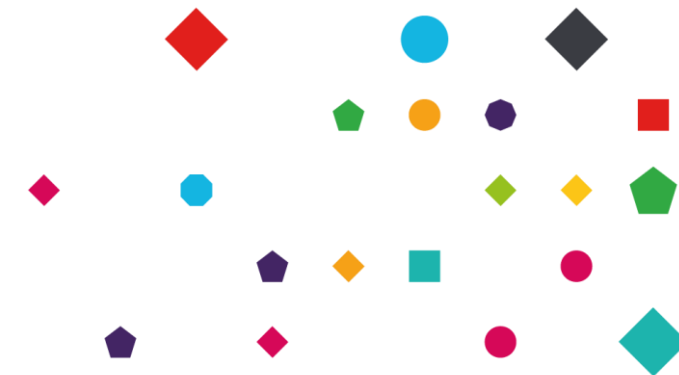
Business Administrator:

Level 3 Standard Assessment Plan

1. Introduction

The Business Administrator apprenticeship is a minimum of 12 months and should typically be completed within 18 months. The apprenticeship provides a highly transferable set of knowledge, skills and behaviours, which can be gained working across an organisation and its processes. The apprenticeship is a firm grounding in organisational operations and functional processes, as well as the wider working environment.

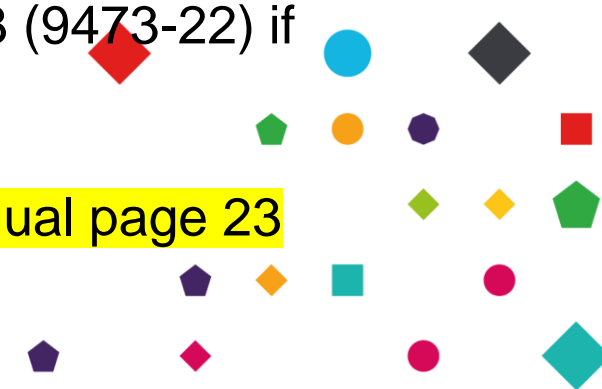
Key responsibilities include developing, implementing, maintaining and improving administrative services. In doing so, the apprentice is expected to work independently and take responsibility for the outcomes of their work, with support of the employer and the training provider. Through working across functional areas, apprentices build team relationships quickly and learn from



The New Assessment Plan

The good news!

- The standard or the KSBs have **NOT** changed
- This should not impact on your delivery
- Impacts learners with an ILR start date of 10th Sept 2020 onwards
- We have introduced a new POS code associated to AP03 9473-22
- Now open for registrations
- All registrations made up to 24th March 2021 will be transferred to the AP03 (9473-22) if they have an ILR start date of the 10th Sept 2020
- If you have registered on 9473-22 in error, please refer to the EPA Pro Manual page 23



EPA for Business Administrator



Online multiple choice test
(e-volve test)
Typically completed 1st



Project presentation

Conducted remotely.



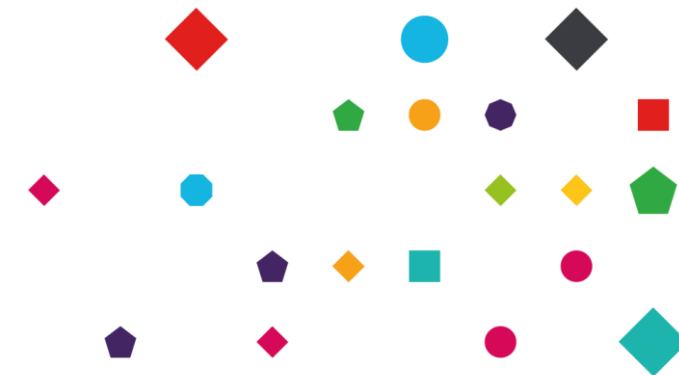
Portfolio based interview

https://www.youtube.com/watch?v=LxJ21_mXEeM



Important Information – Centre action required

- 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**
- **Centre action** - Please check to make sure all learners have been registered on the correct version
- 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
- Please refer to page 23 and 24 of the EPA Pro User Manual - **Start a New Programme which** is covered in full on pages 23 EPA Pro User Manual, sits under Support Materials / EPA Pro User Help / EPA Pro User Manual.
- Please contact Customer Support to arrange for a refund if you have registered on the incorrect version
- Customer Support – centresupport@cityandguilds.com
New Customer Support Telephone Number – 01924 930800



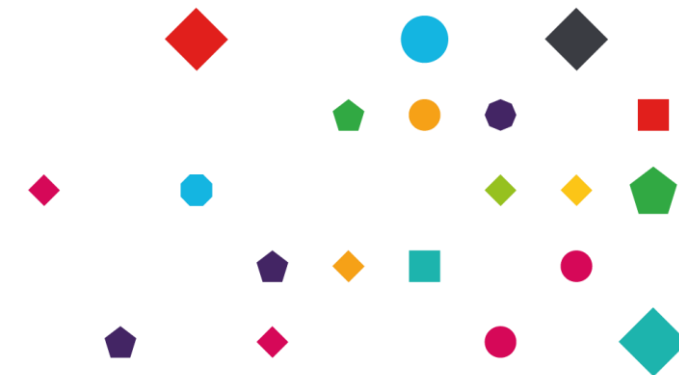
Weighting & Grading



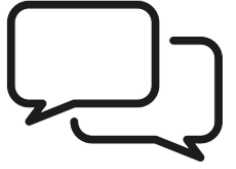
Changes - Weighting

Each assessment method now has equal weightings of 33% each.

Assessment Method	AP02	AP03
Knowledge Test	20%	33%
Portfolio based Interview	40%	33%
Project/Improvement Presentation	40%	33%



Changes - Grading

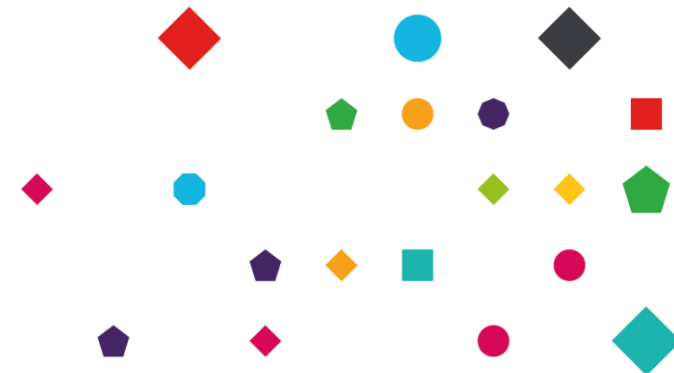


Grading (Knowledge Test) **No Change**

- To achieve a pass 30/50 is required in the multiple choice test
- To achieve a distinction 40/50 is required in the multiple choice test

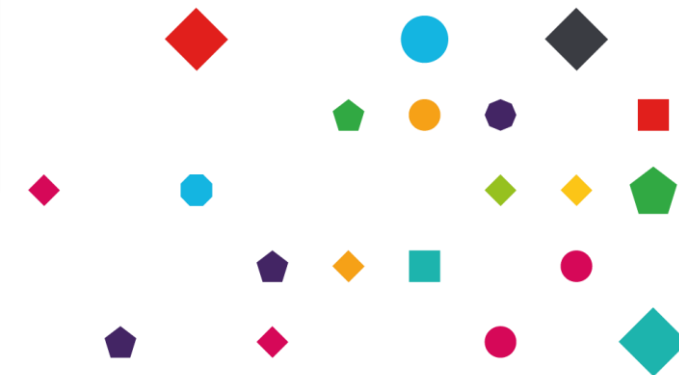
Grading (Portfolio-based Interview and Project/Improvement Presentation)

- To achieve a pass apprentices must achieve **all** pass criteria
- To achieve a distinction apprentices must achieve **all** pass and distinction criteria



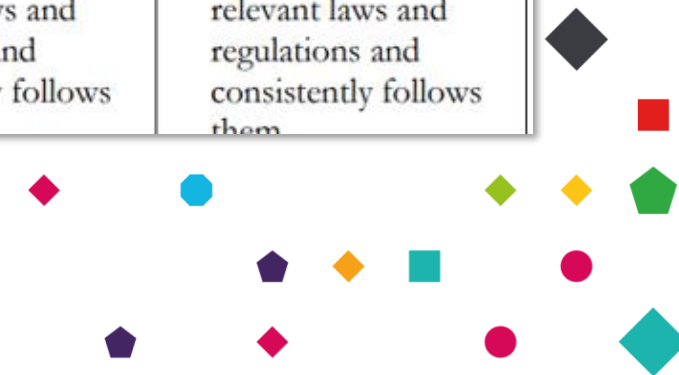
Changes- Overall Grading

Knowledge test	Project Presentation	Portfolio Interview	Overall Grade
PASS	PASS	FAIL	FAIL
PASS	FAIL	PASS	FAIL
FAIL	PASS	PASS	FAIL
PASS	PASS	PASS	PASS
PASS	DIST	FAIL	FAIL
DIST	DIST	PASS	PASS
PASS	PASS	DIST	PASS
DIST	DIST	DIST	DIST



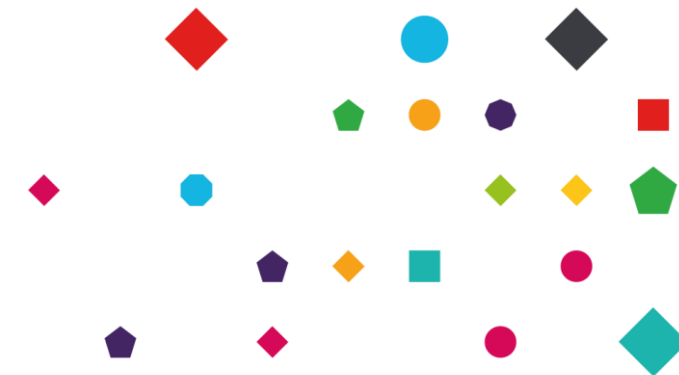
Changes – Annex assessment method convention

					within the team and is able to compare their skills with others
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.	Portfolio interview or Project presentation <u>and</u> may also be demonstrated in the Knowledge test (stakeholder management principles)	<ul style="list-style-type: none"> Does not understand the principles of stakeholder management Does not build good relationships 	<ul style="list-style-type: none"> Understands how to manage stakeholders, e.g. clarifying and delivering on expectations Demonstrates they have worked with stakeholders to achieve results 	<ul style="list-style-type: none"> Understands and follows the principles of stakeholder management Goes beyond expectations to build constructive relationships with stakeholders
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.	Knowledge test or Portfolio interview	<ul style="list-style-type: none"> Does not know the relevant laws and regulation for their job and has not followed them in the past 	<ul style="list-style-type: none"> Demonstrates knowledge of relevant laws and regulation and consistently follows them 	<ul style="list-style-type: none"> Shows a thorough knowledge of relevant laws and regulations and consistently follows them



Changes – Mapping of Knowledge, Skills, Behaviours (KSBs)

- Previously, instead of 'or' 'and', it was /
- Leading to confusion, and the interpretation that it could be either or, where in fact it should have been both assessment methods.
- The language used includes variations:
 - portfolio interview **OR** project presentation
 - project presentation **OR** knowledge test
 - portfolio interview **OR** knowledge test
 - portfolio interview **OR** project presentation **AND** may also be demonstrated in the knowledge test



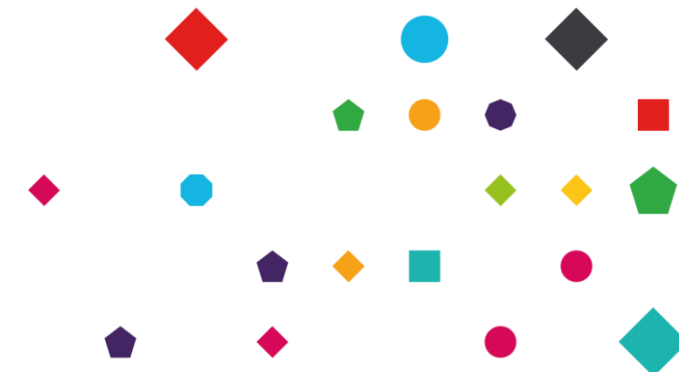
Mapping of Assessment Methods Criteria coverage

- Where the KSBs/competencies are mapped into a **single** assessment method, these have to be achieved in **that method alone**.
- Where the KSBs/competencies are mapped into **either/or** approximately 50% of the KSBs linked to either assessment method should be achieved in **each**.

Professionalism	Pass: Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation	P1	Portfolio-based interview
	Pass: Follows the standard of conduct required by the organisation	P2	
	Distinction: Is a role model employee, showing professionalism in their conduct, punctuality, presentation and respect for others, irrespective of background; even in difficult circumstances	D1	
	Distinction: Can be relied upon to represent the team and be an ambassador for the organisation	D2	



Value of their skills	Pass: Understands the structure of the organisation and how their work contributes	P1	Project Presentation
	Pass: Identifies their role within the team and value of their skills	P2	Portfolio-based interview
	Distinction: Understands the structure of the organisation and is able to discuss how different teams support each other	D1	Project Presentation
	Distinction: Understands the contribution their work makes and promotes its value	D2	
	Distinction: Identifies their role within the team and is able to compare their skills with others	D3	Portfolio-based interview

Note: In the event where some KSBs have not been sufficiently demonstrated during the Project/Improvement Presentation EPA, these may be assessed as part of the portfolio-based interview.



Mapping of Assessment Methods Criteria coverage

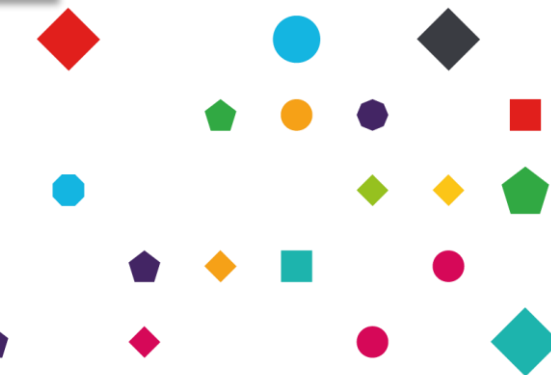
KSBs	Apprentice meets all of the below pass criteria to achieve a Pass Apprentice meets all of the pass criteria and all of the below distinction criteria to achieve a Distinction	C&G Reference Number	Assessment Method
IT	Pass: Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information	P1	Portfolio-based interview & Project presentation
	Pass: Able to perform tasks relevant to their role using IT packages without supervision	P2	
	Distinction: Consistently demonstrates they can use IT packages and can provide varied, quality examples	D1	Portfolio-based interview
	Distinction: Able to perform tasks relevant to their role using IT packages and can coach others in using IT	D2	
Record and document production	Pass: Records are accurate, rarely require correction and are treated confidentially	P1	Portfolio-based interview
	Pass: Recommendations and solutions only need minor improvements	P2	
	Pass: Supports others in producing documents and can provide examples	P3	
	Distinction: Records are consistently accurate and confidential	D1	

-  Portfolio-based interview & Project presentation
-  Portfolio-based interview



Mapping of Assessment Methods Criteria coverage

Project Management	Pass: Effectively plans and manages small projects	P1	Project Presentation	Project Presentation
	Pass: Able to lead small projects when required	P2		
	Pass: Demonstrates some understanding of project management tools and principles	P3	Knowledge Test and Project Presentation	Knowledge Test & Project Presentation
	Distinction: Plans and manages a significant project and can describe what made it a success	D1	Project Presentation	Project Presentation
	Distinction: Demonstrates strong leadership skills when managing a project	D2		
	Distinction: Understands and is able to apply a strong grasp of project management tools and principles	D3		

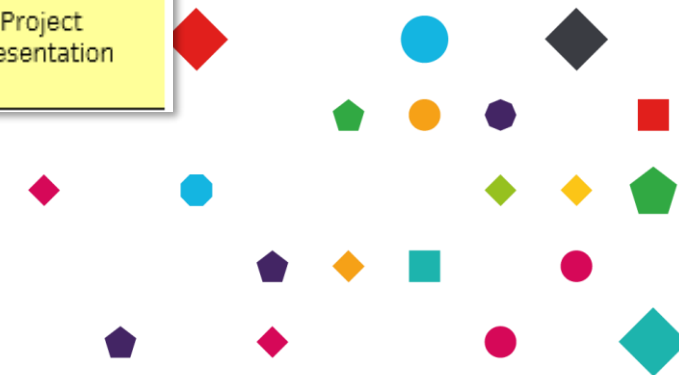


Mapping of Assessment Methods Criteria coverage

Relevant regulation	Pass: Demonstrates knowledge of relevant laws and regulation and consistently follows them	P1	Knowledge Test and Portfolio-based Interview
	Distinction: Shows a thorough knowledge of relevant laws and regulations and consistently follows them	D1	Portfolio-based interview
	Distinction: Champions adherence to relevant laws and regulation within the organisation	D2	Portfolio-based interview
Policies	Pass: Understands and follows the organisation's internal policies	P1	Portfolio-based interview
	Distinction: Understands and promotes the organisations internal policies	D1	Portfolio-based interview
Business fundamentals	Pass: Knows the fundamentals of business, including finances, managing change and project management	P1	Knowledge Test
	Distinction: Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact	D1	Knowledge Test
Processes	Pass: Understands and consistently follows the organisation's processes	P1	Project Presentation

□ Knowledge Test & Portfolio-based Interview

■ Knowledge Test



Grading criteria

KSB – Skills	Description	Evidence Guidance for the Portfolio	Evidence types - This list is not exhaustive. The evidence produced to support the achievement of the outcomes could include:	Fail: Apprentice does not meet the pass criteria	Pass: Apprentice meets all of the below pass criteria	Distinction: Apprentice meets all of the pass criteria and all of the below distinction criteria
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.	<p>We anticipate that this module cross references a number of KSBs.</p> <p>We expect to see evidence of positive interaction with others.</p> <p>There must be evidence of confidently supporting others, showing ability to act as a role model.</p> <p>The evidence here is the development of their own coaching skills while supporting others.</p> <p>We anticipate that this module cross references a number of KSBs.</p>	<p>Evidence for this unit will differ across different sizes of organisations.</p> <ul style="list-style-type: none"> • Witness statements • Practical observation/evaluation • Performance reviews and 1-to-1 • Feedback from different sources • Methods of communications eg emails, face-to-face, telephone calls • Or a combination of the above 	<ul style="list-style-type: none"> • Does not work effectively with others. • Does not exhibit role model behaviours • Does not seek to develop coaching skills 	<ul style="list-style-type: none"> • P1: Works effectively with a range of people • P3: Supports others in the organisation and demonstrates coaching skills 	<ul style="list-style-type: none"> • D3: Proactively offers to coach others and has had good performance recorded in feedback
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	<p>We expect to see evidence of clear communication throughout all channels, as well as the selection of the most suitable channel depending on the situation, demonstrating authority, confidence and flexibility.</p> <p>There should be evidence of answering queries (orally and in</p>	<ul style="list-style-type: none"> • Witness statements • Practical Observation/evaluation • Feedback from different sources • Use of communication channels eg e-mails, face-to-face, telephone calls, digital platforms, documents eg e-mails, letters. 	<ul style="list-style-type: none"> • Communication is unclear, either verbally or in writing • Chooses ineffective methods to communicate, eg social media for sensitive work-related information 	<ul style="list-style-type: none"> • P4: Demonstrates ability to answer queries effectively from both inside and outside the organisation 	<ul style="list-style-type: none"> • D1: Communication is consistently clear, both written and verbally • D2: Champions an appropriate choice of communication channels • D3: Consistently answers queries from

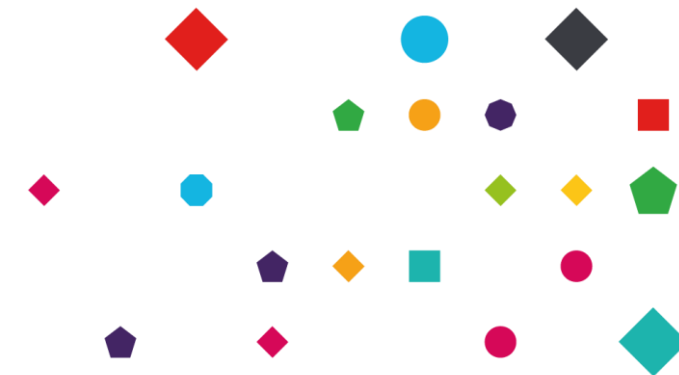


Mapping of assessment methods criteria coverage

Knowledge test:

- Business fundamentals (P1; D1)
- Project Management (P3 understanding of project management tools and principles)
- The organisation (P2 understanding of political/economic/environment)
- Stakeholders (P1 understanding of stakeholder management principles)
- Relevant Regulation (P1 knowledge of relevant laws and regulations)
- External environmental factors (P1 understanding of external factors)

Knowledge Test Guidance document available.

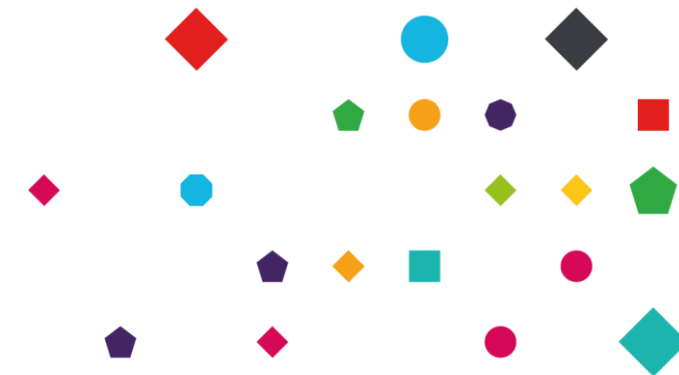


Mapping of Assessment Methods Criteria coverage

Portfolio-based Interview:

- IT (P1, P2, D1, D2)
- Record and Document Production (P1, P2, P3; D1, D2, D3)
- Interpersonal Skills (P1, P3; D3)
- Communication (P4; D1, D2, D3)
- Quality (P1, P2, P3, P4; D1, D2, D3, D4)
- Planning and organisation (P3, P4; D3)
- The organisation (P1; D1)
- Value of their skills (P1; D1, D3)
- Stakeholders (D1)
- Relevant regulation (P1; D1, D2)
- Policies (P1; D1)
- External Environmental Factors (P1; D1, D2)
- Professionalism (P1, P2; D1, D2)
- Personal Qualities (P1, D1)

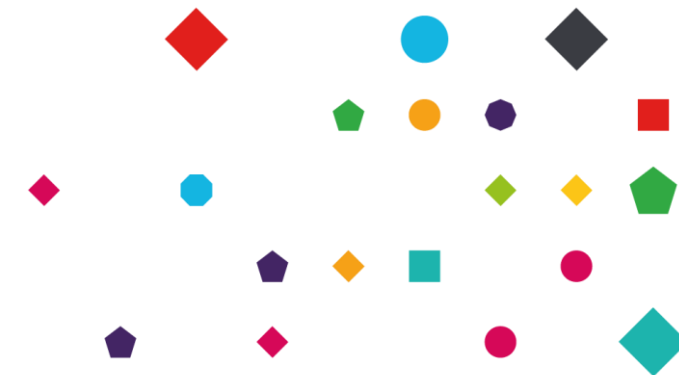
Managing Performance (P3; D2)
Adaptability (P1; D1)
Responsibility (P3; D1, D3)



Mapping of Assessment Methods Criteria coverage

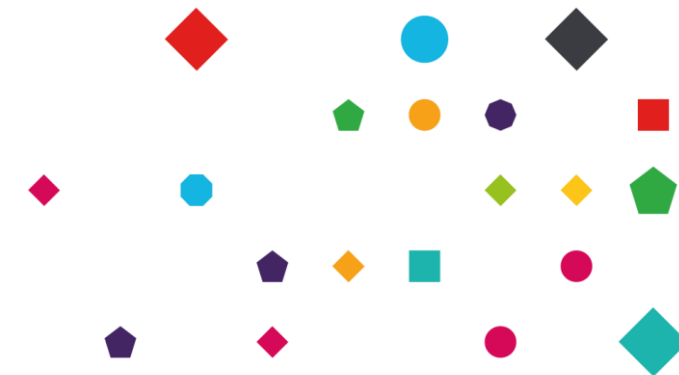
Project Presentation:

- IT (P1, P2)
- Decision Making (P1, P2, P3; D1, D2, D3, D4)
- Interpersonal Skills (P1, P2; D1, D2)
- Communication (P1, P2, P3; D1)
- Planning and organisation (P1, P2; D1, D2)
- Project Management (P1, P2, P3; D1, D2, D3)
- Value of their skills (P2, D2)
- Stakeholders (P2; D2)
- Processes (P1, P2; D1, D2)
- Personal Qualities (P1; D1)
- Managing Performance (P1, P2, P3; D1, D2)
- Adaptability (P1; D1)
- Responsibility (P1, P2; D2)



Changes - Project/Improvement Presentation Question

- The project is submitted to us at gateway
- We will provide you with a question to answer on the presentation after gateway has been passed, e.g.
 - 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?
- Question more specific to the project
- 5 days from Gateway been passed, allocated question available on EPA PRO.



Business Administrator Level 3

Lead IEPA

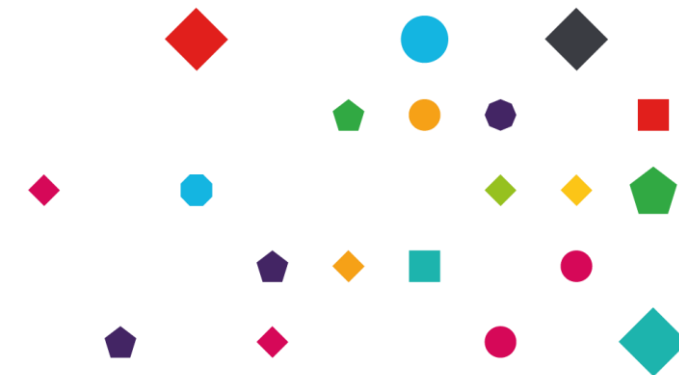
LIEPA Guidance

Key areas to cover to support you in the transition to AP03

The restructure of the EPA event to support apprentices to meet the requirements of the updated standard



AP03 requirement is that every single outcome of the pass/distinction criteria are met so we will look at key areas where apprentices tend to miss out on marks and why as well as looking at trends within the Fail grades.

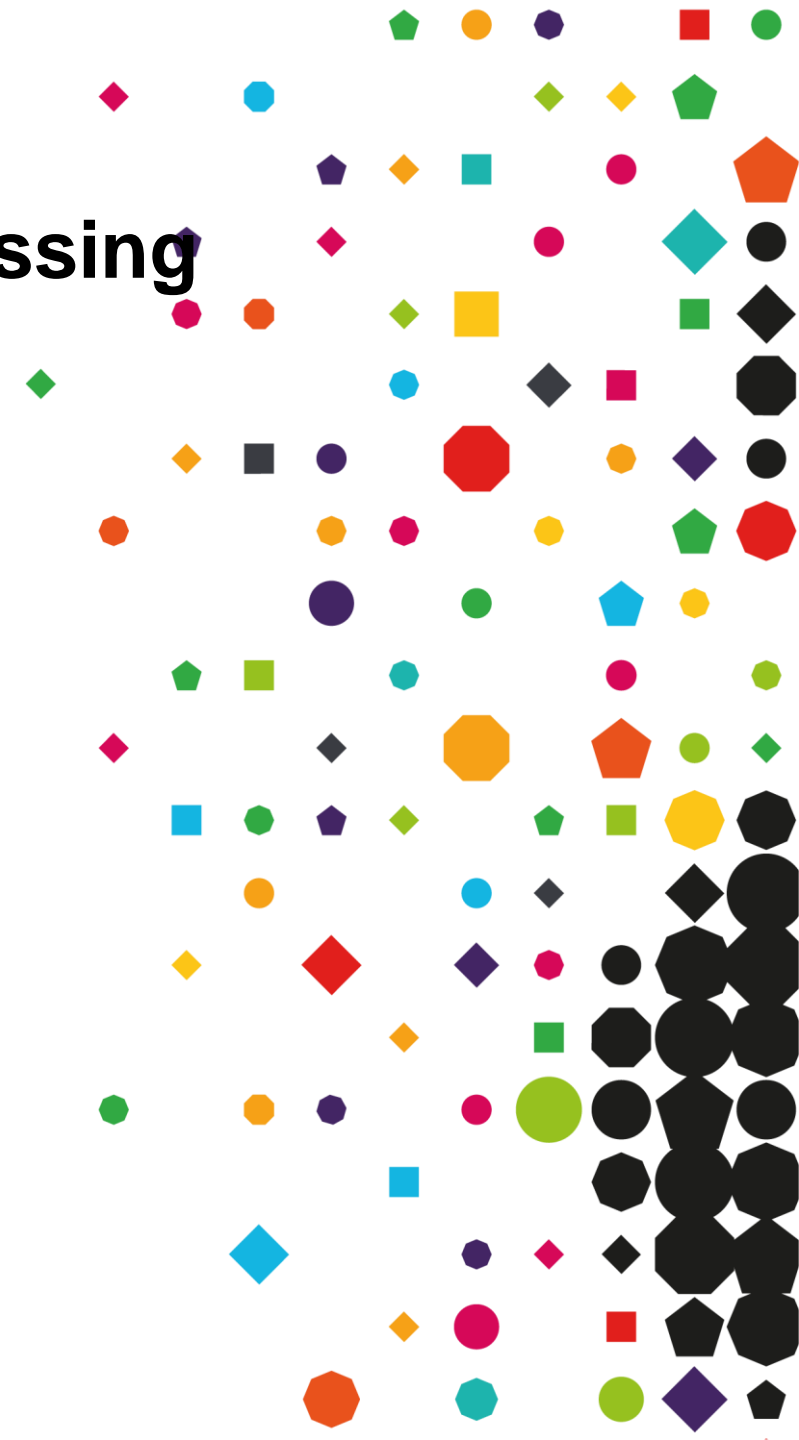


Practical changes to the way we will be assessing

Existing Process with AP01 (current version of the Standard)

- Knowledge Test is normally completed first
- Portfolio-based Interview 30-45 minutes
- Break up to 15 minutes
- Presentation up to 15 minutes
- Q&A 10 - 15 minutes

The current standard dictates that the Portfolio-based Interview and Project/Improvement Presentation are marked individually, so this means any evidence obtained in one assessment can not be used to support marks in any other assessment.



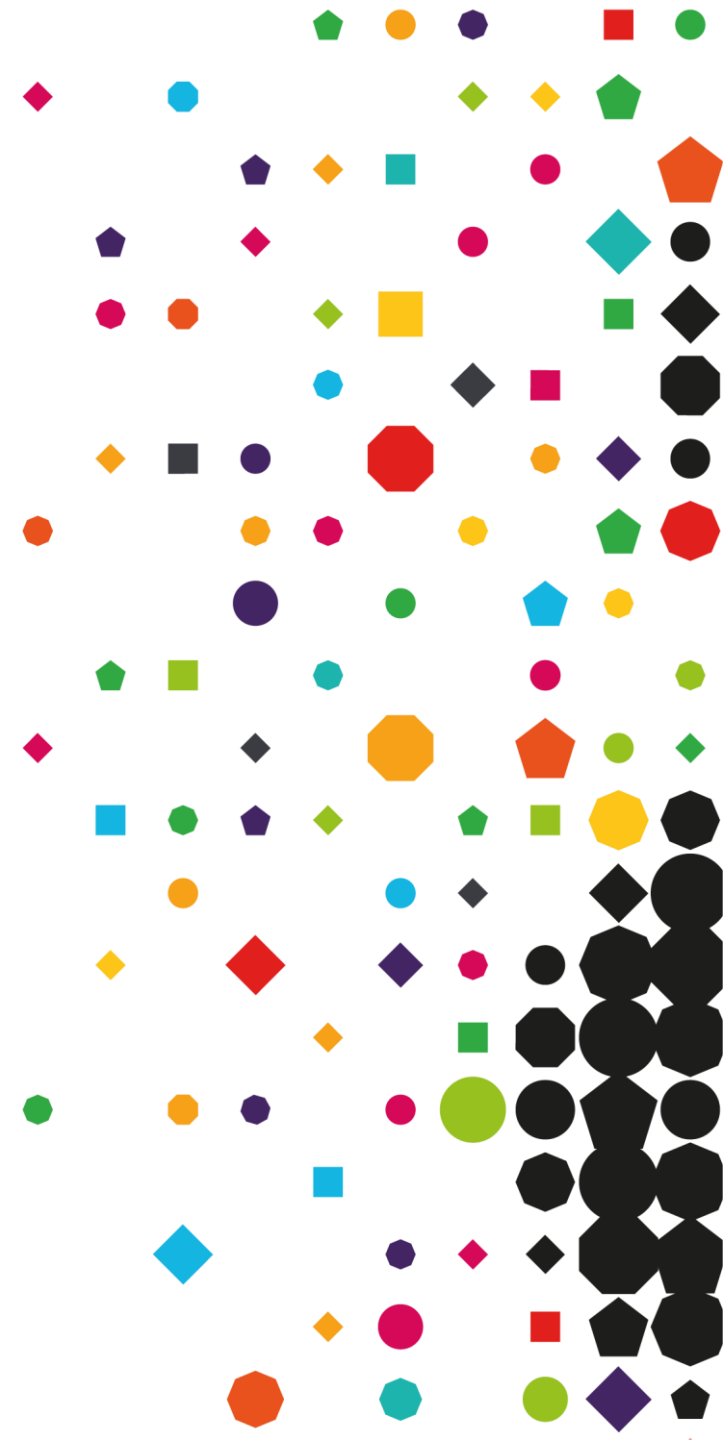
New process

Whilst the way we assess can vary in some circumstances, below is the layout of the intended process

AP03: New version of the Standard

- Knowledge test completed in advance whenever possible (as now)
- Presentation 10-15 minutes (includes the response to the personalised question which will be sent in advance to centres)
- Q&A based on the project 10-15 minutes
- 30 minute break.
- Portfolio-based interview 30-45 minutes

- We can now use SOME holistic marking between the two assessed methods within the EPA event, which is why we have changed the order of the assessments.



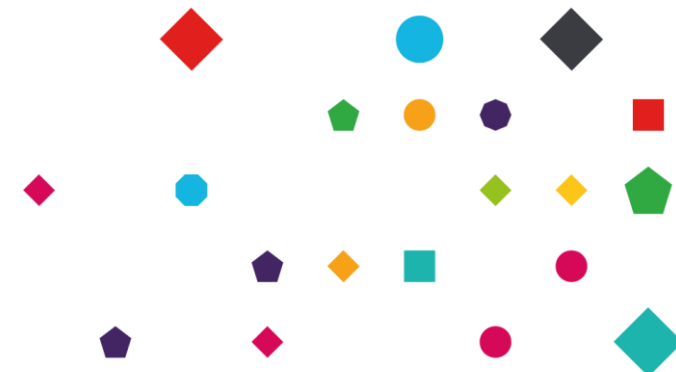
Knowledge Skills and Behaviours (KSBs)

Trends and areas
where marks are
less often awarded

The Portfolio-based Interview KSBs (Knowledge Skills & Behaviours)

- IT
- Record and Document Production
- Interpersonal Skills
- Communications
- Quality
- Planning and Organisation
- The Organisation
- Value of their Skills
- Stakeholders

- Relevant Regulations
- Policies
- Processes
- External Environment Factors
- Professionalism
- Personal Qualities
- Managing Performance
- Adaptability
- Responsibility



IT

The vast majority of apprentices perform very well in this KSB area

Pass:

- Demonstrates they can use IT packages specifically to write letters or emails and to record and analyse information
- Able to perform tasks relevant to their role using IT packages without supervision

Distinction:

- Consistently demonstrates they can use IT packages and can provide varied, quality examples
- Able to perform tasks relevant to their role using IT packages and can coach others in using IT



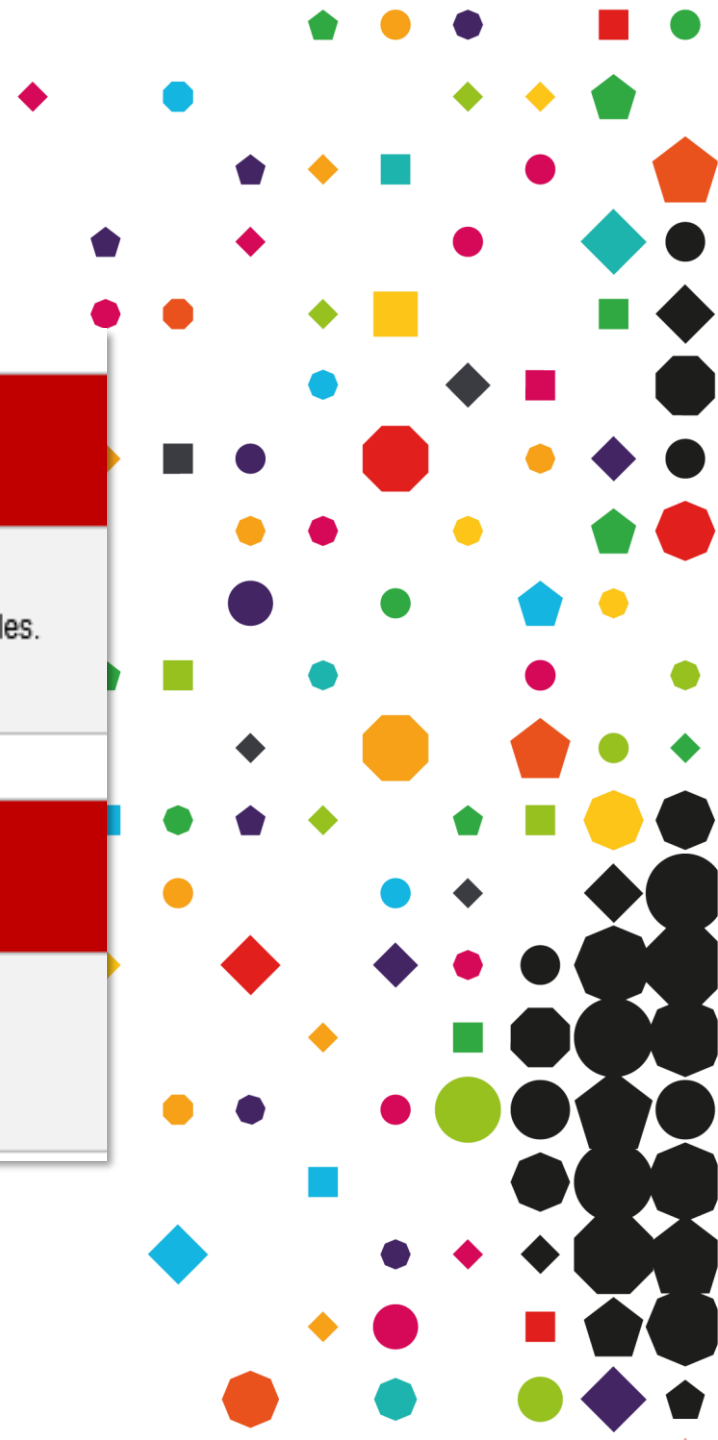
Record and Document Production

Pass:

- Records are accurate, rarely require correction and are treated confidentially.
- Recommendations and solutions only need minor improvements. Supports others in producing documents and can provide examples.

Distinction:

- Records are consistently accurate and confidential
- Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation
- Offers to coach others and good performance is recorded in feedback |



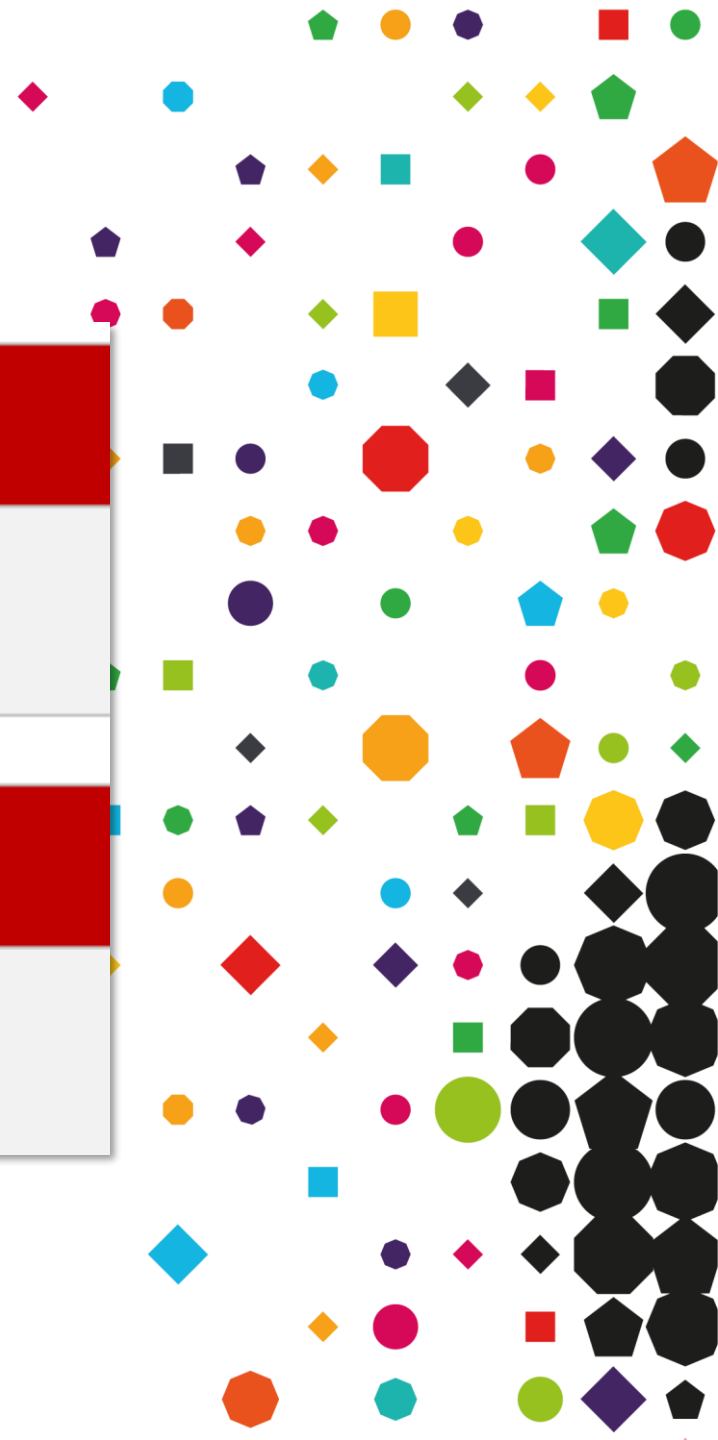
Interpersonal Skills

Pass:

- Works effectively with a range of people,
- Influences and challenges peers when necessary
- Supports others in the organisation and demonstrates coaching skills

Distinction:

- Influences managers as well as peers;
- Constructively challenges managers as well as peers when necessary
- Proactively offers to coach others and has had good performance recorded in feedback



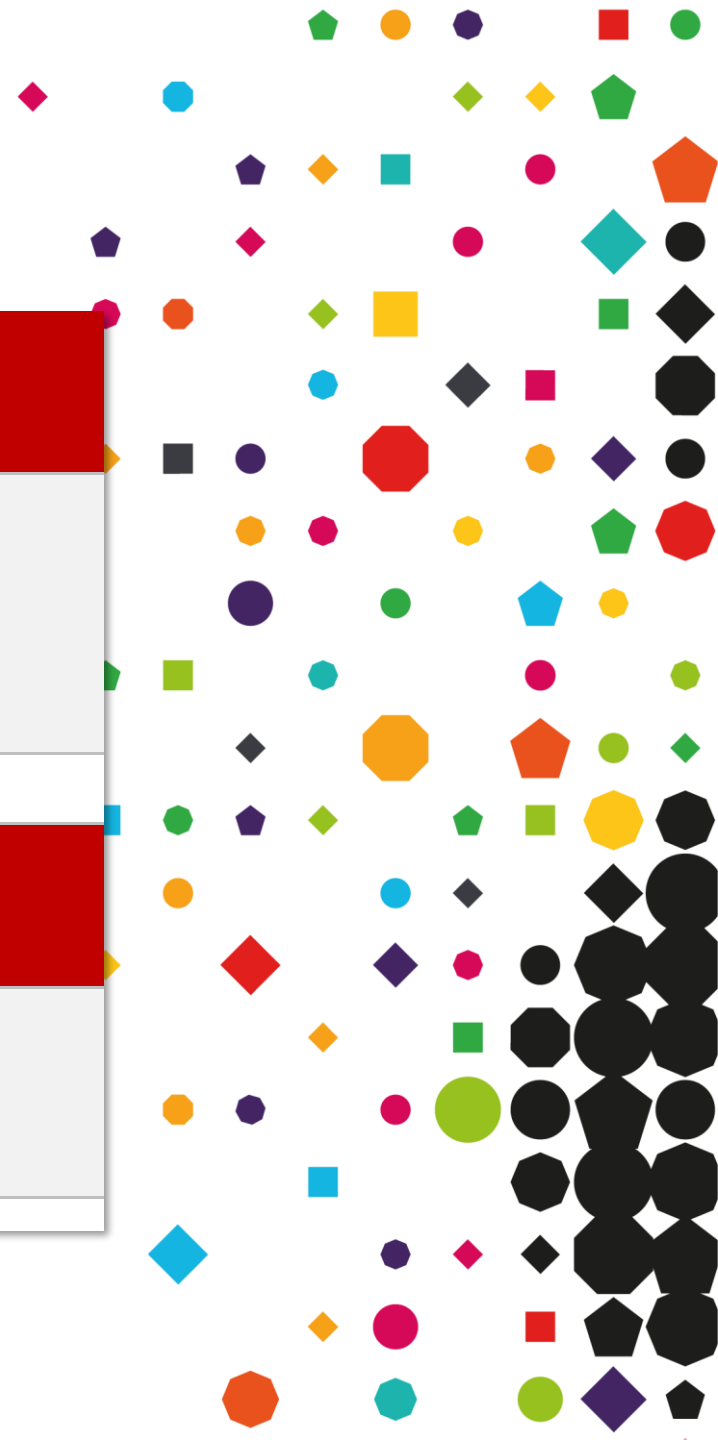
Communications

Pass:

- Demonstrates they can communicate clearly, in both written and verbal communication
- Shows flexibility to different situations
- Uses appropriate communication channels dependent on the subject matter
- Demonstrates ability to answer queries effectively from both inside and outside the organisation

Distinction:

- Communication is **consistently** clear, both written and verbally;
- **Consistently** answers queries from both inside and outside of the organisation in a confident way
- Champions an appropriate choice of communication channels



Quality

Pass:

- Checks own work before submission and makes improvements
- Work is largely accurate and meets expectations |
- Identifies areas for improvement and can justify why
- Promotes best practice examples of administration, such as accurate records

Distinction:

- Takes ownership for work and applies processes for checking work
- Work is consistently accurate and meets the agreed outcomes
- Recommends and implements process improvements
- Proactively offers to coach others in an area of work and communicates requirements for work



Planning and Organisation

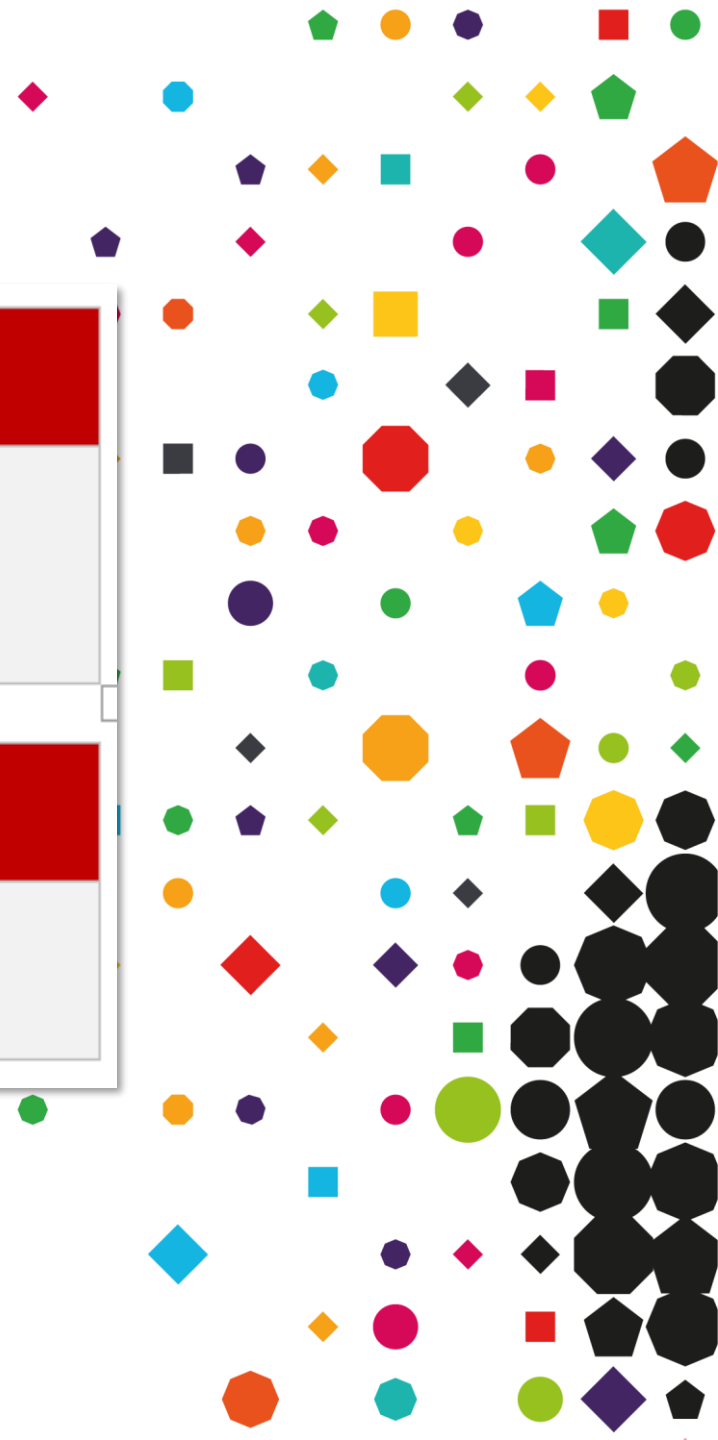
Pass:

- Plans work and achieves deadlines
- Shares areas to improve plans with others
- Effectively manages resources and meetings |
- Takes responsibility for logistics and can provide examples

Distinction:

- Makes plans that efficiently maximise resources and personally ensures results are achieved;
- Improves the management of resources e.g., identifies cost savings or process improvements
- Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this

Logistics refers to the overall process of managing how resources are acquired, stored, and transported to their final destination



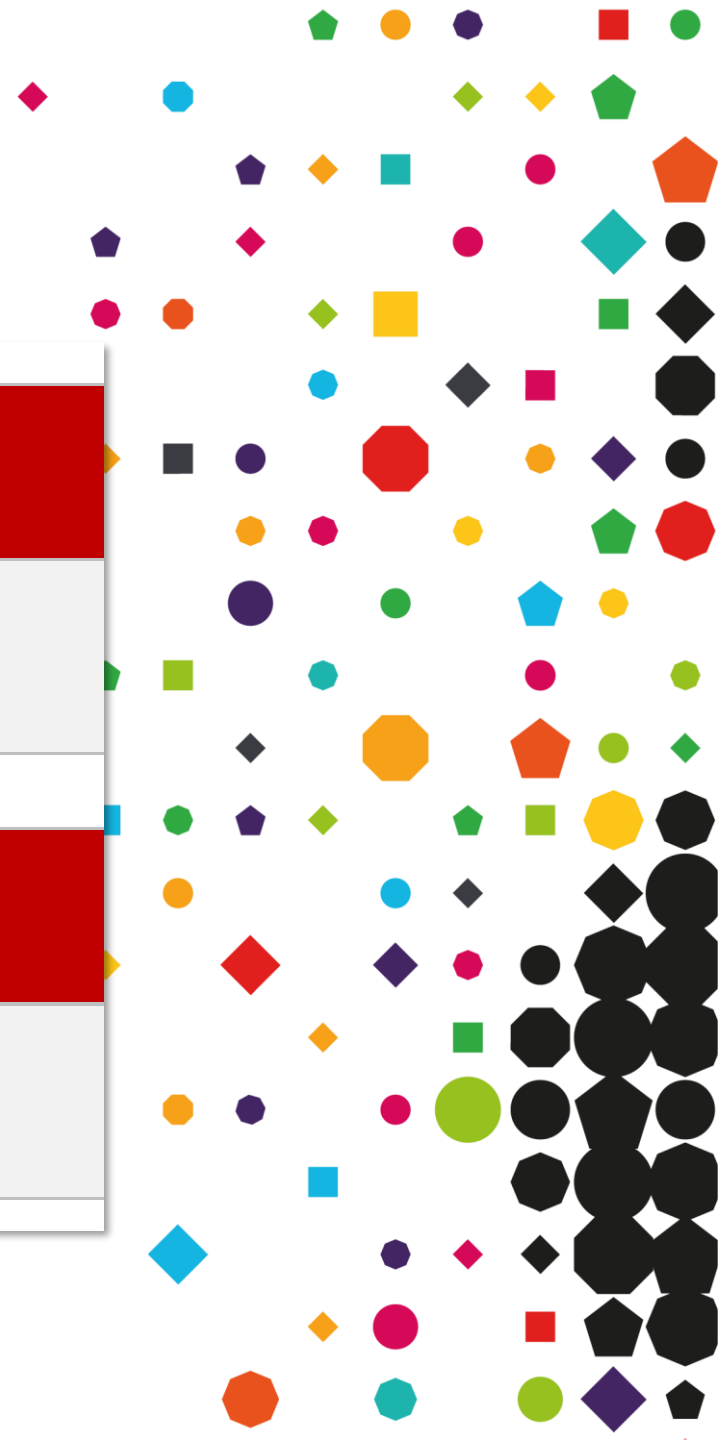
The Organisation

Pass:

- Shows a working knowledge of the organisations purpose, aims and ways of working
- Putting it in context of the local (or sector) environment.

Distinction:

- Shows a thorough understanding of the organisation's purpose, aims and way of working
- Putting it in context of the wider economy and political environment.



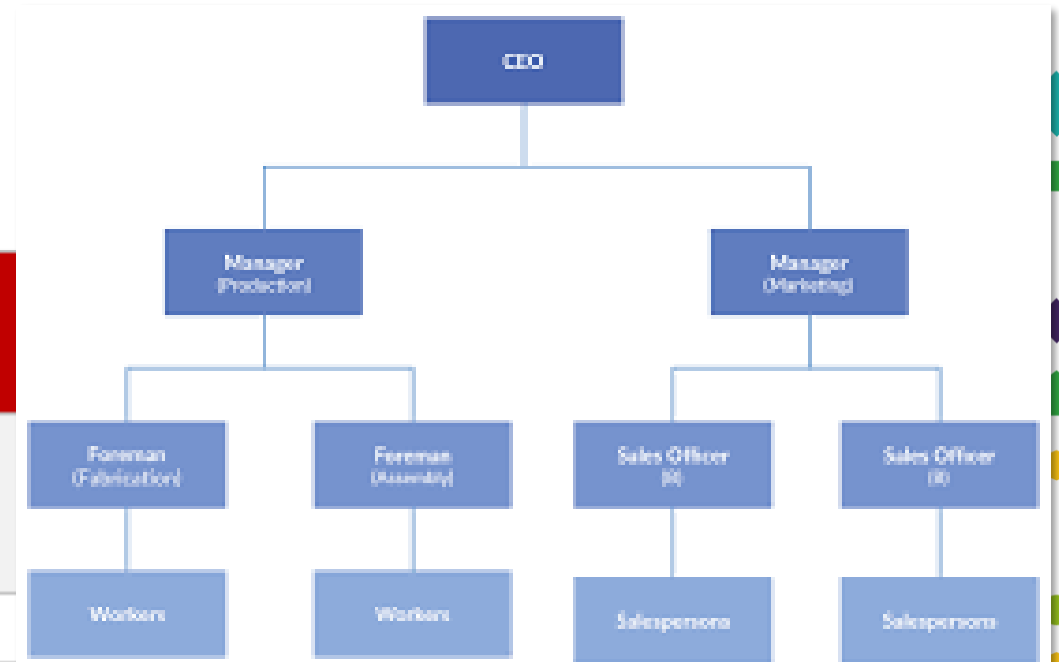
Value of their Skills

Pass:

- Understands the structure of the organisation and how their work contributes.
- Identifies their role within the team and value of their skills.

Distinction:

- Understands the structure of the organisation and is able to discuss how different teams support each other.
- Understands the contribution their work makes and promotes its value;
- Identifies their role within the team and is able to compare their skills with others.



Stakeholders

Pass:

- Demonstrates they have worked with stakeholders to achieve results.

Distinction:

- Understands and follows the principles of stakeholder management.
- Goes beyond expectations to build constructive relationships with stakeholders.



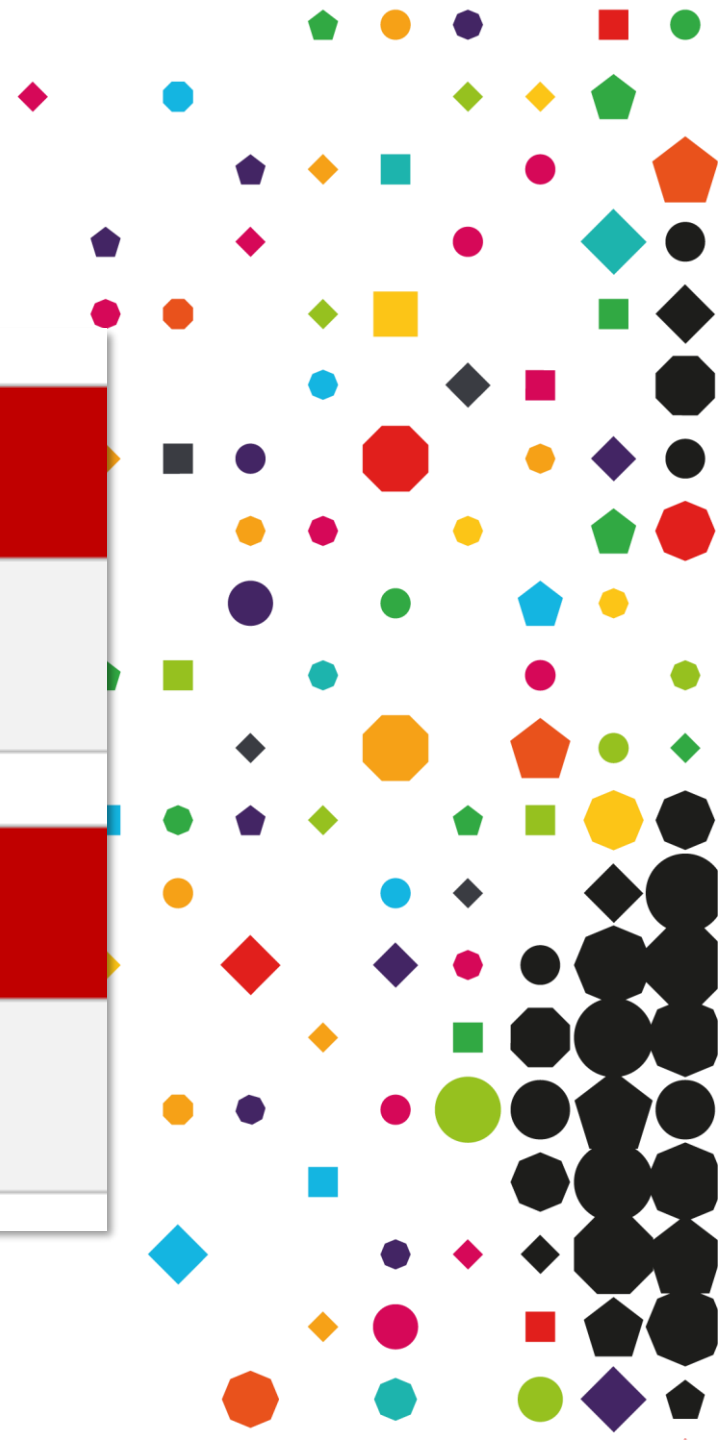
Relevant Regulations

Pass:

- Demonstrates knowledge of relevant laws and regulation*
- and consistently follows them.

Distinction:

- Shows a thorough knowledge of relevant laws and regulations and consistently follows them;
- **Champions** adherence to relevant laws and regulation within the organisation



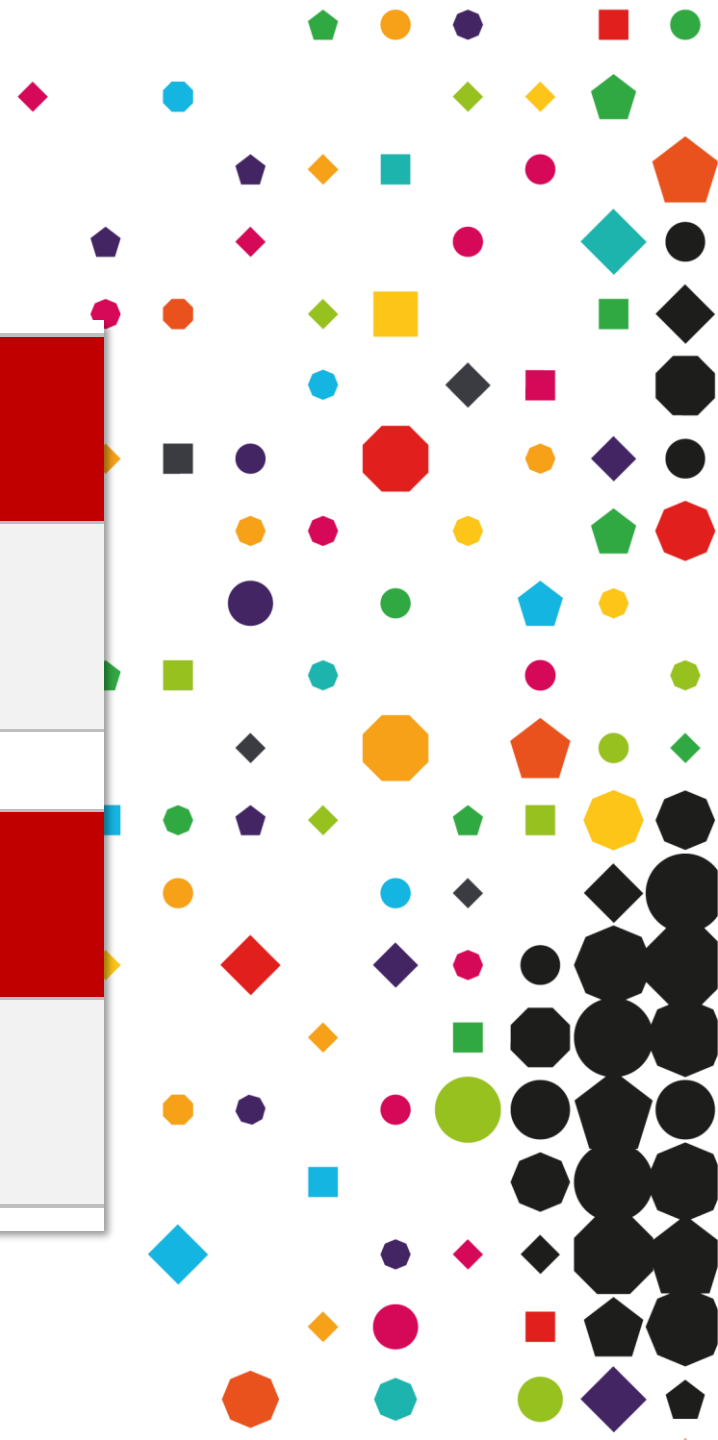
Policies

Pass:

- Understands and follows the organisation's internal policies*

Distinction:

- Understands and promotes the organisations internal policies



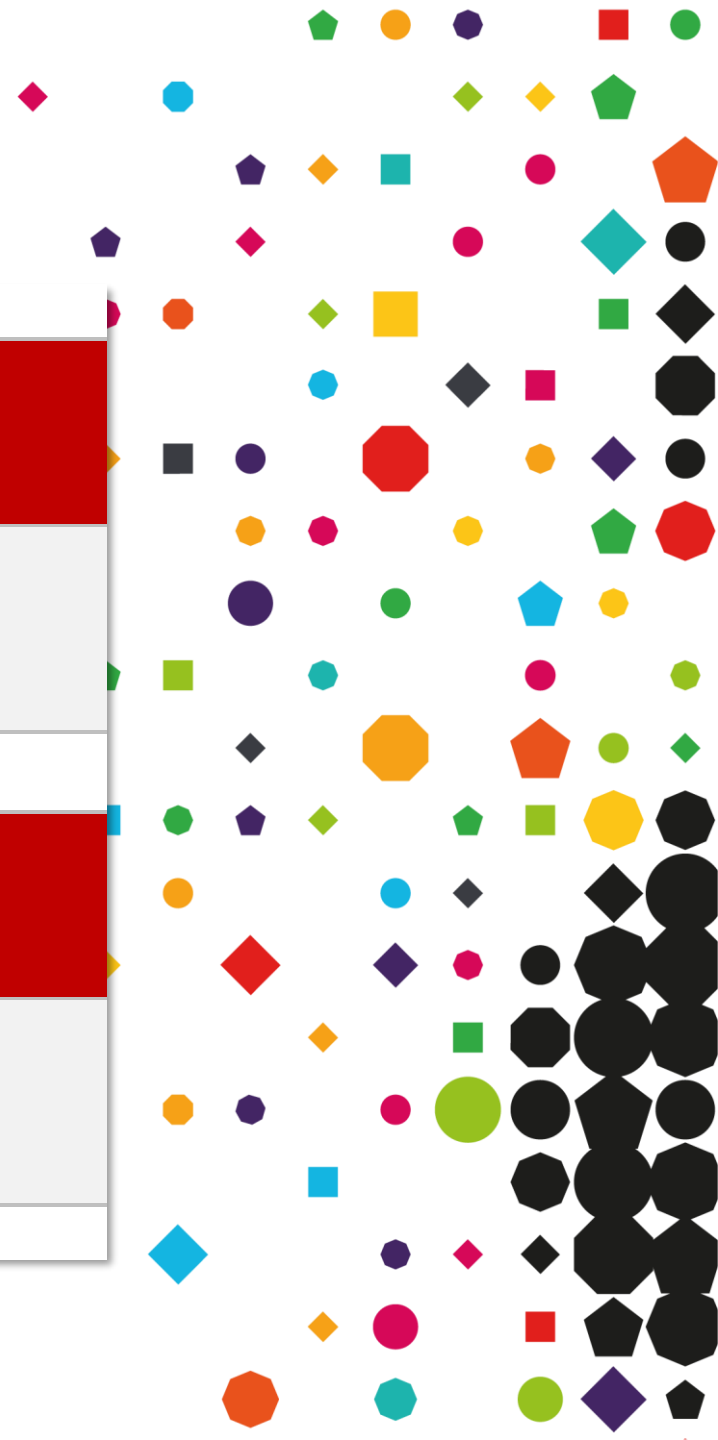
External Factors

Pass:

- Understand the external factors* affecting the organisation
- and how they relate to their role.

Distinction:

- Shows a deep understanding of the external factors facing the organisation and how they relate to their role.
- Seeks additional information about how those factors are developing



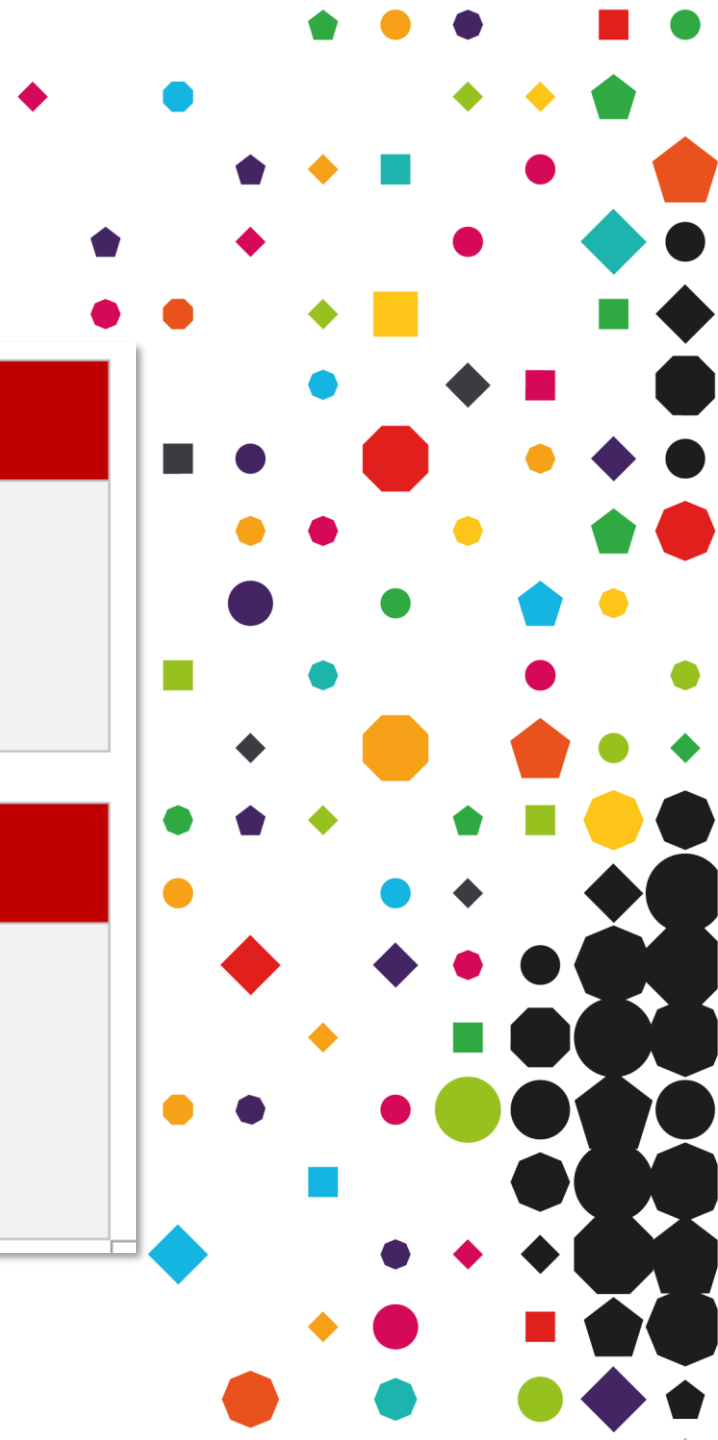
Professionalism

Pass:

- Consistently behaves in a professional way
- showing punctuality
- respect for others
- and personal presentation.
- Follows the standard of conduct required by the organisation.

Distinction:

- Is a **role model** employee,
- showing professionalism in their conduct
- punctuality,
- presentation
- and respect for others,
- irrespective of background;
- **even in difficult circumstances**
- Can be relied upon to represent the team and be an ambassador for the organisation.



Personal Qualities



Pass:

- **Regularly** shows integrity
- Reliability
- Positivity
- and self-motivation

Distinction:

- **Always** shows integrity
- Reliability
- Positivity
- and self-motivation
- and successfully encourages others to show more of these qualities



★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Integrity

is doing the right thing, even when no one is watching

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

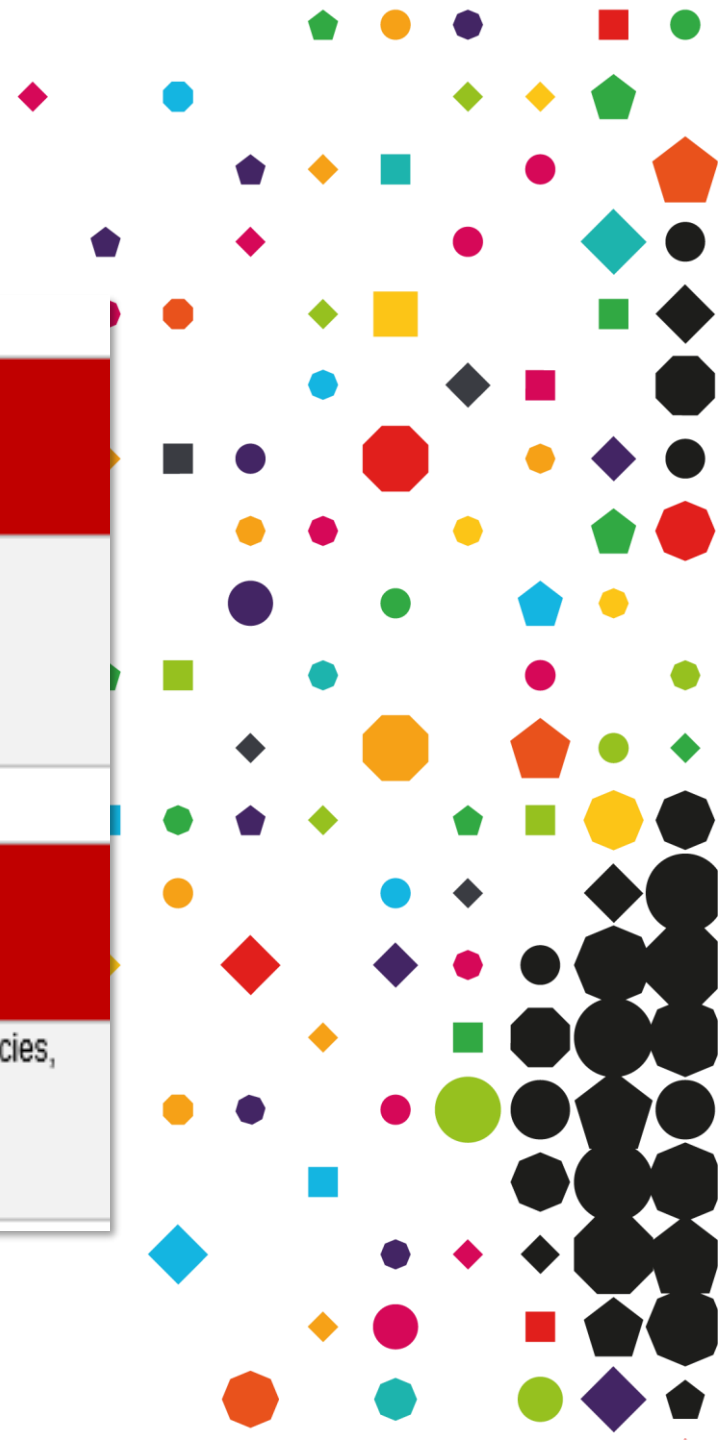
Managing Performance

Pass:

- Clarifies requirements and takes responsibility for work produced
- Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching
- Asks for feedback
- and takes feedback on board

Distinction:

- Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whilst adhering to policies, procedures and standards.
- Takes feedback on board and continually assesses the quality of their work.



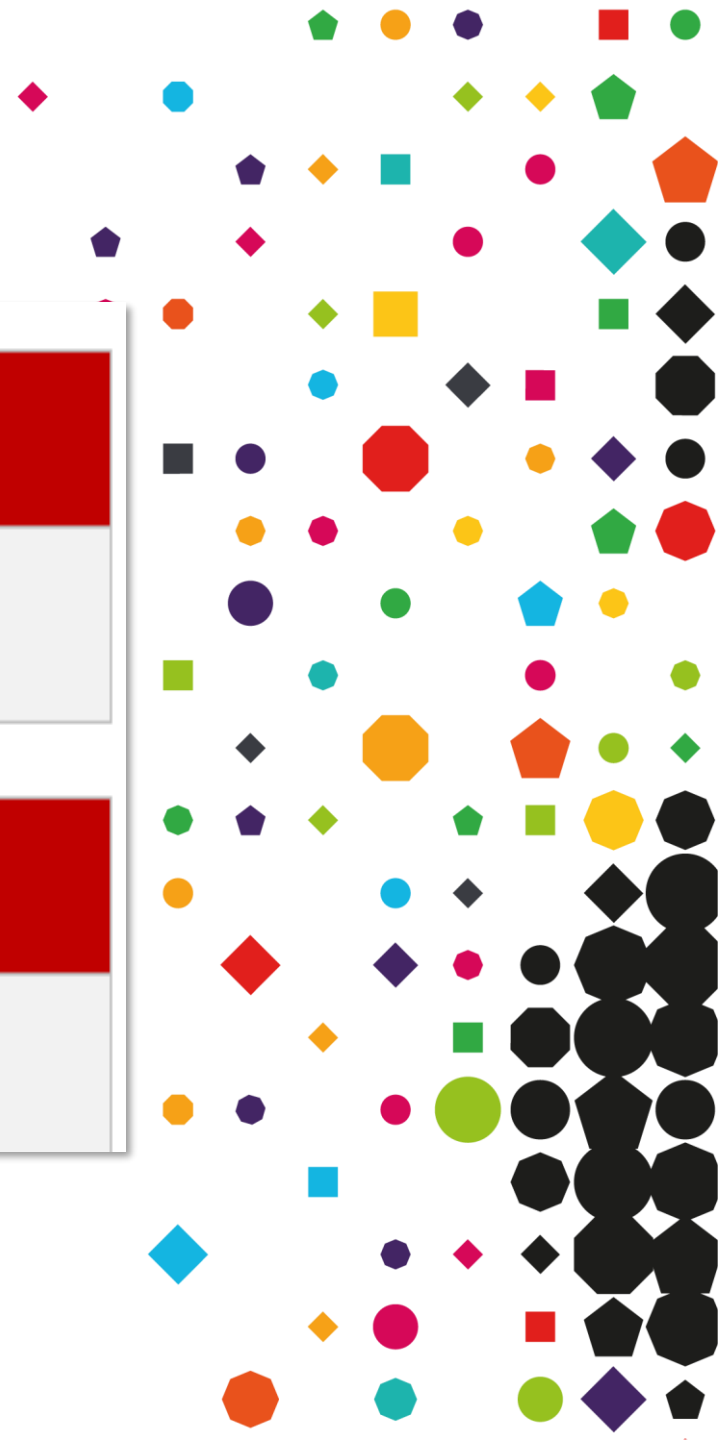
Adaptability

Pass:

- Accepts and responds positively to change

Distinction:

- Accepts change,
- evaluates the impact of any change
- and seeks to use it to improve their work



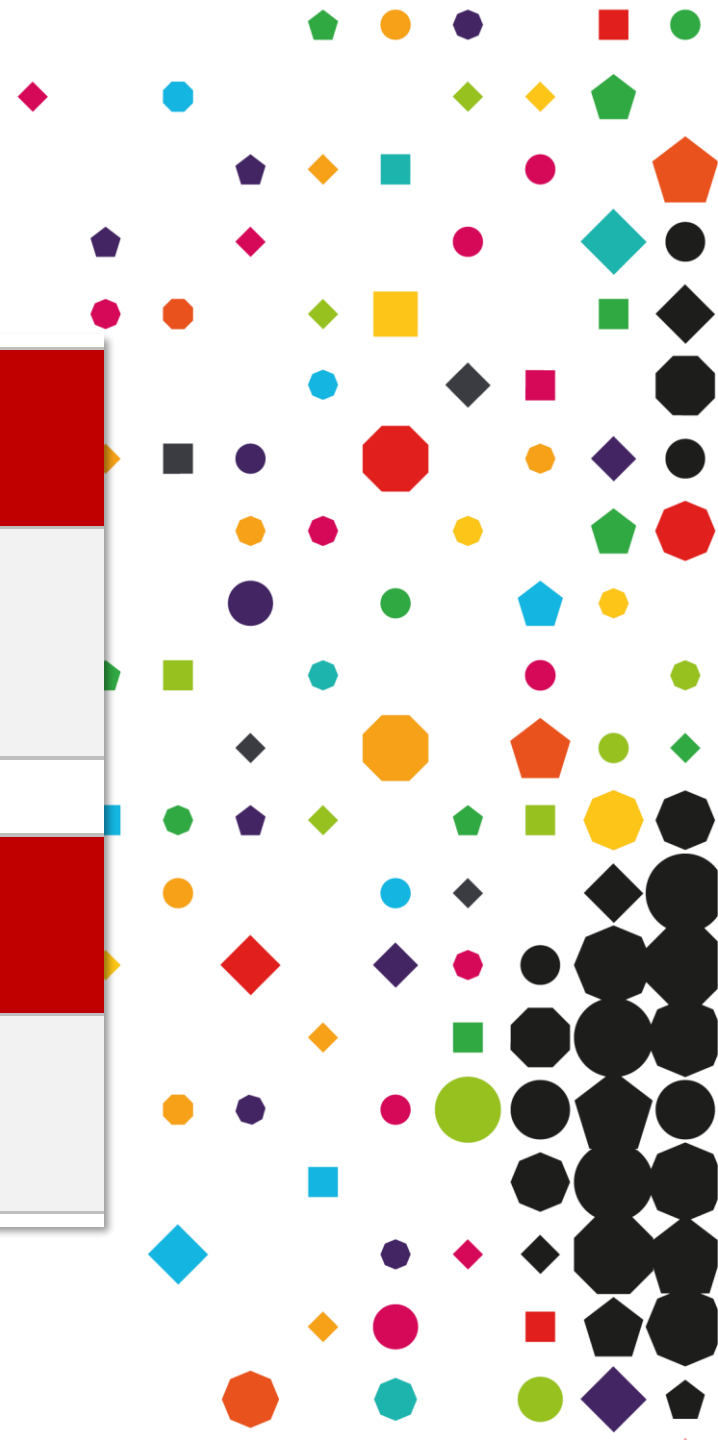
Responsibility

Pass:

- Accepts personal responsibility for their own work,
- delivering their work on time and to the right level of quality.
- Demonstrates ownership and willingness to see work completed.
- Applies initiative in developing their own skills and behaviours.

Distinction:

- Role model who takes personal responsibility for themselves and peers.
- Aims to deliver work within targets and deliver more than required in their role.
- Proactively seeks opportunities to develop themselves and shares this learning with others.



LIEPA Feedback - Portfolio

Portfolio based interview (positives)

- 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. Evidence has been used effectively which holistically covers multiple criteria. Remember to cover EVERY SINGLE CRITERION.

Portfolio based interview (improvement areas)

- Lack of preparation in being able to talk about the more complex concepts and vocabulary within the standard, particularly **legislation, internal policies** and **environmental factors**.
- Some portfolios do not cover all the KSBs outlined in the 'Grading Criteria' table. All KSBs should be included in the portfolio
- Tendency to go off topic – often with the most able apprentices. The interview has a maximum duration of 45 minutes
- THE APPRENTICE IS PERMITTED TO BRING THEIR PORTFOLIO INTO THE INTERVIEW



Fail Grades

Trends identified within fail grades



Trend identified in Fail Grades

There are a variety of reasons apprentices do not pass. However these 3 KSB areas have been identified as a trend linked to Fail Grades and should be an area of key focus for EPA revision:

- Relevant Regulations
- External Environment Factors
- Policies



The Project/Improvement

Key areas and overview

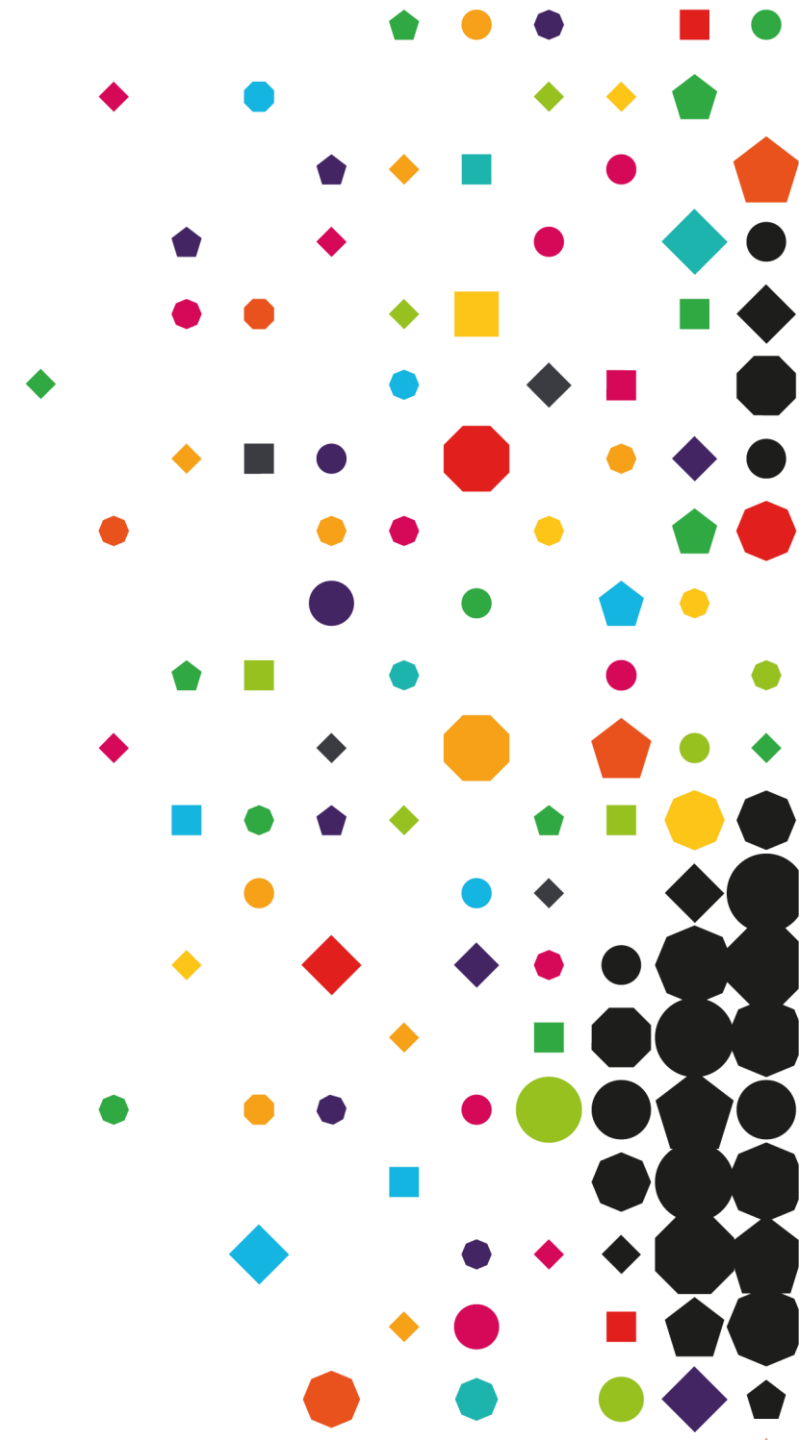


The Project

We have suggested that the project will now be delivered before the interview in order to support apprentices working to the new version of the standard.

The presentation focuses on the skills required to complete a project or process improvement, which include planning and organisation, project management, demonstrating quality standards and decision making in prioritising areas of focus. Evidencing these skills in the presentation is coupled with effective communication in delivery.

As so many areas over-lap I shall not go through every KSB area required for the project, but instead have identified 3 key areas to support you.



Project Key Areas

Project Management

Pass:

- Effectively plans and manages small projects
- Able to lead small projects when required
- Demonstrates some understanding of project management tools

Distinction:

- Plans and manages a significant project and **can describe what made it a success**
- Demonstrates strong leadership skills when managing a project
- Understands and is able to apply a strong grasp of project management tools

Project Management



Tools & Techniques

Project Key Areas

Decision Making



Pass:

- Decisions are thought through using a range of information to make a sound judgement
- Challenges appropriately and is polite when doing so
- Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person.

Distinction:

- Decisions are timely and consistently show good judgement
- Decisions are continuously made by thoughtfully considering different information and the risks of any action
- Decisions are fully evidenced and justifiable
- Consistently behaves and seeks advice in a mature way.

Project Key Areas

Processes

Pass:

- Understands and consistently follows the organisation's processes
- Makes suggestions for small improvements and supports on successful implementation

Distinction:

- Understands and follows organisational processes and **promotes their adherence** and improvements
- Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation



Project Presentation – some issues identified

Overly simple projects

Depth and breath lacking

Group projects

Hard to understand presentations

Presentations that are not linked to the KSBs

Apprentices showing us the product of a project (such as a handbook they have created) rather than discussing how the project was delivered



Overview

Some areas of the KSBs covered to support you, please check your packs to ensure you have considered all areas.

All pass and all distinction criteria must be covered - go through each area carefully and read for salient points, look out for plurals (more than one example may be required).

Ensure all the KSBs are fully covered in the portfolio and project documents that are uploaded ahead of the EPA event

Please encourage apprentices to practise all parts of the EPA and use technology such as Zoom to make this as realistic a rehearsal as possible.



Documentation, resources & summary



EPA Documents

- Our new updated EPA Assessment Pack and recording forms will be available **May 2021**.
- End Point Assessment Handbook – Knowledge test support



Other Resources

LIEPA reports and exemplar material documentation are available on our SmartScreen platform

City & Guilds

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

Version 1.3 (October 2018)

9473-301 Knowledge Test Guidance

City & Guilds | **digitalme** | **ilm**

A City & Guilds Group Collaboration

End-point Assessment Review

9473-12

Business Administrator

June 2020

Lead Independent End-point Assessor Report

For external use

Level 3 Business Administrator EPA exemplar materials | **City & Guilds** | **SmartScreen**

Overview

What to expect from the project presentation

Apprentice overview notes and guidance

What is the project/improvement process about?
The project can be about anything that is relevant to your workplace such as an event that is taking place. Or it may be an improvement process, such as reducing waste or changing the way a task is carried out to make it quicker. It doesn't need to be a big project or improvement process, but it does need to show that scoping, planning, managing and monitoring has taken place afterwards.

What should the presentation look like?
There is no set way the presentation should look like, but here is an example of it could be presented.

How will I be assessed?
You will be required to give (IEPA) using Microsoft Office

It is anticipated that the project will be carried out in the normal working role and situation.

Introduction of a paperless system to Feel Good Williams

Aim

- Reduce the amount of paper being used
- Reduce the amount of physical storage required for filing
- Reduce the risk of paper based notes being lost

Level 3 Business Administrator EPA exemplar materials | **City & Guilds** | **SmartScreen**

Portfolio-based interview

How I approached the project

Example interview

Speaker	Discussion
IEPA	It is 2.00 PM on 30 th November 2019 and I am holding a remote professional discussion with Dilon Beqa. Good afternoon. My name is Liz Harrington and I am your independent end-point assessor. Today we will be carrying out a professional discussion as part of your Business Administrator Level 3 apprenticeship end-point assessment. We have already gone over the criteria we will be covering and, as you know, you can refer to your showcase portfolio which you have brought with you. You have agreed that the discussion can be recorded and that the discussion may take up to 45 minutes. Before we continue, can you please introduce yourself by stating your name and that you have agreed to the discussion being recorded.
Apprentice	My name is Dilon Beqa and I have agreed to this discussion being recorded.
IEPA	In your portfolio you have mentioned on page 10 that you coached Anya. Please explain why that was necessary and how you did it?
Apprentice	When I was working with the team to implement the improvement plan, we wanted to move to a paperless system to reduce time spent on filing. My manager Janet told me that Anya was struggling to convert documents to PDF when saving files so I asked Janet if she thought it was a good idea for me to support Anya to master this.

EPA Pro Support Materials

A City & Guilds Group Collaboration

Support Materials **718 unread**

- View
- Welcome pack
- Checklists
- EPA Preparation Resources
- EPA pack
- Recording forms
- Sample tests
- LIEPA reports
- Exemplar materials
- EPA handbook
- Useful Links
- Sample synoptic project
- Gateway Support
- Synoptic project packs

Dashboard

Latest News

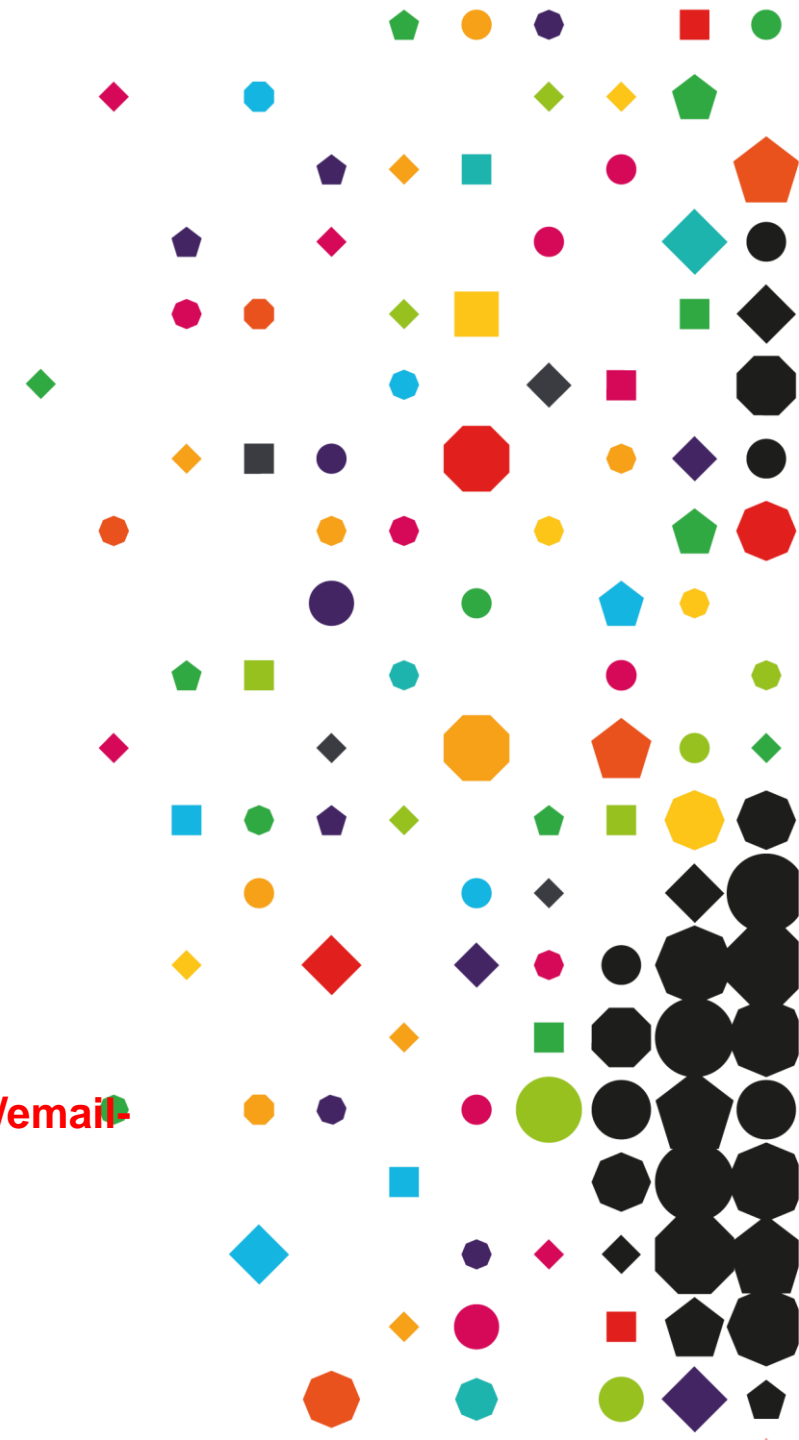
New EPA Pro release is now live

by Lorna Tyrantia | 1st Mar 2021

The latest release of functionality in EPA Pro is now live, check out the release notes link under Support Materials/ Useful links to learn more.

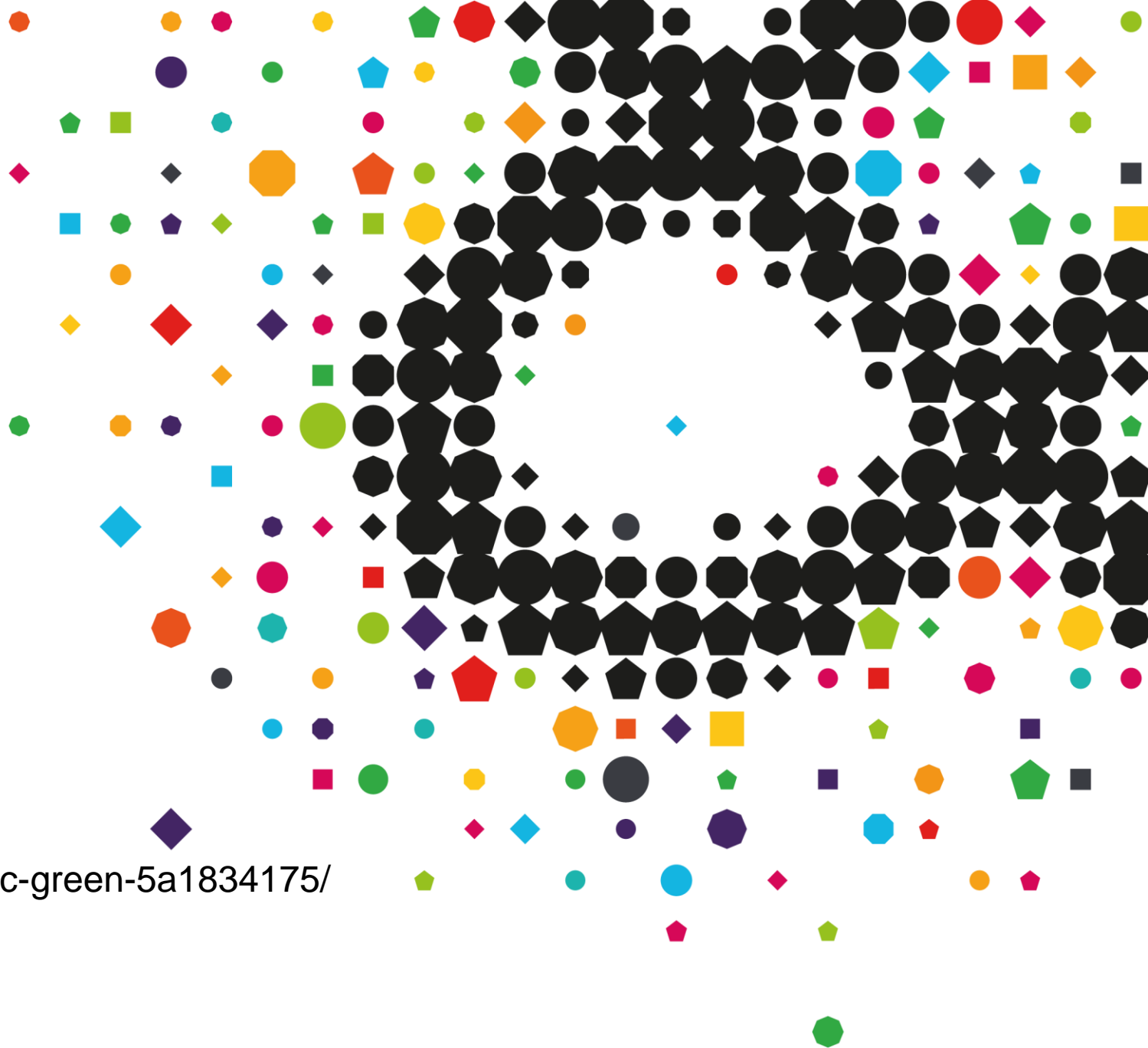
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 - Walled Garden help
 - SmartScreen help
 - Evolve help
- **Business Skills webpage:** <https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills#>
- **Technical Advisor – Business** Dominic.Green@CityandGuilds.com
- **Register for updates here:** <https://www.cityandguilds.com/what-we-offer/centres/email-updates>



Questions answers

Thank you



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