Business Administrator AP03 – FAQs

The FAQs below were gathered from the live Business Administrator 'Introduction to AP03' webinar held on 25th January 2021

1. **Do learners have to produce a project report or is this still optional?**
   The word processing format is not mandatory. Any other format will also be accepted.

2. **I am slightly confused by the and/or (sure this will be clarified in future webinars) but if needs to be covered in portfolio OR knowledge test we won't know whether it is in the knowledge test so do we need to make sure it is in the portfolio just in case?**
   Further details and information will be provided in the March webinar.

3. **Having attended today can we not automatically be registered for March's webinar?**
   Unfortunately you will need to register for each webinar as they are advertised. You can register for the next webinar here: https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars

4. **I can't see how any apprentice will achieve a distinction if they have to meet every single distinction criteria - this seems to put them at a disadvantage to those on AP01**
   This is an IfATE requirement, however within the new plan it will allow for a more holistic assessment approach between the portfolio-based interview and the project based presentation.

5. **With other Standards, working to the new assessment plan had a transition period where we could choose to move Apprentices to the new one or not.....why no transition period?**
   The requirement from IfATE is all learners must start on the assessment plan from the date it was published.

6. **Are new resources available on EPA Pro as Support Materials?**
   All the resources will be available on EPA Pro. These will be reviewed and updated if required .

7. **Can you book a resit straight away and is there a minimum time scale to book a retake?**
   The official feedback from IfATE and Open Awards is, "The guidance for EPAOs to follow going forwards will be:- A maximum of 2 resits, then a retake must occur. The rationale for this is that an apprentice must need further training if they have failed on two occasions."

8. **Is it possible to have an additional EPA practice test?**
   We are working on providing another sample test

9. **At Gateway, does the project have to be finished at that point or can the apprentice still be working on it?**
   The project must be completed to successfully pass through gateway.

10. **How long does an apprentice have to complete their apprenticeship - is it still 3 year?**
    IfATE anticipate the standard is typically completed within 18 months.

11. **Currently we give 60 days notice for EPA, will this be reduced using EPA Pro?**
    City & Guilds would like you to register as soon as possible and provide us with an accurate "Ready for EPA" date in EPA Pro, which is the date they intend to come through gateway. We aim to be able to hold EPA events 3-4 weeks after gateway submission

12. **When do we expect to receive the slides?**
    A recording will automatically be sent to you. However a copy of the slides and recording is also on our website https://www.cityandguilds.com/qualifications-and-apprenticeships/business-skills/updates-and-webinars

13. If what was stated before, where on average across the board can be above 80% a distinction can still be achieved. Doesn't this change the statement about each having an equal weighting? as they may get good grades on the other sections but only get 39 out of 50.

Apprentices must meet all pass and distinction criteria in all assess methods as stated in the AP03 assessment plan.

14. Apprentices going through EPA in February - Will the apprentice go through the EPA new assessment or old assessment?

In this instance apprentices will be assessed via AP02 assessment plan. AP03 only impacts learners with an ILR start date of 10th September 2020 onwards.

15. When does the EPA Pro platform go live? Can the old AP02 EPA work be uploaded onto it?

All centres will be migrated across to the EPA Pro platform by the end of February 2021
Both versions of the assessment plan will be available on EPA Pro.

16. Who can I contact regarding Smart Screen resources?

For all sales enquiries for SmartScreen please contact directsales@cityandguilds.com

17. Will you inform us when you have moved previously registered apprentices over to the new EPA on Walled Garden?

We will be in contact around the transferring of individual learners to the new AP03. Centres must ensure they complete the learner start date within Walled Garden to ensure we can identify the correct learners.

18. Can you email us with the links to the new handbook/resources when available?

All our resources will be available on our website. We will send an email update with a link

19. On the current assessment plan, if a learner gets a distinction in their EPA knowledge test and distinction in their portfolio interview but a pass in their project presentation. What is their overall score and why?

This is impossible to say as the overall grading will depend on the scoring within each assessment method.

20. The project report is mandatory, is it not?

The word processing format is not mandatory. Any other format will also be accepted.

21. I have tried registering for updates before but still not had notification of these event. are we sure that the site is working?

We suggest amending your preferences under the email updates section on our webpage. This will ensure all relevant sectors are ticked.

22. We use Teams is that OK or should we familiarise our learners with Zoom as well?

Carrying out mock EPAs would benefit from using Zoom and MS Teams however we use Go To Meeting on the day of the EPA.

23. Can the single doc (max 25 pages) for the portfolio, be based on the topic of the presentation?

You can holistically use evidence however the focus should be on the learners best work and the meeting of the KSBs

24. Do the smart screen EPA toolkits automatically change for the new standard?

We are currently reviewing all EPA support resources.

25. Do you upload the portfolio, and the project report at gateway?

When following AP03 the portfolio can be uploaded no later than 2 weeks prior to EPA date. The project report must be uploaded at gateway

26. If we have a full class of learners and 6 of them are going to be on the new assessment plan because of their start date, but 6 are on the old assessment plan can because they started a few weeks earlier, can the older ones go on the assessment plan to?

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.

27. Does the 2 week uploading of evidence still stand from the meeting or before EPA date?
When following AP03 the portfolio can be uploaded no later than 2 weeks prior to EPA date. The project report must be uploaded at gateway

28. Once registered on EPA is there a time that we need to upload the meeting form and other certs etc
Planning meeting dates, forms and gateway evidence documents are uploaded at the Gateway stage. We will confirm any assessment evidence timelines at the planning meeting and you will be provided with a countdown in the assessment progress area in EPA Pro.

29. Can you say again about the KH and requirement for non-organisational depth of knowledge e.g. laws
We recommend you check the EPA handbook which highlights the range of the knowledge test

30. Can the apprentice gather evidence for their portfolio during the 0-3 months induction period?
Please refer to the assessment plan as this states a learner will compile a portfolio between months 3-12

31. One change is that there is a question that learners have to answer for the project. Will the IEPA still be asking further questions once the presentation has been delivered if the learner has answered their specific question.
The IEPA will provide a question once gateway has been passed. The presentation will last 10-15 minutes and will have a further 10-15 minutes question and answer session.

32. If the project is longer than 35 hours will this be detrimental? As project can over run, or take longer than expected.
The project should account for 21-35 hours. This is an anticipated amount.

33. Do you prefer apprentices to use the NCFE template documents
Please use the City & Guilds recording forms and templates provided.

34. Recently the results no longer show the % achieved for each section, only showing the fail, pass and distinction. Will this change back?
The percentages will still be issued against each of the areas on the evolve score report.

35. With regards to the 2000 - 5000 word report that accompanies the presentation is this what the leaner completes at the end of the EPA recording documents or in addition to this?
At the end of the recording pack for centres is a template that can be used, however a report style document (or other format) can be used instead of.

36. Entering details in 'header' on Portfolio is very time consuming and requires use of Adobe as different information needs to be entered on different pages. Can this be made easy? Can we have Evidence Number and Dates for each entered on the top of the page rather than the header?
Each piece of evidence must contain the name of the apprentice together with the date and evidence reference number at the top of each page. You do not need to use the header function.

37. If we are delivering the Diploma qualification as well and assessing it agaisnt the AC for the Diploma, can we use some of that evidence as sample for the EPA, bearing in mind it will have markings against the Diploma AC or shall we present 'clean' evidence?
Ideally clean evidence should be submitted, however it would not be detrimental to the learner if assessed diploma evidence was submitted.

38. If the apprentice is an experienced member of staff or a university graduate, should the 9 months wait for the project still apply?
Yes, the assessment plan specifically states, "The project is completed from month 9 of the apprenticeship"

39. I have someone who is struggling with Go To Meeting access, where can you find the guidance?

Guidance for using Go To Meeting can be found in our document library
https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/document-library

40. Does the 40/50 to get a distinction apply to Version 1 too?

To achieve a distinction in the knowledge test a minimum of 40/50 is required. This the same in both assessment plans.

41. When you say weighting of 33% - I assume you really mean 33.33% to add up to 100%

Each assessment method on AP03 has a weighting of 33.33% recurring

42. Would it be possible to provide example EPA documentation to allow for Mocks to be conducted in line with City and Guilds

The resources are currently under review to support the new assessment plan

43. What are the current timescale from Gateway for finding out all results.

Results will be available for each individual component within 7 days of the event. The final overall result will be available 7 days after the final component result.

44. Does the PowerPoint presentation need to be submitted at Gateway or just the report?

Only the project report needs to be submitted at gateway. We recommend the presentation is submitted two weeks before EPA.

45. There is no feedback, only if you appeal the results. Is there a plan to include this so that learners can see where they have passed, achieved distinction etc?

Once all centres have been migrated across to EPA Pro we will then begin to implement feedback across the various sectors offering EPA.

46. If they go off topic in the questions but end up answering another question will this be holistically assessed?

All answers if relevant, will be taken into account. A more holistic approach will be applied in AP03 between the project presentation and the portfolio based interview.

47. Is there a public copy of the audit report?

The audit report document is not available to the public.

48. If the code has changed do we need to get approval before registering?

If you have approval to delivery 9473-12 then you do not need to get approval to deliver 9473-22

49. Do we have to evidence the 21-35 hours on the project work?

The hours associated to the project do not need to be evidenced

50. Do the new stages for EPA apply to the old assessment plan, also?

AP02 requires the apprentice to sign the declaration to say the project has been completed. This doesn't need to be uploaded at gateway.

51. Where it says or, can the learner cover in both?

Further information will be available in the assessment pack and the March webinar.

52. When is the third version of the Assessment Plan going to be made available on the IfATE website, do you know?

The AP03 is available now on the IfATE website
https://www.instituteforapprenticeships.org/media/4504/st0070_business-admin_l3_ap-for-publication_100920.pdf

53. Can learner present to EPAs via Microsoft Teams?

Due to security reasons we currently use Go To Meeting for all EPAs

54. Are there SmartScreen resources that contain teaching materials such as presentaions that can be used by trainers, that map to all the KSBs. Both for admin and Customer service?

For a free demonstration of all our SmartScreen resources please email directsales@cityandguilds.com or contact your local Business Development Manager.

55. If we wanted to transfer learners who started their ILR before Sept 20 can we switch to the AP03 plan if they have not been registered for EPA or gone through Gateway yet?

If it is in the apprentices benefit to transfer to the AP03 assessment plan you may do so.

56. Why has it changed to achieve a distinction in all areas to achieve an overall distinction. I am confused about what the weighting means if you must still achieve distinction across the board.

The grading decision is made by IfATE. We will provider furth er clarification regarding the weighting during the March webinar and provide examples

57. Can the apprentices just use an online version of their portfolio to refer to and would it be possible for them to share screen to show the evidence?

All evidence in the portfolio must be submitted no late than 2 weeks prior to the EPA. An apprentice may take a copy of the portfolio into the portfolio based interview.

58. How do I get a login for EPA Pro, my organisation are already using EPA Pro?

Organisations will have a Primary EPA Pro user, who can add sub-users at the centre. If you can't identify your Primary User you can contact our centre support at centresupport@cityandguilds.com to find out a name.

59. Can learners pre-10th September have the choice to use the new assessment plan?

Version 3 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 should be used for apprentices registered before 10/09/2020. Version 2 should not be used, as this has now been superseded by Version 3.

60. Is the EPA Pro relevant to all learners on all subjects, currently on programme with City& Guilds qualifications?

All City & Guilds live apprenticeship standards will be available on EPA Pro from end of February onwards**.**

61. Do learners who enrolled prior to Sept 2020 need to be registered asap to ensure they use AP01. We were delaying their registration to go straight to use EPA Pro.

Learners do not need to be registered immediately. However the exemplar materials do become available once a leaner is registered.

62. Do you think this new weighting will mean it is harder to achieve a distinction?

Centres will need to ensure that apprentices cover all pass and distinction criteria.

63. The assessment plan states the interview "should be submitted to the EPAO a month prior to interview". No timescale is given for the project report. Does this have to be submitted at the same time?

The project based report should be submitted at gateway

64. In the portfolio do apprentices need to cover all the outcome description to pass?

Where the portfolio is indicated as the assessment method the evidence will need to be covered.

65. Can you detail more about covering all the pass, I understand that the apprentice needs to meet all the pass criteria but under 'what is required' what happens if the learner can not meet all of this for example my learners can struggle with finance or logistics and booking hotel and accommodation especially when they work in large organisations.

The pass and distinction criteria needs to be covered to achieve the highest grade, however where the assessment plan states e.g. this does not necessarily mean booking a hotel and accommodation. You can use other examples e.g. stock control, organisation of events.

66. Is there any implications if an apprentice goes over 25 pages in the showcase? If a learner doesn't do a project report does this impact the grade?

There is a 10% tolerance on the volume of evidence submitted

67. Are all EPA interviews criteria led? Is any reference made by the EPA to the content in the apprentices portfolio?

The portfolio content is not directly assessed, it is the interview which is graded.

68. Will there be an updated ATM Apprenticeship Training Manual? My learners call this 'the Bible' and use this document more than the Assessment Plan

All resources will be reviewed in preparation for AP03

69. We currently cannot do the online tests, is it still acceptable to do the interview first to prevent delay in the EPA process

Due to Covid -19 restrictions it is still acceptable to complete other assessment methods first.

70. Regarding the project question, as the presentation will already have been submitted, do they just talk about the question at the end of their presentation?

The project question will be given after gateway has been passed. The presentation does not need to be uploaded however many centres do submit 2 weeks prior to the EPA.

71. Is there any guidance around project ideas? Some of our apprentices/employer are struggling to come up with project ideas due to working from home.

We a recurrently reviewing the resources and will look to add more remote friendly suggestions. We would welcome centre input.