

## Highfield Level 3 End-Point Assessment for ST0070 Business Administrator

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is not assessed. Please see EPA Kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

### Portfolio-based Interview

KSB	Evidence reference	Evidence location
Understands their organisational purpose, activities, aims, values, vision for the future, resources, and the way that the political/economic environment affects the organisation. (TO1, TO2, TO3)		
Understands laws and regulations that apply to their role including data protection, health and safety, compliance etc. Supports the company in applying the regulations. (RR1, RR2, RR3)		
Understands the organisation's internal policies and key business policies relating to sector. (PO1, PO2)		

Understands relevant external factors, e.g. market forces, policy and regulatory changes, supply chain, etc. and the wider business impact. Where necessary understands the international/global market in which the employing organisation is placed. (EE1, <i>EE2, EE3</i> )		
Produces accurate records and documents including emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks. (RD1, RD2, RD3, <i>RD4, RD5, RD6</i> )		
Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best practice across the organisation, e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues. (QU1, QU2, QU3, QU4, <i>QU5, QU6, QU7, QU8</i> )		
Behaves in a professional way. This includes personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity - representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures. (PF1, PF2, <i>PF3, PF4</i> )		

## Either/or Criteria

The following criteria may be covered by **either** the project presentation **or** the portfolio-based interview. It is **not** mandatory to fully complete this section so only complete the criteria that has been covered in the portfolio. The aim will be to cover any omitted criterion within the learner's portfolio-based interview.

KSB	Evidence reference	Evidence location
Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career. (VS1, VS2, VS3, VS4, VS5)		
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. (ST1, ST2, ST3, ST4)		
Skilled in the use of multiple IT packages and systems relevant to the organisation in order to write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required. (IT1, IT2, IT3, IT4)		
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. (IS1, IS2, IS3, IS4, IS5, IS6)		

<p>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.</p> <p>Demonstrates agility and confidence in communications, carrying authority appropriately.</p> <p>Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department. (CO1, CO2, CO3, CO4, CO5, CO6, CO7)</p>		
<p>Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources, e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics, e.g. travel and accommodation. (PL1, PL2, PL3, PL4, PL5, PL6, PL7)</p>		
<p>Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and having a positive attitude. Motivates others where responsibility is shared. (PQ1, PQ2)</p>		
<p>Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures. (MP1, MP2, MP3, MP4, MP5)</p>		

Is able to accept and deal with changing priorities related to both their own work and to the organisation. (AD1, AD2)		
Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed, and customers' requests are handled appropriately. Takes initiative to develop own and others' skills and behaviours. (RE1, RE2, RE3, RE4, RE5, RE6)		

### Project information

Project topic / Process improvement	
Hours spent on project (should be between 21 and 35 hours)	
Start and completion date of project (must be started from month 9 of the apprenticeship)	

### Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

### Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date