STA EXCEL ME LEVEL 3 END POINT ASSESSMENT FOR ST0070 BUSINESS ADMINISTRATOR

SPECIFICATION

The Standard and Assessment Methods

Standard title and version	Business Administration 1.0
Standard code	ST0070
Level	3
Duration of EPA	Assessments must be attempted within three months of EPA planning meeting

Assessment Methods

During EPA the apprentice must complete three assessment methods as outlined in the table below.

Assessment Method	Timings
Knowledge test	60 minutes (50 questions)
Project presentation	15 minutes to present, plus 15 minutes of questions
Portfolio-based interview	45 minutes

Gateway Requirements

Prior to EPA, the following requirements must be met by the apprentice.

Requirement	Description
Occupational competency	The training provider and employer agree the apprentice has sufficiently met the KSBs within the assessment plan
Gateway declaration	The training provider, employer and apprentice must sign and submit the gateway declaration
Functional skills	Complete training towards English and mathematics qualifications in line with the apprenticeship funding rules
Portfolio of evidence	The portfolio must include: • Evidence to cover the KSBs linked to the interview assessment • Signed statement of authenticity • Completed evidence matrix
Project Report	The apprentice must complete a project, and write a report which must be submitted to Excel Me prior to EPA

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Assessment can only take place once these requirements have been met.

Grading

Each assessment component is graded individually which are combined to produce an overall grade. Each assessment component outcome includes a fail, pass and distinction grade.

Assessment Method	Assessment Outcomes	
Knowledge test	PASS	DISTINCTION
Project presentation	PASS	DISTINCTION
Interview	PASS	DISTINCTION
Overall grading	**PASS**	**DISTINCTION**

To achieve a PASS, the apprentice must achieve all pass criteria in all assessment methods.

To achieve a DISTINCTION, the apprentice must achieve all distinction criteria as well as all the PASS criteria in all assessment methods.

Retake and Resits

A retake or resit will be determined when the apprentice fails an assessment component. Depending upon the nature of the fail, Excel Me determine whether a retake or resit is most appropriate.

A retake requires the apprentice to undertake additional training prior to attempting the reassessment. A resit involves scheduling a reassessment without the requirement for additional training.

Results and Certification

Once all assessments have been successfully completed a final grade will be allocated. Confirmation of achievement will be communicated to the apprentice employer and training provider. Excel Me will claim certificates via the Institute for Apprenticeships and Technical Education (IfATE) and sent to the address provided during the planning meeting.

Assessment Location

Assessments are conducted using remote video conferencing software, except where a face-to-face reasonable adjustment is in place.

Language of Assessment

All assessments are conducted in English unless a reasonable adjustment is in place.

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Reasonable Adjustment

Reasonable adjustments are changes made to an assessment or to the way an assessment is conducted that reduce or remove a disadvantage caused by a student's disability. Further information on reasonable adjustment can be found within the Excel Me Reasonable Adjustment policy made available on the Excel Me website.

If an apprentice requires adjustment to their assessment, this must be recorded at the planning meeting.

Additional Guidance

Additional guidance to support EPA guidance including the gateway declaration form and portfolio of evidence matrix is available from Excel Me.

End Point Assessment Components

1. Knowledge Test

The knowledge test contains 50 multiple choice questions and is conducted online and will last for 60 minutes. The test will be invigilated remotely to ensure examination conditions are maintained. During the test the apprentice must not have access to any unauthorised materials including;

- electronic devices such as mobile phones, additional computers, and smart watches
- Paper materials
- Additional computer programs, apps or software running during the test

Any breach of examination conditions will be investigated and may lead to disqualification.

Grading

The grading for the knowledge test is as follows:

- Fail: 0-29
- Pass: 30-39
- Distinction: 40-50

Assessment Criteria

The test questions are allocated across the areas of the standard as follows:

Areas of the Standard	Number of Questions
Stakeholders	10
Relevant Regulation	10
Business Fundamentals	10
Project Management	10
The Organisation & External factors	10

KSB Areas	Pass and Distinction Criteria
Project Management	Pass: Demonstrates some understanding of project management tools and principles
The organisation	Pass: Provides some understanding of the political and economic environment.
Stakeholders	Pass: Understands how to manage stakeholders, e.g. clarifying and delivering on expectations.
Relevant regulation	Pass: Demonstrates knowledge of relevant laws and regulation and consistently follows them.
Business fundamentals	Pass: Knows the fundamentals of business, including finances, managing change and project management.
	Distinction: Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact.
External environment factors	Pass: Understand the external factors affecting the organisation and how they relate to their role

2. Project Presentation

Project

The apprentice must deliver a presentation on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. During the planning meeting, the assessor discusses the project with the apprentice and issues an appropriate question that must be answered within the presentation. The apprentice must submit a copy of their presentation slides no later than one week prior to the agreed assessment date.

The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered.

The training provider should review and sign off the project as completed during the gateway process. The apprentice should not begin creating a presentation prior to the commencement of their EPA period and the issuing of a question by their EPA advisor.

The project must:

- demonstrate how the task was approached and the skills shown in doing so, building towards how to improve the results going forward.
- be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.
- account for 21-35 working hours, over the apprenticeship.
- be work-based; incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results.

Presentation

During the planning meeting, the assessor discusses the project with the apprentice and issues an appropriate question that must be answered within the presentation.

The presentation must last a minimum of 10 minutes. Following this, the assessor asks a series of questions about the project to provide the apprentice with the opportunity to cover any assessment criteria that were not met within the presentation.

The presentation must include:

- summarise the aim, outcome and responsibilities of the KSBs shown in the project.
- scoping,
- planning,
- managing,
- communicating to stakeholders,
- monitoring and reporting results

Assessment Criteria

Assessment criteria may be assessed via either the project or presentation activities.

KSB Areas	Pass and Distinction Criteria
Decision making	Pass: Decisions are thought through, using a range of information to make a sound judgement
	Pass: Challenges appropriately and is polite when doing so
	Pass: Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person
	Distinction: Decisions are timely and consistently show good judgement
	Distinction: Decisions are continuously made by thoughtfully considering different information and the risks of any action
	Distinction: Decisions are fully evidenced and justifiable
	Distinction: Consistently behaves and seeks advice in a mature way
Interpersonal skills	Pass: Works effectively with a range of people
	Pass: Influences and challenges peers when necessary
	Pass: Supports others in the organisation and demonstrates coaching skills
	Distinction: Influences managers as well as peers
	Distinction: Constructively challenges managers, as well as peers, when necessary
	Distinction: Proactively offers to coach others and has had good performance recorded in feedback
Communications	Pass: Demonstrates they can communicate clearly, in both written and verbal communication
	Pass: Shows flexibility to different situations
	Pass: Uses appropriate communication channels dependent on the subject matter
Planning and organisation	Pass: Plans work and achieves deadlines
	Pass: Shares areas to improve plans with others
	Distinction: Makes plans that efficiently maximise resources and personally ensures results are achieved
	Distinction: Improves the management of resources e.g. identifies cost savings or process improvements
Project Management	Pass: Effectively plans and manages small projects
	Pass: Able to lead small projects when required
	Distinction: Plans and manages a significant project and can describe what made it a success
	Distinction: Demonstrates strong leadership skills when managing a project
	Distinction: Understands and is able to apply a strong grasp of project management tools and principles
	Pass: Identifies their role within the team and value of their skills

KSB Areas	Pass and Distinction Criteria
Value of their skills	Distinction: Understands the contribution their work makes and promotes its value
	Distinction: Identifies their role within the team and is able to compare their skills with others
Stakeholders	Pass: Demonstrates they have worked with stakeholders to achieve results
	Distinction: Understands and follows the principles of stakeholder management
	Distinction: Goes beyond expectations to build constructive relationships with stakeholders
Processes	Pass: Understands and consistently follows the organisation's processes
	Pass: Makes suggestions for small improvements and supports on successful implementation
	Distinction: Understands and follows organisational processes and promotes them adherence and improvements
	Distinction: Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation
Adaptability	Pass: Accepts and responds positively to change
	Distinction: Accepts change, evaluates the impact of any change and seeks to use it to improve their work
Responsibility	Pass: Applies initiative in developing their own skills and behaviours
	Distinction: Role model who takes personal responsibility for themselves and peers
	Distinction: Proactively seeks opportunities to develop themselves and shares this learning with others

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3. Portfolio-Based Interview

Portfolio

The apprentice compiles a portfolio of evidence throughout their time on-programme. The evidence contained within the portfolio will vary, depending on their job role and organisation. There should be at least one piece of evidence that best meets each of the knowledge, skills and behaviours.

Any evidence submitted via the portfolio is to provide background and support the interview and is not assessed directly, although the apprentice is expected to demonstrate an understanding of the content of the portfolio during the interview.

The Portfolio of Learning must include:

- a minimum of 8-12 pages.
- at least one of each of the minimum knowledge, skills and behaviours.
- practical observation and/or evaluation by the employer to be included, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments, which is then discussed at interview.

Evidence for the portfolio may come from, but not limited to the following examples:

- Observations
- Emails report minutes from meetings
- Written statements
- Performance reviews
- Reflective accounts

Interview

The interview is for 30-45 minutes with the Portfolio of Learning providing a structure for this conversation. The 45-minute interview takes place on the same day as the observation activity. It cannot exceed the time allowed by more than +10% unless there is a reasonable adjustment in place.

Prior to the agreed date, the end-point assessor reviews the portfolio to gain an understanding of the apprentice and their role, and to determine appropriate lines of questioning.

Throughout the interview, the assessor uses pre-prepared questions, referencing to the evidence in the portfolio, plus supplementary questioning as required. The apprentice should have a copy of the portfolio of evidence available during the assessment.

The interview assesses:

- Understanding of the portfolio to validate competence shown
- Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied
- Judgement and understanding to explain appropriate examples

Area of the standard	Description
Skills	
IT	Pass: Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information
	Pass: Able to perform tasks relevant to their role using IT packages without supervision
	Distinction: Consistently demonstrates they can use IT packages and can provide varied, quality examples
	Distinction: Able to perform tasks relevant to their role using IT packages and can coach others in using IT
Record and document production	Pass: Records are accurate, rarely require correction and are treated confidentially
	Pass: Recommendations and solutions only need minor improvements
	Pass: Supports others in producing documents and can provide examples
	Distinction: Records are consistently accurate and confidential.
	Distinction: Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation
	Distinction: Offers to coach others and good performance is recorded in feedback
Communications	Pass: Demonstrates ability to answer queries effectively from both inside and outside the organisation
	Distinction: Communication is consistently clear, both written and verbally.
	Distinction: Champions an appropriate choice of communication channels
	Distinction: Consistently answers queries from both inside and outside of the organisation in a confident way
Quality	Pass: Checks own work before submission and makes improvements.
	Pass: Work is largely accurate and meets expectations.
	Pass: Identifies areas for improvement and can justify why.
	Pass: Promotes best practice examples of administration, such as accurate records.
	Distinction: Takes ownership for work and applies processes for checking work.
	Distinction: Work is consistently accurate and meets the agreed outcomes.
	Distinction: Recommends and implements process improvements.
	Distinction: Proactively offers to coach others in an area of work and communicates requirements for work.
Planning and organisation	Pass: Effectively manages resources and meetings.
	Pass: Takes responsibility for logistics and can provide examples.
	Distinction: Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this.

Area of the standard	Description
Knowledge	
The organisation	Pass: Shows a working knowledge of the organisations purpose, aims and ways of working, putting it in context of the local (or sector) environment.
	Distinction: 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.
Value of their skills	Pass: Understands the structure of the organisation and how their work contributes.
	Distinction: Understands the structure of the organisation and is able to discuss how different teams support each other.
Relevant regulation	Distinction: Shows a thorough knowledge of relevant laws and regulations and consistently follows them.
	Distinction: Champions adherence to relevant laws and regulation within the organisation.
Policies	Pass: Understands and follows the organisation's internal policies.
	Distinction: Understands and promotes the organisations internal policies.
External environment factors	Pass: Understands, where necessary, the international/global market in which the employing organisation is placed.
	Distinction: Shows a deep understanding of the external factors facing the organisation and how they relate to their role.
	Distinction: Seeks additional information about how those factors are developing.

Area of the standard	Description
Behaviours	
Professionalism	Pass: Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation.
	Pass: Follows the standard of conduct required by the organisation.
	Distinction: Is a role model employee, showing professionalism in their conduct, punctuality, presentation and respect for others, irrespective of background; even in difficult circumstances.
	Distinction: Can be relied upon to represent the team and be an ambassador for the organisation.
Personal qualities	Pass: Regularly shows integrity, reliability, positivity and self-motivation.
	Distinction: Always shows integrity, reliability, positivity and self-motivation and successfully encourages others to show more of these qualities.
Managing performance	Pass: Clarifies requirements and takes responsibility for work produced.
	Pass: Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching.
	Pass: Asks for feedback and takes feedback on board.
	Distinction: Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whist adhering to policies, procedures and standards.
	Distinction: Takes feedback on board and continually assesses the quality of their work.
Responsibility	Pass: Accepts personal responsibility for their own work, delivering their work on time and to the right level of quality.
	Pass: Demonstrates ownership and willingness to see work completed.
	Distinction: Aims to deliver work within targets and deliver more than required in their role.

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