



Level 2 Administration Assistant Apprenticeship

Launch Centre Briefing

Introductions



Richenda Yates
Product Manager



Morice Hole
Partnership Manager
Morice.Hole@cityandguilds.com



Dom Green
Technical Advisor
Business Skills
Dominic.Green@cityandguilds.com

Housekeeping



This session is being recorded

The session is being recorded and will be sent to all attendees after the webinar.



Everyone is on mute

To ensure the best experience for everyone, please keep your microphone muted.



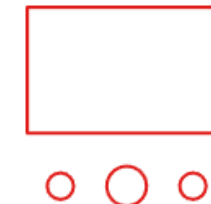
Slides

The slides will be sent to all attendees alongside the recording after the webinar.



Questions

Please add your questions to the question function on the control panel. We will endeavour to answer all questions.



If the session cuts off

Please use the original webinar link to gain access back into the session. To join over the telephone, select “Phone Call” in the audio panel and the dial-in information will be displayed.

Standard overview

Occupation summary and job titles

Changes to *language* used

Then...

Now...

‘Trailblazer groups’

‘Groups of persons’

‘Apprenticeship standards’

‘Apprenticeship Assessment Plans’ (AAPs)

‘Gateway’

‘Gateway to completion’*

‘End–point assessment organisation’

‘Assessment organisation’**

**Functional skills are required as stated in the standard at the end of the apprenticeship.*

*** ‘Assessment’ refers to assessment which may take place either during the course of the apprenticeship or towards the end which contributes towards the final grade.*

Product changes

Comparison of End-point Assessments (EPA) and Apprenticeship Assessment Qualifications

EPA	Apprenticeship Assessment
Gateway – between on-programme and EPA period	Gateway to completion – end check to ensure all requirements met and certificate can be claimed
Standardised assessment methods and design	- One mandated assessment method, list of optional methods AOs can select from - AOs design each assessment
Terminal assessment – post gateway	Assessment can take place when the apprentice is ready
100% externally marked by EPAOs	- Combination of centre and AO marked – approx. half to be externally marked - Verification model applied to centre marked assessments
Detailed assessment plans – highly prescriptive requirements	High level assessment plans – less prescription unless required by the occupation
Behaviours assessed by the EPAO	Behaviours verified by the employer
Prescriptive rules on resits and grade capping	No restrictions on resits (unless required for occupation) and no grade capping
Duplication of assessment where mandated qualifications are required	No duplication of assessment

Occupation summary

- carry out routine administration tasks that support operations.
- work is carried out under supervision following set procedures for tasks.
- responsible for supporting the efficient organisational functions and operations.
- responsible for assisting colleagues with routine duties

Typical job titles:

Admin assistant/officer

Business Support

Office assistant

Business Support

Receptionist/Secretary



Approved New Assessment Guidelines:

L2 Administration Assistant

One assessment type is **mandatory**, and **all** assessment organisations (AOs) must use this method. Any additional assessments must be selected from the approved list.

Assessments may be designed to a centre or training provider to mark them.

All required Knowledge and Skills must be assessed through these methods, while **Behaviours must be assessed by employers**.

For the L2 Administration standard, the AO must design apprenticeship assessments to include a **portfolio** (assessed internally by you)

Our additional assessment method will be a **Question & Answer** session assessed externally by City & Guilds via remote assessment

There are no prescribed points when assessment should take place. Learners may be assessed at appropriate points (or milestones) throughout their apprenticeship.

Reference: **ST1472**

QAN: **610/7810/4**

Level **2**

Typical Duration: **12** months

Max funding: **£4000**

Only available for **16–24**-year-olds when starting.

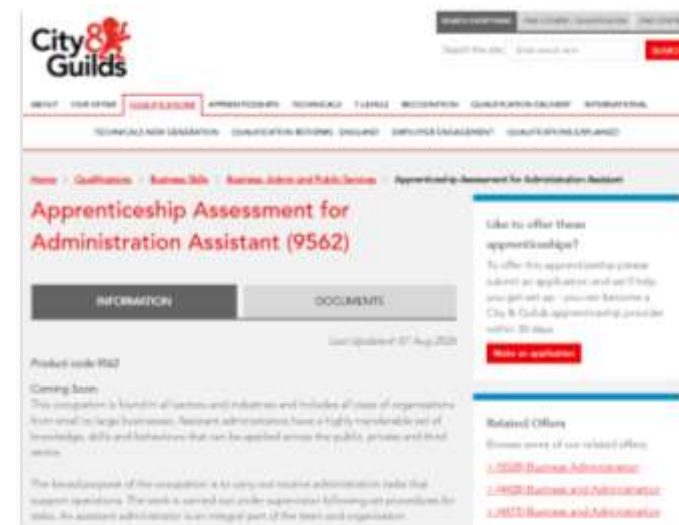
City & Guilds POS Code: **9562-12**.

Grading: **Distinction/Pass/Fail**

Price: **£400**

Website now live:

Approvals: We are now open on Walled Garden for centres to gain approval.



* *This assessment plan is now live*

Behaviour Indicator Levels:

- **1=not yet meeting expectations** – behaviour has not yet been demonstrated consistently in the workplace
- **2=developing** – behaviour is demonstrated in some contexts but not yet consistently across tasks or placements
- **3=consistently demonstrated** – behaviour is demonstrated reliably over time and across workplace contexts appropriate to the occupation

Behaviour	Behaviour Indicator Levels (see above reference for definitions)	Date	Evidence Types (observation /peer feedback /work product)	Consistency demonstrated over time confirmed (Y/N)	Date	Comments/Actions /SMART Objectives to support apprentice to demonstrate behaviour
	1= not yet meeting expectations					
	2= developing					
	3= consistently demonstrated					

Centre *behaviours*

We will be asking you to confirm you have signed off the required behaviours for the apprenticeship at the gateway to completion stage within Proficient.

DFE's template can be accessed from the link below:

[Verifying apprenticeship behaviours - GOV.UK](#)

Assessment approaches

Early insight into our assessment approaches

Portfolio

Grading	Distinction/Pass/Fail To achieve a pass the learner must sufficiently evidence all the grading descriptors
Type of assessment	Portfolio
Duration	Evidence must be generated during the learner's time on-programme. Evidence produced prior to the learner's start date cannot be submitted.
Location	Evidence can be produced by the learner during their time with the employer or at the centre.
Resources	Portfolio Assessment Pack

*You will **not** have to submit your portfolio with City & Guilds!

*We do not dictate the timeline in which you can assess your learners



Question & Answer

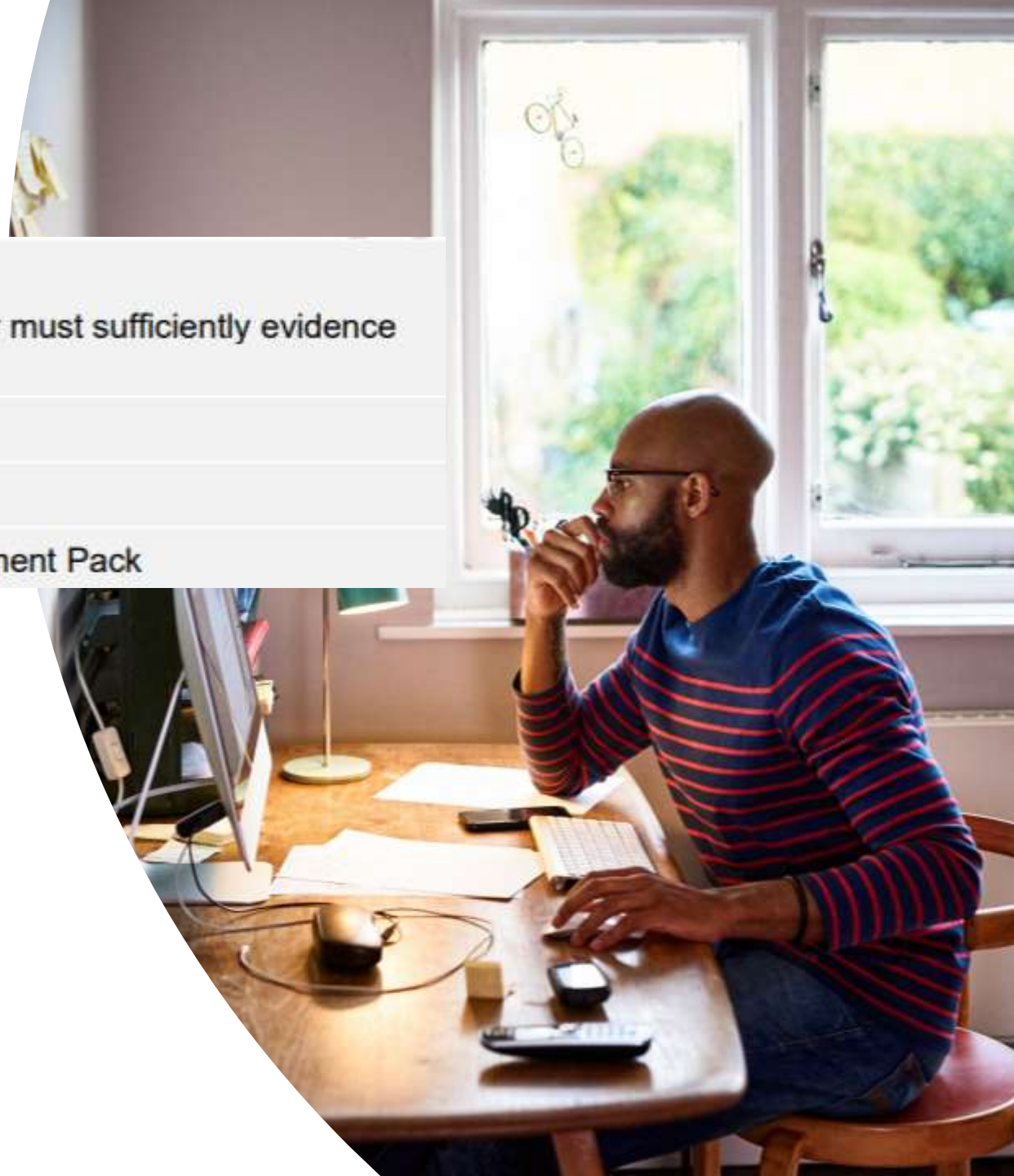
Grading	Distinction/Pass/Fail To achieve a pass the learner must sufficiently evidence all the grading descriptors
Type of assessment	Question and answer
Location	Online/Remote
Resources	Question and answer Assessment Pack

Assessment Environment

- Conducted in a controlled environment.
- Delivered via online video conferencing.
- One apprentice and one assessor.

Assessment Duration

- 30-45 minutes duration (TBC)



Approval process

Information on centre approval and operational processes

Routes to *approval*

Centre Approval (CAP)

- Available for all centres who are new to City & Guilds
- Applications are submitted through Customer Application Form (CAF) [Become an Approved Centre | City & Guilds](#)
- Also applicable to EPA only providers
- Qualification will need to be included
- May require an activity with an External Quality Assurer (EQA)
- Centre policies, procedures, resources and principles of delivery will be reviewed through the application process.
- 30 working days SLA

Qualification approval (QAP)

- Available for all apprenticeship assessment qualifications approvals
- Applications submitted through the Quality Portal on Walled Garden
- May require an activity with an External Quality Assurer (EQA)
- Centres physical and staff resources and principles of delivery will be reviewed through the application process.
- 30 working days SLA
- Centres delivering comparable qualification(s) with another Awarding Organisation and demonstrating a strong quality assurance history may be eligible for an accelerated approval process.

Fast Track

- Will be available on some Apprenticeship Assessment Plans
- Fast-track is an accelerated approval route for eligible customers with relevant approvals and quality assurance history.
- 5 working days SLA

Cost breakdown

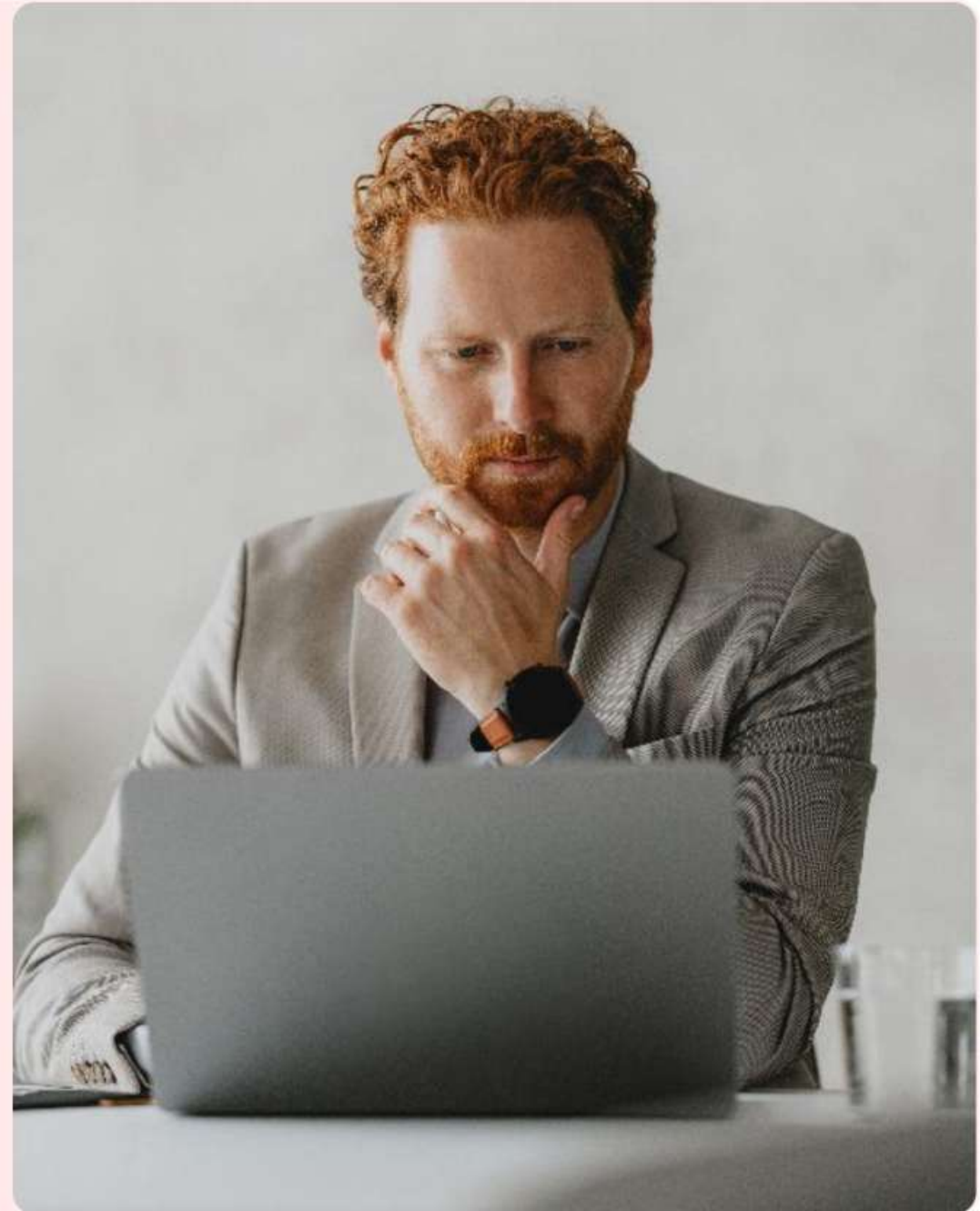
Level 2 Administration Assistant Pricing Structure

Apprenticeship Assessment pricing.

POS	Component	Type	Assessment Fee	Resit Fee	Total price (no resits)
9562-12 (Standard)	9562-700 (Portfolio)	Internal assessment	£125		£400
	9562-701 (Q&A)	External assessment (inc. reg fee)	£275	£275	

Conflict of interest

- Awarding organisations to take all reasonable steps to mitigate any conflicts of interest
- Role of the awarding organisation is to manage **organisational** conflicts, e.g. where a provider delivers training and assessment services and **individual** conflicts, such as staff assessing apprentices they have trained.
- City & Guilds will continue to follow our robust Centre Assessment Standards Scrutiny (CASS) strategy.
- Our conflict-of-interest guidance can be found in the centre quality assurance manual.
- Assessors may assess and grade their own learners, provided the provider has robust Internal Quality Assurance (IQA) processes in place. City & Guilds will provide external quality assurance through EQA activities and sampling.



Digital credentials

What is a Digital Credential?

A digital credential is a verified online record of the knowledge, skills and achievements gained through learning and assessment.

Benefits

- Secure and verified online.
- Easy to share with employers and professional networks.
- Unique URL for use on LinkedIn, CVs, email signatures and social media.
- Provided in addition to the paper certificate.

[Contact us | City & Guilds](#)



Question & Answer

Facilitated Q&A and discussion with centres

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

Contact us

Giltspur House
5-6 Giltspur Street
London, EC1A 9DE

customersupport@cityandguilds.com

+44 (0) 1924 930 800

[cityandguilds.com](https://www.cityandguilds.com)

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2025 City & Guilds Limited (Reg No 16513878). All rights reserved. City & Guilds is a trademark of City & Guilds Limited.

