

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

## Mock Assessment Materials

### Project Presentation

Value of their skills			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
K2.5	Identify their role within the team		
K2.6	Identify the value of their skills		
K2.7	Analyse their skills, compared with others		

Stakeholders			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
K3.4	Explain how to manage stakeholders including: <ul style="list-style-type: none"><li>clarifying expectations</li><li>delivering on expectations</li></ul>		
K3.5	Explain how to follow the principles of stakeholder management		

Processes			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>K7.1</b>	Describe how to consistently follow the organisation's processes		
<b>K7.2</b>	Outline how to make suggestions for small improvements and support on successful implementation		
<b>K7.3</b>	Describe how to follow organisational processes and promote adherence and improvements to them		
<b>K7.4</b>	Identify inefficiencies or ineffectiveness in a process and support on successful implementation of rectification		

IT			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>S1.4</b>	Use IT packages to perform tasks relevant to own role without supervision		

IT			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>S3.1</b>	Decisions are thought through, using a range of information to make a sound judgement		
<b>S3.2</b>	Challenges appropriately and is polite when doing so		
<b>S3.3</b>	Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person		
<b>S3.4</b>	Decisions are timely and consistently show good judgement		
<b>S3.5</b>	Decisions are continuously made by thoughtfully considering different information and the risks of any action		
<b>S3.6</b>	Decisions are fully evidenced and justifiable		
<b>S3.7</b>	Consistently behaves and seeks advice in a mature way		

Interpersonal skills			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>S4.1</b>	Works effectively with a range of people		
<b>S4.2</b>	Influences and challenges peers when necessary		
<b>S4.3</b>	Supports others in the organisation and demonstrates coaching skills		
<b>S4.4</b>	Influence managers as well as peers		
<b>S4.5</b>	Constructively challenge managers, as well as peers, when necessary		
<b>S4.6</b>	Proactively offer coaching to others, providing relevant feedback		

Communications			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>S5.6</b>	Show flexibility to different situations		
<b>S5.7</b>	Consistently answers queries from both inside and outside of the organisation in a confident way		

Planning and organisation			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>S7.7</b>	Shares areas to improve plans with others		
<b>S7.8</b>	Improve the management of resources, e.g. identify cost savings or process improvements		
<b>S7.9</b>	Make suggestions for improvements to working practice showing understanding of implications beyond immediate environment		

Project management			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>S8.1</b>	Effectively plan and manage small projects		
<b>S8.2</b>	Able to lead small projects when required		
<b>S8.3</b>	Plan and manage a significant project and describe what made it a success		

Responsibility			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
<b>B5.7</b>	Develop their own skills and behaviours		
<b>B5.8</b>	Proactively seeks opportunities to develop themselves and share this learning with others		