Portfolio of Evidence Purpose

As part of your business administrator apprenticeship you will need to produce a portfolio of learning. This provides a structure for the interview, which will last 30-45 minutes. The interview assesses your understanding and learning that is shown in the portfolio you have completed. The evidence in the portfolio will not be directly assessed by the end-point assessor.

You should start your portfolio as part of your apprenticeship before the end-point assessment process. Your training provider and/or employer will be able to give you any support you need with putting your portfolio together. Following your gateway meeting towards the end of your apprenticeship your training provider and employer will review your portfolio and make a judgement concerning whether it can be submitted for end-point assessment.

In the interview you will be assessed against the criteria included in the tables on the following pages. Use the text boxes in each table to make notes relevant to your portfolio of evidence to support you during the interview.

Assessment tip: remember to take this document with your completed notes into the interview!

Assessment distinction criteria are indicated in *italics*	The organisation
Identify your organisation's: • purpose • aims • ways of working Describe how to apply the above in the context of the local (or sector) environment. **Distinction criteria** *Demonstrate a thorough understanding of your organisation's:* • *purpose* • *ways of working*	Notes (include reference number in portfolio if possible).
Assessment distinction criteria are indicated in *italics*	**Value of their skills**
Describe the structure of your organisation. Explain how your own work contributes to the organisation. **Distinction criteria** *Explain how different teams support each other.* *Explain how to promote the value of your work and how this contributes to the organisation.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Stakeholders
Explain how to work with stakeholders to achieve results. Describe how to liaise with the following customers: • internal • external • suppliers • stakeholders inside or outside of the UK **Distinction criteria** *Explain how to go beyond expectations to build constructive relationships with stakeholders.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Relevant regulation
Outline relevant laws and regulations and how to consistently follow them. **Distinction criteria** *Demonstrate a thorough knowledge of relevant laws and regulations and how to consistently follow them.* *Describe how to champion adherence to relevant laws and regulations within the organisation.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Policies
Describe how to follow the organisation's internal policies. **Distinction criteria** *Describe how to promote the organisation's internal policies including key business policies relating to the sector.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	External environmental factors
Identify external factors affecting the organisation. Describe how external factors relate to your own role. **Distinction** *Demonstrate a deep understanding of the external factors facing the organisation.* *Describe the placement of the organisation within the international/global market (where necessary).*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	IT
Use IT packages, specifically to: • write letters or emails • record and analyse information **Distinction** *Consistently demonstrate use of IT packages, providing:* • *varied examples* • *quality examples* *Coach others in the use of IT.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Record and document production
Ensure that records are accurate, and rarely require correction. Ensure that records are treated confidentially, in compliance with the organisation's procedures. Propose recommendations and solutions that only need minor improvements. Support others with the production of documents. **Distinction** *Ensure that records are consistently accurate and confidential.* *Recommend insightful improvements that result in a clear benefit to the organisation.* *Coach others and provide relevant feedback.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Communications
Demonstrate clear communication, both written and verbal. Answer questions from inside and outside of the organisation, representing the organisation or department. Use appropriate communication channels dependent on the subject matter. **Distinction** *Communication is consistently clear, both written and verbally.* *Champion an appropriate choice of communication channels.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Communications

Assessment distinction criteria are indicated in *italics*	Quality
Check own work before submission and make improvements. Produce work that is largely accurate and meets expectations. Identify areas for improvement and justify why they are required. Promote best practice examples of administration, such as accurate records. **Distinction** *Take ownership for your work and apply processes to check it.* *Produce work that is consistently accurate and meets the agreed outcomes.* *Identify, recommend and implement process improvements.* *Proactively coach others and communicate requirements for work.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Planning and organisation
Effectively plan work to achieve deadlines. Manage resources effectively, e.g. equipment or facilities. Effectively organise meetings and events. Take responsibility for logistics, e.g. travel and accommodation. **Distinction** *Make plans that efficiently maximise resources and personally ensures results are achieved.* *Proactively take responsibility for areas of logistics.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Professionalism
Describe how to consistently behave in a professional way. Identify how to demonstrate punctuality. Describe how to show respect for others. Describe appropriate personal presentation in line with organisational standards. Identify how to follow the standard of conduct required by the organisation. Identify the organisation's code of conduct for professional use of social media. **Distinction** *Describe how to behave as a role model.* *Describe how to show professionalism in conduct.* *Describe the importance of being consistently punctual.* *Describe how to show respect for others, irrespective of background, even in difficult circumstances.* *Describe how to be a reliable representative of the team.* *Describe how to be an ambassador for the organisation.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Personal qualities
Outline how to regularly show exemplary qualities that are valued, including: • integrity • reliability • positivity • self-motivation **Distinction** *Describe how to always show exemplary qualities that are valued including:* • *integrity* • *reliability* • *positivity* • *self-motivation*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Managing performance
Identify how to clarify requirements and take responsibility for work produced. Describe how to act with responsibility and deliver work to the right level of quality without requiring additional supervision and coaching. Outline the appropriate process to ask for feedback and how to effectively take feedback on board. **Distinction** *Describe how to show a strong personal responsibility for all aspects of work.* *Outline how to work with minimal supervision, while adhering to:* • *policies* • *procedures* • *standards* *Explain how to take responsibility for own development by continually assessing the quality of work.*	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Managing performance

Assessment distinction criteria are indicated in *italics*	Adaptability
Describe how to accept change. Describe how to respond positively to change. Evaluate the impact of any change. Explain how to use change to improve work.	Notes (include reference number in portfolio if possible).

Assessment distinction criteria are indicated in *italics*	Responsibility
Identify how to accept personal responsibility for your own work. Describe how to deliver work on time and to the right level of quality. Describe how to take ownership and show willingness to see work completed. Describe how to apply initiative in developing your own skills and behaviours. **Distinction** *Describe how to behave as a role model and take personal responsibility for themselves and your peers.* *Explain how to deliver work both within targets and exceeding expectations.*	Notes (include reference number in portfolio if possible).

Notes