

Highfield **Level 3** End-Point Assessment for **Business Administrator** AP03 V1.0



Government funding band – **£5,000 (funding band 7)**



On-programme duration – **12 to 18 months**



Gateway requirements – **level 2 English and maths, portfolio of learning, work-based project, question set for presentation**



End-point assessment method – **Knowledge test, portfolio-based interview, project presentation**

Working in the business sector

Business administrators have the transferable knowledge, skills and behaviours that employers need. This makes them vital to both large and small business in many industry sectors, whether public, private or charitable. The role may involve working alone or as part of a team. Responsibilities include developing, implementing, maintaining and improving administrative services. Other responsibilities involve supporting and engaging with different parts of the organisation. Business administrators also work with many different parts of an organisation. This can mean interacting with internal and external customers. A key role for business administrators is to contribute to an organisation's efficiency. They do this by adding value by supporting functional areas. This involves working with colleagues across different teams and resolving issues. A must have is flexibility and responsiveness, as is a proactive approach to developing their skills. Strong communication skills (written and verbal) are a must. Other requirements are showing initiative, time and priority management, problem-solving skills, decision-making and people management responsibilities through mentoring or coaching others. They will be expected to work with efficiency and integrity, showing a positive attitude at all times.

The programme's structure

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 others to develop specific skillsets. The need to communicate and represent their work clearly is reflected in the assessment methods of the end-point assessment.

Your apprentice's journey



Ready for training

- Initial assessment
- English and maths training
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

Set for assessment on completion of training and functional skills

End-point assessment methods are; knowledge test

- 60-minute multiple-choice test consisting of 50 questions to be completed online

portfolio-based interview

- a 30-45 minute interview using the learner's portfolio to provide a structure for the conversation
- a minimum of 8-12 page portfolio to include a practical observation and/or evaluation by the employer, such as acknowledgement of a skill shown or evidencing work completed on a particular project with the manager's comments, which is then discussed in the interview

project presentation

- The apprentice will complete their project from month 9 of the apprenticeship and this should be completed prior to end-point assessment being triggered.
- 10-15 minutes presentation and 10-15 minutes Q&A on work based project completed

Go further

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

Available support

On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



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