

Level 2 Administration Assistant webinar

The questions below were gathered from the live Lv2AA webinar held on 31st March 2025

in the EPA for the presentation, is this a choice of subjects, or is the apprentice having to cover all four of these in their presentation	All four areas: A review of their workstation - for health and safety compliance and an example plan of how they complete tasks An example of how they reviewed and responded to a request for information and selected communication methods, following organisation policies, workplace practices and regulations An example of how they have used a software package and cloud service or platform to access, retrieve and save information How they use agreed systems to schedule meetings
Is there any update on the level 3 standard?	The level 3 Business Administrator is currently being revised
When is the presentation uploaded if the interview/port is uploaded at Gateway?	This has not been agreed to date
'No self-assessment' - would this include things like SWOT analysis, assuming there's an included standard for managing self-development, similar to the L3?	We expect a SWOT to be accepted but needs to be confirmed by Skills England/IfATE
Would we have access to the bank of questions that could be asked during EPA	No, these are to be kept secure by the EPAO
Does the introduction of the Level 2 mean the Level 3 will be reviewed to remove any Level 2 learning outcomes and make it more meaningful if a learner started on Level 2 and then progressed to Level 3.	The level 3 Business Administrator is currently being revised
Assuming Case studies might be acceptable where reflective accounts are not?	We are assuming case studies will be accepted as evidence.
Can you clarify regarding reflective accounts, if a learner provides physical evidence from the workplace and writes about what they used this for, would this be acceptable?	Yes
Hi Please can you define what is considered a reflective statement?	A reflective account is a written record where individuals reflect on their practice, learning, and experiences, identifying areas for improvement and demonstrating how they meet professional standards

What's the likelihood of this being ready for September enrolments? Just been on Ifate and its not showing a draft assessment plan? Just basic info	This is unknown at this stage and in the hands of Skills England/IfATE <u>st1472-administration-assistant-level-2-epa-plan.pdf</u>
It looks like from the assessment plan there is a module for CPD and includes describing self-reflection techniques and evaluating own reflective practices. It is a little contradictory, but are reflective accounts focused more on critiquing own performance in a specific context, compared to using a SWOT to self-reflect in general on themselves as a person in preparation for the role they will qualify in?	Yes, this is correct
What do we envisage the funding band being?	This is currently unknown
Will there be any update for the Level 3 standard?	Yes, there will be an update for the Level 3 Business Administrator standard.