

Guidance for Apprentices

VTCT Skillsfirst is an End-point Assessment Organisation (EPAO); you will be assessed by an Independent End-point Assessor (IEA) to ensure that you are meeting the requirements of the Business Administration Apprenticeship Standard. The IEA will independently assess your competency after you have completed the on-programme training and learning.

Each IEA will carry identification as proof of who they are before commencing an assessment. EPA's will be carried out by an IEA, who is an assessment expert and has the required occupational expertise within the sector. IEA's will carry out the range of required assessments securely and safely in your workplace or remotely.

Successful completion of EPA demonstrates that you are competent in your role and will result in the award of the apprenticeship certificate from the Institute. This certificate will be applied for by VTCT Skillsfirst and will be sent directly to your employer from the ESFA.

The purpose of this document is to ensure you, the apprentice, know about the requirements within the Business Administration Apprenticeship Standard. This will help you to meet the assessment requirements

On programme training and learning

On programme training and learning must meet the requirements set out in the apprenticeship standard. Your employer and provider will support you throughout your apprenticeship; this should take a minimum of 12 months.

Abbreviations

EPA	End-point Assessment
EPAO	End-point Assessment Organisation
AAS	Apprenticeship Assessment Service
the Institute	Institute for Apprenticeships and Technical Education
IEA	Independent End-point Assessor
KSB	Knowledge Skills & Behaviour
KT	Knowledge Test
LIEA	Lead End-point Assessor
PI	Portfolio-based Interview
PP	Project Presentation
SEPA	Skillsfirst End-point assessment system
Skillsfirst	VTCT Skillsfirst

Your identification (ID) requirements

VTCT Skillsfirst will need to ensure that you are the right person undertaking an assessment, therefore the IEA will need to see photo ID from you, and this can be:

- ✓ A valid passport
- ✓ A signed UK photo card driving licence
- ✓ Employee ID card

The IEA will need to confirm they have seen your ID before they proceed, so please ensure you have this with you on the day. Failure to do so may result in the assessment being cancelled and a charge being incurred by your employer and provider. Should there be any technical difficulties, contingency arrangements will be implemented to allow the assessment to continue.

Gateway to End-point Assessment

Once you have completed the relevant on-programme training and learning, you, your employer and provider will confirm that you are ready for EPA. Confirmation is via a Gateway meeting and once you have all agreed you are ready, you will be booked in for your EPA on an appropriate date for you, your employer and provider.

End-point Assessment

The EPA is the final assessment of your apprenticeship. It will test your knowledge, skills and behaviours; the Business Administration apprenticeship standard is made up of three different assessment methods, the IEA will grade these as a fail, pass, or distinction. We have provided your employer and provider with guidance regarding what you will need to know and show to achieve a pass, or distinction.

Methods of assessment

The EPA methods for the Business Administration apprenticeship standard include the following components:

Knowledge Test

Assessment Method	Weighting	Duration	Marks available	Grading
Knowledge Test	33.3%	60 minutes	50	Fail; Pass; Distinction

The knowledge test comprises of equally weighted multi-choice questions with four possible answers, of which only one will be valid and correct. The questions will relate only to the knowledge areas of the Standard.

The test will consist of 50 randomly selected questions, of which 60% will need to be correctly answered to achieve a pass. The questions will be presented to you through VTCT Skillsfirst' secure, on-line assessment platform. The maximum time allowed for this assessment is 60 minutes; this is pre-set within the testing platform.

Example questions
<p>"Stakeholders from across the organisation have raised concerns about a project to Mikael, the business administrator".</p> <p>What is the best course of action for Mikael to take?</p> <p>A: Deal with the stakeholder concerns in the order they came up</p> <p>B: Prioritise the concerns communicated by core stakeholders</p> <p>C: Delegate the stakeholder concerns to his senior manager</p> <p>D: Respond to the senior management concerns first</p>
<p>What is likely to be the biggest consequence of a business that regularly fails to protect personal data?</p> <p>A: Increased labour costs</p> <p>B: Restricted business loans</p> <p>C: Loss of business reputation</p> <p>D: Criminal prosecution</p>
<p>"Your organisation has erased a customer's personal data within one month after the customer spoke to a colleague".</p> <p>What best describes the nature of the customer contact?</p> <p>A: They requested a copy of their personal data held by the organisation</p> <p>B: They withdrew consent for the organisation to hold their personal data</p> <p>C: They phoned up to update the organisation with their new address</p> <p>D: They wrote a letter of complaint to the CEO of the organisation</p>

The KT predominantly focuses on non-organisation specific knowledge outlined in the Standard. This includes relevant regulation and laws, business fundamentals and project management principles.

Tests are either conducted face to face with your provider (invigilated) or via proctoring on a remote platform. Your provider will discuss this with you prior to the assessment taking place and guidance will be supplied by Skillsfirst via email once booking in confirmed. You will be provided with user guides on confirmation of booking

Results of your knowledge test will be available in VTCT Skillsfirst' secure online assessment platform and are available instantly. These may be subject to review by the moderator, however, the grade will be released within 10 working days.

Portfolio-based Interview

Assessment Method	Weighting	Duration	Grading
Portfolio-based Interview	33.3%	30-45 minutes	Fail; Pass; Distinction

The portfolio of learning provides a structure for the interview. You should provide at least one piece of evidence for each of the minimum knowledge, skills and behaviours; these are outlined in the assessment plan. Evidence will be gathered on-programme and your employer should facilitate this through relevant tasks and support; the provider should support you where needed.

The interview assesses understanding and learning shown in the portfolio of learning; the portfolio is not directly assessed.

Your portfolio of learning should contain:

- A minimum of 8-12 pages, for consistency.
- At least one of each of the minimum knowledge, skills and behaviours as outlined in the annexed Methods and Grading table (Annex 5)
- Practical observation and / or evaluation by your employer or provider to be included, such as acknowledgement of a skill you have shown or evidencing work you have completed on a particular task with your managers comments, and a varied range of evidence which is then discussed at interview

The IEA will ensure that the interview remains focused and effective, by actively summarising the points covered and that encouraging questioning is applied to probe you for further information, or to clarify certain points of the discussion. You will be made aware that the interview will be recorded, to evidence how the points relating to the standards have been covered and graded.

The interview assesses:

- Your understanding of the portfolio to validate competence shown.
- Your self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied by you.
- Judgement and understanding to explain appropriate examples.

The interview lasts for between 30 - 45 minutes and scored out of 100 marks. This is a remote assessment, therefore will need to take place in a suitable environment. Both you and the IEA must be in a quiet room, free from distraction.

Project Presentation

Assessment Method	Weighting	Duration	Grading
Project Presentation	33.3%	20-30 minutes	Fail; Pass; Distinction

You will be required to deliver a presentation to the IEA on a project that you have completed or a process that you have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The project will be completed from month 9 of your apprenticeship and should be completed prior to the EPA being triggered.

Once your Project is submitted to Skillsfirst, you will be assigned a question to produce the presentation. The question will be provided within 48 hours of the IEA receiving the project. This process happens once you are at Gateway.

Example questions:

- How have you improved a process or operating practice?
- What were the steps you took to implement the project?
- What worked well and how would you improve the results in future?

The presentation should summarise the aim, outcome and responsibilities of the Knowledge, Skills and Behaviours shown in your project. The presentation should demonstrate how you have approached a task and the skills shown in doing so, building towards how you would improve the results going forward.

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills. The presentation is a remote assessment, therefore will need to take place in a suitable environment. Both you and the IEA must be in a quiet room, free from distraction.

Further requirements:

- Your project or process improvement should account for 21 - 35 working hours, over your apprenticeship, to adequately apply yourselves. Evidence of these hours are not required as part of the Assessment however Skillsfirst recommend that you and the provider keep a record for audit purposes
- Must be work-based; incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results
- You will choose the project / process improvement with the guidance from your employer and training provider

Before the Assessment you should ensure:

- ✓ You are aware of the date and time of your assessment and are able to access the Smartroom; discuss this with your Employer and / or Training Provider.
- ✓ You reflect on your experience and understand what is required of you to meet the standard.

Your presentation focuses on the skills required to complete a project or process improvement include planning and organisation, project management, demonstrating quality standards and decision making in prioritising areas of focus. Evidencing these skills in your presentation is coupled with effective communication in delivery.

Good luck with your Apprenticeship, we look forward to meeting you.

Please feel free to view our website for further information

<https://www.skillsfirst.co.uk/end-point-assessment>