Highfield Level 3 End-Point Assessment for ST0070 Business Administrator

Mock Assessment Materials

Portfolio Interview

	The organisation		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
K1.1	Identify the organisation's: • purpose • aims • ways of working		
K1.2	Describe how to apply the above in the context of the local (or sector) environment		
K1.3	Demonstrate a thorough understanding of the organisation's: • purpose • aims • ways of working		

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Value of their skills

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
K2.1	Describe the structure of the organisation		
K2.2	Explain how own work contributes to the organisation		
K2.3	Explain how different teams support each other		
K2.4	Explain how to promote the value of their work and how this contributes to the organisation		

Stakeholders

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
K3.1	Explain how to work with stakeholders to achieve results		
K3.2	Describe how to liaise with the following customers: • internal • external • suppliers • stakeholders inside or outside the UK		
K3.3	Explain how to go beyond expectations to build constructive relationships with stakeholders		

Relevant regulation

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
K4.2	Outline relevant laws and regulations and how to consistently follow them		
K4.3	Demonstrate a thorough knowledge of relevant laws and regulations and how to consistently follow them		
K4.4	Describe how to champion adherence to relevant laws and regulations within the organisation		

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Policies		
Ref	**Assessment Criteria (Pass)**	**Criteria Met** / **Criteria Not Met**

Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
K5.1	Describe how to follow the organisation's internal policies		
K5.2	Describe how to promote the organisation's internal policies including key business policies relating to sector		

External environmental factors			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
K8.2	Identify external factors affecting the organisation		
K8.3	Describe how external factors relate to own role		
K8.4	Demonstrate a deep understanding of the external factors facing the organisation		
K8.5	Describe the placement of the organisation within the international/global market (where necessary)		

IT			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
S1.1	Use IT packages, specifically to: • write letters or emails • record and analyse information		
S1.2	Consistently demonstrate use of IT packages, providing: • varied examples • quality example		
S1.3	Coach others in the use of IT		

Record and document production			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
S2.1	Ensure that records are accurate, and rarely require correction		
S2.2	Ensure that records are treated confidentially, in compliance with the organisation's procedures		
S2.3	Propose recommendations and solutions that only need minor improvements		
S2.4	Support others with the production of documents		
S2.5	Ensure that records are consistently accurate and confidential		
S2.6	Recommend insightful improvements that result in a clear benefit to the organisation		
S2.7	Coach others and provide relevant feedback		

Communications			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
S5.1	Demonstrate clear communication, both written and verbal		
S5.2	Answer questions from inside and outside of the organisation, representing the organisation or department		
S5.3	Use appropriate communication channels dependent on the subject matter		
S5.4	Communication is consistently clear, both written and verbally		
S5.5	Champions an appropriate choice of communication channels		

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Quality			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
S6.1	Checks own work before submission and makes improvements		
S6.2	Produce work that is largely accurate and meets expectations		
S6.3	Identify areas for improvement and can justify why		
S6.4	Promote best practice examples of administration, such as accurate records		
S6.5	Take ownership for work and apply processes to check it		
S6.6	Produce work that is consistently accurate and meets the agreed outcomes		
S6.7	Identify, recommend and implement process improvements		
S6.8	Proactively coach others and communicate requirements for work		

Planning and organisation			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
S7.1	Effectively plan work to achieve deadlines		
S7.2	Manage resources effectively, e.g. equipment or facilities		
S7.3	Effectively organise meetings and events		
S7.4	Take responsibility for logistics, e.g. travel and accommodation		
S7.5	Make plans that efficiently maximise resources and personally ensures results are achieved		
S7.6	Proactively take responsibility for areas of logistics		

	Professionalism		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
B1.1	Consistently behaves in a professional way		
B1.2	Shows punctuality		
B1.3	Show respect for others		
B1.4	Show personal presentation		
B1.5	Follow the standard of conduct required by the organisation		
B1.6	Is a role model		
B1.7	Show professionalism in their conduct		
B1.8	Show respect for others, irrespective of background, even in difficult circumstances		
B1.9	Can be relied upon to represent the team		
B1.10	Can be an ambassador for the organisation		

	Personal qualities		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
B2.1	Regularly show: • integrity • reliability • positivity • self-motivation		
B2.2	Always show and encourage others to show more of: • integrity • reliability • positivity • self-motivation		

Managing performance			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
B3.1	Clarifies requirements and takes responsibility for work produced		
B3.2	Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching		
B3.3	Asks for feedback and takes feedback on board		
B3.4	Show a strong personal responsibility for all aspects of work		
B3.5	Can work with minimal supervision, while adhering to: • policies • procedures • standards		
B3.6	Takes responsibility for their own development by continually assessing the quality of their work		

Adaptability			
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
B4.1	Accept change		
B4.2	Respond positively to change		
B4.3	Evaluate the impact of any change		
B4.4	Seek to use change to improve their work		

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	Responsibility		
Ref	**Assessment Criteria (Pass)**	**Criteria Met**	**Criteria Not Met**
B5.1	Accept personal responsibility for their own work		
B5.2	Deliver their work on time and to the right level of quality		
B5.3	Demonstrate ownership and willingness to see work completed		
B5.4	Apply initiative in developing their own skills and behaviours		
B5.5	Be a role model who takes personal responsibility for themselves and peers		
B5.6	Aims to deliver work within targets and deliver more than required in their role		

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