

Highfield Level 3 End-Point Assessment for Business Administrator

Mock Assessment Materials

Project presentation and portfolio-based interview

Processes		Project Presentation	Interview
Ref	Pass Criteria		
PR1	Understands and consistently follows the organisation's processes		
PR2	Makes suggestions for small improvements and supports on successful implementation		
Distinction Criteria			
PR3	<i>Understands and follows organisational processes and promotes them adherence and improvements</i>		
PR4	<i>Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation</i>		
Decision making		Project Presentation	Interview
Ref	Pass Criteria		
DM1	Decisions are thought through, using a range of information to make a sound judgement		
DM2	Challenges appropriately and is polite when doing so		
DM3	Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person		
Distinction Criteria			
DM4	<i>Decisions are timely and consistently show good judgement</i>		
DM5	<i>Decisions are continuously made by thoughtfully considering different information and the risks of any action</i>		
DM6	<i>Decisions are fully evidenced and justifiable</i>		
DM7	<i>Consistently behaves and seeks advice in a mature way</i>		

Project management		Project Presentation	Interview
Ref	Pass Criteria		
PM1	Effectively plans and manages small projects		
PM2	Able to lead small projects when required		
PM3	Demonstrates some understanding of project management tools and principles		
Distinction Criteria			
PM4	<i>Plans and manages significant project and can describe what made it a success</i>		
PM5	<i>Demonstrates strong leadership skills when managing a project</i>		
PM6	<i>Understands and is able to apply a strong grasp of project management tools and principles</i>		
Value of their skills		Project Presentation	Interview
Ref	Pass Criteria		
VS1	Understands the structure of the organisation and how their work contributes		
VS2	Identifies their role within the team and value of their skills		
Distinction Criteria			
VS3	<i>Understands the structure of the organisation and is able to discuss how different teams support each other</i>		
VS4	<i>Understands the contribution their work makes and promotes its value</i>		
VS5	<i>Identifies their role within the team and is able to compare their skills with others</i>		
Stakeholders		Project Presentation	Interview
Ref	Pass Criteria		
ST1	Understands how to manage stakeholders, e.g. clarifying and delivering on expectations		
ST2	Demonstrates they have worked with stakeholders to achieve results		

Distinction Criteria			
ST3	<i>Understands and follows the principles of stakeholder management</i>		
ST4	<i>Goes beyond expectations to build constructive relationships with stakeholders</i>		
IT		Project Presentation	Interview
Ref	Pass Criteria		
IT1	Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information		
IT2	Able to perform tasks relevant to their role using IT packages without supervision		
Distinction Criteria			
IT3	<i>Consistently demonstrates they can use IT packages and can provide varied, quality examples</i>		
IT4	<i>Able to perform tasks relevant to their role using IT packages and can coach others in using IT</i>		
Interpersonal skills		Project Presentation	Interview
Ref	Pass Criteria		
IS1	Works effectively with a range of people		
IS2	Influences and challenges peers when necessary		
IS3	Supports others in the organisation and demonstrates coaching skills		
Distinction Criteria			
IS4	<i>Influences managers as well as peers</i>		
IS5	<i>Constructively challenges managers, as well as peers, when necessary</i>		
IS6	<i>Proactively offers to coach others and has had good performance recorded in feedback</i>		
Communications		Project Presentation	Interview
Ref	Pass Criteria		
CO1	Demonstrates they can communicate clearly, in both written and verbal communication		

CO2	Shows flexibility to different situations		
CO3	Uses appropriate communication channels dependent on the subject matter		
CO4	Demonstrates ability to answer queries effectively from both inside and outside the organisation		
Distinction Criteria			
CO5	<i>Communication is consistently clear, both written and verbally</i>		
CO6	<i>Champions an appropriate choice of communication channels</i>		
CO7	<i>Consistently answers queries from both inside and outside of the organisation in a confident way</i>		
Planning and organisation		Project Presentation	Interview
Ref	Pass Criteria		
PL1	Plans work and achieves deadlines		
PL2	Shares areas to improve plans with others		
PL3	Effectively manages resources and meetings		
PL4	Takes responsibility for logistics and can provide examples		
Distinction Criteria			
PL5	<i>Makes plans that efficiently maximise resources and personally ensures results are achieved</i>		
PL6	<i>Improves the management of resources e.g. identifies cost savings or process improvements</i>		
PL7	<i>Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this</i>		
Personal qualities		Project Presentation	Interview
Ref	Pass Criteria		
PQ1	Regularly shows integrity, reliability, positivity and self-motivation		
Distinction Criteria			
PQ2	<i>Always integrity, reliability, positivity and self-motivation and successfully encourages others to show more of these qualities</i>		

Managing performance		Project Presentation	Interview
Ref	Pass Criteria		
MP1	Clarifies requirements and takes responsibility for work produced		
MP2	Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching		
MP3	Asks for feedback and takes feedback on board		
Distinction Criteria			
MP4	<i>Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whilst adhering to policies, procedures and standards</i>		
MP5	<i>Takes feedback on board and continually assesses the quality of their work</i>		
Adaptability		Project Presentation	Interview
Ref	Pass Criteria		
AD1	Accepts and responds positively to change		
Distinction Criteria			
AD2	<i>Accepts change, evaluates the impact of any change and seeks to use it to improve their work</i>		
Responsibility		Project Presentation	Interview
Ref	Pass Criteria		
RE1	Accepts personal responsibility for their own work, delivering their work on time and to the right level of quality		
RE1	Demonstrates ownership and willingness to see work completed		
RE3	Applies initiative in developing their own skills and behaviour		
Distinction Criteria			
RE4	<i>Role model who takes personal responsibility for themselves and peers</i>		
RE5	<i>Aims to deliver work within targets and deliver more than required in their role</i>		

RE6	<i>Proactively seeks opportunities to develop themselves and shares this learning with others</i>		
The organisation		Project Presentation	Interview
Ref	Pass Criteria		
TO1	Shows a working knowledge of the organisations purpose, aims and ways of working, putting it in context of the local (or sector) environment		
TO2	Provides some understanding of the political and economic environment		
Distinction Criteria			
TO3	<i>Shows a thorough understanding of the organisation's purpose, aims and way of working, putting it in context of the wider economy and political environment</i>		
Relevant regulation		Project Presentation	Interview
Ref	Pass Criteria		
RR1	Demonstrates knowledge of relevant laws and regulation and consistently follows them		
Distinction Criteria			
RR2	<i>Shows a thorough knowledge of relevant laws and regulations and consistently follows them</i>		
RR3	<i>Champions adherence to relevant laws and regulation within the organisation</i>		
Policies		Project Presentation	Interview
Ref	Pass Criteria		
PO1	Understands and follows the organisation's internal policies		
Distinction Criteria			
PO2	<i>Understands and promotes the organisations internal policies</i>		
External environment factors		Project Presentation	Interview
Ref	Pass Criteria		
EE1	Understand the external factors affecting the organisation and how they relate to their role		

Distinction Criteria			
EE2	<i>Shows a deep understanding of the external factors facing the organisation and how they relate to their role</i>		
EE3	<i>Seeks additional information about how those factors are developing</i>		
Record and document production		Project Presentation	Interview
Ref	Pass Criteria		
RD1	Records are accurate, rarely require correction and are treated confidentially		
RD2	Recommendations and solutions only need minor improvements		
RD3	Supports others in producing documents and can provide examples		
Distinction Criteria			
RD4	<i>Records are consistently accurate and confidential</i>		
RD5	<i>Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation</i>		
RD6	<i>Offers to coach others and good performance is recorded in feedback</i>		
Quality		Project Presentation	Interview
Ref	Pass Criteria		
QU1	Checks own work before submission and makes improvements		
QU2	Work is largely accurate and meets expectations		
QU3	Identifies areas for improvement and can justify why		
QU4	Promotes best practice examples of administration, such as accurate records		
Distinction Criteria			
QU5	<i>Takes ownership for work and applies processes for checking work</i>		
QU6	<i>Work is consistently accurate and meets the agreed outcomes</i>		
QU7	<i>Recommends and implements process improvements</i>		

QU8	<i>Proactively offers to coach others in an area of work and communicates requirements for work</i>		
Professionalism		Project Presentation	Interview
Ref	Pass Criteria		
PF1	Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation		
PF2	Follows the standard of conduct required by the organisation		
Distinction Criteria			
PF3	<i>Is a role model employee, showing professionalism in their conduct, punctuality, presentation and respect for others, irrespective of background; even in difficult circumstances</i>		
PF4	<i>Can be relied upon to represent the team and be an ambassador for the organisation</i>		