

NAS Business Administrator End-Point Assessment Specification



Table of Contents

<i>Introduction to Notebook Assessment Services</i>	3
<i>Assessment methodology summary</i>	4
Gateway Requirements	4
<i>Overview of the Standard</i>	5
<i>On-programme requirements</i>	5
<i>Gateway</i>	6
<i>Reasonable Adjustments and Special Consideration</i>	7
<i>Photographic ID requirements</i>	8
<i>Business Administrator Apprenticeship Modes of Assessment and Grade Criteria</i>	9
<i>Assessment</i>	20
<i>Apprenticeship Grading</i>	24
<i>Retake and resit information</i>	25
<i>Appeals</i>	25
<i>Quality assurance</i>	25
<i>Contact information</i>	26
<i>Appendix A – Published Knowledge, Skills and Understanding</i>	27

Introduction to Notebook Assessment Services

Welcome to the Notebook Assessment Services (NAS) End-Point Assessment specification for the Level 3 Business Administrator Apprenticeship Standard (ST0070). This specification is designed for Version 1.0 of the standard.

The information for this apprenticeship standard can be accessed on the website of the Institute for Apprenticeships & Technical Education (IfATE) [here](#). The assessment plan can be accessed [here](#).

NAS is an independent End-Point Assessment organisation that has been approved to offer and carry out the Independent End-Point Assessment (EPA) for the Level 3 Business Administrator Apprenticeship Standard. NAS mark and Internally Quality Assure (IQA) all EPA in accordance with marking and quality assurance processes.

Additionally, all EPAs are Externally Quality Assured (EQA) by Ofqual.

This specification is designed to outline all you need to know about the EPA for this Standard and will also provide an overview of the on-programme delivery requirements.

In addition, advice, and guidance for training providers on how to prepare apprentices for the EPA is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but providers may find them helpful as a starting point.

Key facts

Apprenticeship Standard:	Business Administrator
Reference Code:	ST0070
Version:	1.0
Level:	3
LARS Code:	196
On Programme Duration:	Minimum of 12 months (typically 12-18 months)
EPA Period:	Typically 3 months
Overall Grading:	Fail, Pass or Distinction
Assessment methods:	<ul style="list-style-type: none">• Knowledge test• Portfolio based interview• Project/improvement presentation
Assessment Order:	The knowledge test should typically be passed, before progressing to the interview and presentation. This will be discussed with the apprentice, training provider and/or employer when scheduling the assessments.

Assessment methodology summary

Knowledge Test

The apprentice will undertake a multi-choice test that lasts a maximum of **60 minutes**

The test will include **50** equally weighted multi-choice questions with four possible answers each.

The assessment should typically be passed before the apprentice progresses to the interview and presentation.

The test is to be completed online and requires invigilating.

Portfolio Interview

The Portfolio should provide at least one piece of evidence for each of the minimum KSBs outlined in the assessment methods and grading criteria.

The portfolio must be submitted at Gateway, a minimum of 14 days before the Interview.

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

The interview will last 30-45 minutes.

Project/Improvement Presentation

The project is required to be started during month 9 of the apprenticeship and should be completed prior to EPA.

The project or a project report should be submitted at Gateway.

The Independent End-Point Assessor (IEPA) will review the project and provide a question to the apprentice to prepare the presentation.

The presentation will last for 10-15 minutes, followed by a further 10-15 minutes question and answer session.

Gateway Requirements

For Business Administrator, the following requirements must be met and evidenced for an apprentice to pass through Gateway:

- The employer must be satisfied that the apprentice is consistently working at, or above, the level of the occupational standard, including in relation to digital skills.
- The apprentice must hold a Level 2 English and Maths functional skills qualification or equivalent.
- The apprentice must compile and submit a portfolio of evidence sufficient to evidence the apprentice can apply the knowledge, skills and behaviours required as mapped to the Interview.
- The Project or Project Report.
- NAS Gateway Declaration Form.
- NAS Apprentice Portfolio Checklist.

For those with an education, health and care plan or a legacy statement the English and Mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Overview of the Standard

The business administrator apprenticeship provides the knowledge, skills, behaviours, and experience, it provides a firm grounding in organisational operations and functional processes, as well as the wider working environment.

Business administrators can work in a variety of roles across private, public and third-sector organisations of various sizes. Roles and specific responsibilities of business administrators vary, however the knowledge, skills and behaviours required will be the same regardless of organisational sector and size.

Key responsibilities include developing, implementing, maintaining and improving administrative services. In doing so, the apprentice is expected to work independently and take responsibility for the outcomes of their work, with the support of the employer and the training provider. Through working across functional areas, apprentices build team relationships quickly and learn from others to develop specific skill sets.

On-programme requirements

The process of learning, development and on-programme assessment is crucial to ensure that the apprentice develops the KSBs required to achieve full competence in line with the Business Administrator Apprenticeship Standard.

Apprentices will be required to demonstrate continuous and sustained progress towards the EPA by completing work set out by their employer and demonstrating the KSBs required in the relevant role.

The on-programme aspect of the apprenticeship is expected to take a minimum of 18 months to complete and should include specific milestones to ensure that the apprentice continues to make good progress towards their EPA.

Therefore, it is recommended that quarterly milestone meetings with the training provider, employer and apprentice are scheduled to check progress against KSBs and for everyone to give feedback.

The milestone meetings could take the form of one-to-one tutorials, interviews, or professional conversations to support the development of the apprentice's communication and employability skills.

The apprentice's manager/mentor should support the development of the portfolio and project by:

1. Providing sufficient time for the apprentice to prepare the portfolio and the project
2. Providing work-based opportunities for the apprentice to gather evidence
3. Authenticating that the content of the portfolio is the apprentice's own work

Managers/mentors shall not:

- Provide evidence for the apprentice to include in the portfolio or project other than witness testimonies
- Assess the portfolio

This period of learning and associated assessments must be completed before the EPA can take place.

All training leading to EPA should cover the breadth and depth of the Standard, integrating the KSBs to ensure that the apprentice is sufficiently prepared to undertake the EPA.

Registration

Apprentices should be registered onto ACE 360 as soon as they start their apprenticeship programme and the employer has decided to use NAS for their EPA.

Gateway

How to prepare for Gateway

To begin their EPA, an apprentice must first pass through Gateway. This stage is driven by the employer being satisfied that the apprentice is consistently working at or above the level set out in the occupational standard. Essentially, stating that the apprentice has achieved occupational competence. This decision is often made at a Gateway meeting involving the employer, the apprentice, and the training provider. The decision must ultimately be made by the employer.

The apprentice should prepare for this meeting by bringing along relevant work-based evidence, including:

- Customer feedback
- Recordings
- Manager statements
- Witness statements
- Portfolio
- Apprentice Portfolio Checklist

As well as evidence from others, the apprentice may wish to include:

- Mid and end-of-year performance reviews
- Feedback to show how they have met the KSBs while on programme

Apprentices should be advised by employers and providers to gather evidence and undertake the required qualifications during their on-programme training.

It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the Standards before the formal Gateway meeting is arranged.

The Gateway meeting

The Gateway meeting should last around 1 hour and must be completed on or after the apprenticeship on-programme end date.

It should be attended by the apprentice and the relevant people who have worked with the apprentice on programme.

During the meeting, the apprentice, employer, and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship Standard during their on-programme training.

The **Gateway declaration form** should be used to log the outcomes of the meeting and agreed upon by all 3 parties. This form is available to download from ACE 360 for each standard. The form should then be submitted to NAS via ACE 360 along with the other required documents to initiate the EPA process. If you require any support completing the Gateway readiness report, please contact NAS.

Please note: a copy of the Standard should be available to all attendees during the Gateway meeting.

Reasonable Adjustments and Special Consideration

A reasonable adjustment, as defined by Ofqual, is an adjustment to an assessment to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.

A special consideration, as defined by Ofqual, is consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the Learner's ability to:

- a. take an assessment, or
- b. demonstrate his or her level of attainment in an assessment

Please refer to the NAS Reasonable Adjustments and Special Consideration Policy for full information on eligibility and applying for a reasonable adjustment or special consideration. This policy is accessible via the NAS website and ACE 360.

Photographic ID requirements

All employers are required to ensure that each apprentice has their identification with them on the day of assessment so the IEPA can check that the person undertaking the assessment is indeed the person they are claiming to be.

NAS will accept the following as proof of an apprentice's identity:

- A valid passport (any nationality)
- A signed UK photocard driving licence
- A valid identity card issued by HM forces or the police
- Another photographic ID card, e.g., employee ID card, travel card, etc.



Business Administrator Apprenticeship Modes of Assessment and Grade Criteria

Knowledge, Skills and Behaviour assessed	Description	Assessment method (Knowledge Test, Project Presentation or Portfolio Interview)	Fail: Apprentice does not meet the pass criteria	Pass: Apprentice meets all of the below pass criteria	Distinction: Apprentice meets all of the pass criteria and all of the below distinction criteria
Skills	What is required (advancing key skills to support progression to management)				
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.	Portfolio interview or Project presentation	Has not demonstrated they can use IT packages Unable to provide quality examples of when they have used IT packages without mistakes	Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information Able to perform tasks relevant to their role using IT packages without supervision	Consistently demonstrates they can use IT packages and can provide varied, quality examples Able to perform tasks relevant to their role using IT packages and can coach others in using IT



notebookassessment services

Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	Portfolio interview	Frequent mistakes in written documentation, requiring regular correction Zero or very few workable recommendations are made Communications not kept confidential	Records are accurate, rarely require correction and are treated confidentially Recommendations and solutions only need minor improvements Supports others in producing documents and can provide examples	Records are consistently accurate and confidential Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation Offers to coach others and good performance is recorded in feedback
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.	Project presentation	Frequently makes poor decisions and does not learn from mistakes Decision making is unreasoned Reacts unprofessionally to feedback	Decisions are thought through, using a range of information to make a sound judgement Challenges appropriately and is polite when doing so Exercises sound judgement when asking for advice by choosing the appropriate time, manner and	Decisions are timely and consistently show good judgement Decisions are continuously made by thoughtfully considering different information and the risks of any action Decisions are fully evidenced and



				person	justifiable Consistently behaves and seeks advice in a mature way
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.	Portfolio interview or Project presentation	Does not work effectively with others Does not exhibit role model behaviours Does not seek to develop coaching skills	Works effectively with a range of people Influences and challenges peers when necessary Supports others in the organisation and demonstrates coaching skills	Influences managers as well as peers Constructively challenges managers, as well as peers, when necessary Proactively offers to coach others and has had good performance recorded in feedback



notebookassessment services

Communications	<p>Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.</p>	Portfolio interview or Project presentation	<p>Communication is unclear, either verbally or in writing</p> <p>Chooses ineffective methods to communicate, e.g. social media for sensitive work-related information</p> <p>Regularly leaves queries unresolved</p>	<p>Demonstrates they can communicate clearly, in both written and verbal communication</p> <p>Shows flexibility to different situations</p> <p>Uses appropriate communication channels dependent on the subject matter</p> <p>Demonstrates ability to answer queries effectively from both inside and outside the organisation</p>	<p>Communication is consistently clear, both written and verbally</p> <p>Champions an appropriate choice of communication channels</p> <p>Consistently answers queries from both inside and outside of the organisation in a confident way</p>
Quality	<p>Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints</p>	Portfolio interview	<p>Consistently makes mistakes in work that require correction</p> <p>Fails to reflect on learning and share it with others</p> <p>Unable to work autonomously</p>	<p>Checks own work before submission and makes improvements</p> <p>Work is largely accurate and meets expectations</p> <p>Identifies areas for improvement and can justify why</p> <p>Promotes best</p>	<p>Takes ownership for work and applies processes for checking work</p> <p>Work is consistently accurate and meets the agreed outcomes</p> <p>Recommends and implements process improvements</p>



notebookassessment services

	and is a key point of contact for addressing issues.			practice examples of administration, such as accurate records	Proactively offers to coach others in an area of work and communicates requirements for work
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.	Portfolio interview or Project presentation	Does not plan work effectively Ineffective at managing expectations and unrealistic when setting timescales Does not demonstrate an awareness of the wider environment	Plans work and achieves deadlines Shares areas to improve plans with others Effectively manages resources and meetings Takes responsibility for logistics and can provide examples	Makes plans that efficiently maximise resources and personally ensures results are achieved Improves the management of resources e.g. identifies cost savings or process improvements Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this



notebookassessment services

Project Management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver. Undertakes and leads projects as and when required	Project presentation or Knowledge test	Project management is not effective, e.g. lack of plans or unrealistic expectations and execution. Cannot demonstrate can understanding of project management tools and principles	Effectively plans and manages small projects Able to lead small projects when required Demonstrates some understanding of project management tools and principles	Plans and manages a significant project and can describe what made it a success. Demonstrates strong leadership skills when managing a project Understands and is able to apply a strong grasp of project management tools and principle
--------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Knowledge					
What is required (in-depth knowledge of organisation and wider business environment)					
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation	Portfolio interview or Knowledge test (political/economic environment)	Does not show any knowledge of the organisation's purpose, aims and ways of working	Shows a working knowledge of the organisations purpose, aims and ways of working, putting it in context of the local (or	Shows a thorough understanding of the organisation's purpose, aims and way of working, putting it in context of the wider



			Cannot demonstrate an understanding of the political and economic environment	sector) environment Provides some understanding of the political and economic environment	economy and political environment
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.	Portfolio interview or Project presentation	Shows a limited understanding of the organisation Cannot identify how their work contributes or how they fit within the team	Understands the structure of the organisation and how their work contributes Identifies their role within the team and value of their skills	Understands the structure of the organisation and is able to discuss how different teams support each other Understands the contribution their work makes and promotes its value Identifies their role within the team and is able to compare their skills with others
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters	Portfolio interview or Project presentation and may also be demonstrated in the Knowledge test (stakeholder management)	Does not understand the principles of stakeholder management Does not build good relationships	Understands how to manage stakeholders, e.g. clarifying and delivering on expectations Demonstrates they have worked with	Understands and follows the principles of stakeholder management Goes beyond expectations to build constructive



notebookassessment services

	relationships with suppliers and partner organisations.	principles)		stakeholders to achieve results	relationships with stakeholders
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	Knowledge test or Portfolio interview	Does not know the relevant laws and regulation for their job and has not followed them in the past	Demonstrates knowledge of relevant laws and regulation and consistently follows them	Shows a thorough knowledge of relevant laws and regulations and consistently follows them Champions adherence to relevant laws and regulation within the organisation
Policies	Understands the organisation's internal policies and key business policies relating to sector.	Portfolio interview	Does not fully know or understand the organisation's internal policies	Understands and follows the organisation's internal policies	Understands and promotes the organisations internal policies
Business fundamentals	Understands the applicability of business principals such as managing change, business finances and project management.	Knowledge test	Does not know the fundamentals of business, including finances, managing change and project management	Knows the fundamentals of business, including finances, managing change and project management	Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact
Processes	Understands the organisation's processes, e.g. making payments or	Project presentation	Does not understand the	Understands and consistently follows	Understands and follows



notebookassessment services

	processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders		processes of the organisation and follows them inconsistently Makes limited or impractical suggestions for improvements	the organisation's processes Makes suggestions for small improvements and supports on successful implementation	organisational processes and promotes them adherence and improvements Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.	Knowledge test or Portfolio interview	Shows little understanding of how external factors affect the organisation	Understand the external factors affecting the organisation and how they relate to their role	Shows a deep understanding of the external factors facing the organisation and how they relate to their role Seeks additional information about how those factors are developing

Behaviours	What is required (Role-model behaviours and positive contribution to culture)				
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to	Portfolio interview	Does not behave in a professional way Has failed to be	Consistently behaves in a professional way, showing punctuality, respect for others	Is a role model employee, showing professionalism in their conduct, punctuality, presentation



	cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.		punctual on an ongoing basis and has shown a negative attitude towards colleagues Does not follow the standards of conduct required by the organisation Disrespectful to different backgrounds and does not challenge inappropriate prevailing cultures	and personal presentation Follows the standard of conduct required by the organisation	and respect for others, irrespective of background; even in difficult circumstances Can be relied upon to represent the team and be an ambassador for the organisation
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.	Portfolio interview or Project presentation	Has not shown integrity, reliability, positivity and self-motivation	Regularly shows integrity, reliability, positivity and self-motivation	Always shows integrity, reliability, positivity and self-motivation and successfully encourages others to show more of these qualities
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their	Portfolio interview or Project presentation	Does not ask questions or clarify expectations Negative attitude towards supervision and coaching to deliver their work to the agreed level of quality	Clarifies requirements and takes responsibility for work produced Acts with responsibility and delivers their work to the right level of quality without requiring additional	Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whilst adhering to policies, procedures and standards. Takes feedback on board and continually assesses



notebookassessment services

	work and complies with the organisation's procedures.		Cannot demonstrate a constructive response to feedback	supervision and coaching Asks for feedback and takes feedback on board	the quality of their work
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.	Portfolio interview or Project presentation	Can be disorientated by, or defensive towards, change	Accepts and responds positively to change	Accepts change, evaluates the impact of any change and seeks to use it to improve their work
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours	Portfolio interview or Project presentation	Shifts responsibility to others and excuses the situation when levels of quality or efficiency are not met	Accepts personal responsibility for their own work, delivering their work on time and to the right level of quality Demonstrates ownership and willingness to see work completed Applies initiative in developing their own skills and behaviours	Role model who takes personal responsibility for themselves and peers Aims to deliver work within targets and deliver more than required in their role Proactively seeks opportunities to develop themselves and shares this learning with others

Assessment

The EPA for the business administrator standard is made up of 3 assessment methods. Typically, the knowledge test should be completed before progressing to the interview and presentation.

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the EPA will be assessed against the appropriate criteria laid out in this specification, which will be used to determine a grade for each component. An overview of how each component is graded is provided below.

Knowledge Test

The knowledge test is an online multiple-choice test. It focuses on non-organisational specific knowledge outlined in the standard. The knowledge test includes 50 equally weighted multiple-choice questions with four possible answers each.

Knowledge Test Duration

The Knowledge test will last for 60 minutes

Knowledge Test Content

The knowledge test will predominantly focus on non-organisational specific knowledge including relevant regulations and laws, business fundamentals and project management. For the KSBs assessed using this method please see Appendix A.

Knowledge Test Grading

The following grade boundaries apply to the knowledge test:

Grade	Minimum score	Maximum score
Distinction	40	50
Pass	30	39
Fail	0	29

Project Presentation

The project is required to be started during month 9 of the apprenticeship and should be completed prior to EPA. The project or a project report should be submitted at Gateway. Please note, the project or project report will not be assessed but will be used by the IEPA to understand the apprentice's project and/or improvement.

The project or process improvement should account for 21-35 working hours, over the apprenticeship, to adequately apply themselves.

The project or improvement process must be work-based; incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results

The apprentice chooses the project/process improvement with the guidance of the employer and training provider.

The purpose of submitting the project/ project report at Gateway is to help the IEPA choose an appropriate question that will be addressed in the presentation such as:

- 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 question for the presentation will be set during the post-Gateway planning meeting by the IEPA. The presentation needs to be submitted within **2 weeks** of the project presentation assessment date.

Project Presentation Duration

The presentation will last for 10-15 minutes, this will be followed by a further 10-15 minute question and answer session.

Project Presentation Content

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills. The presentation should summarise the aim, outcome and responsibilities of the KSBs shown in the project. The presentation should demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.

Project Presentation Grading

The project presentation assessment component is graded at Fail, Pass or Distinction. To achieve a pass, all pass criteria listed in the grade criteria must be met. To achieve a distinction, all distinction criteria listed above in the grade criteria need to be met.

Project Presentation Delivery

The apprentice will present to the IEPA via online video conferencing.

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.

The presentation will be followed by a short 10-minute break to allow the independent assessor to review the questions they have prepared considering the presentation that has been delivered.

Portfolio-Based Interview

The portfolio is required to be submitted at Gateway, at least 2 weeks prior to the EPA date and will not be individually assessed. The interview assesses understanding and learning shown in the Portfolio. The portfolio must:

- Be submitted electronically via ACE360
- Include a NAS mapping document that clearly shows how the evidence has been mapped
- Be prepared during the on-programme phase of the apprenticeship.
- Have content sufficient to evidence that the apprentice can apply the relevant knowledge, skills and behaviour required as mapped to the Portfolio based interview assessment activity.
- Contain at least 1 piece of evidence relating to each KSB. Each item of evidence can be referenced against more than one KSB.
- Have a minimum of 8-12 pages,
- Be supported by the training provider. The employer and training provider should review the Portfolio with the apprentice and make a judgement on whether they should be progressed to EPA.
- Only contain employer contribution where direct observation of evidence is used (witness testimonies) rather than opinions.
- Include practical observation and/or evaluation by the employer, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments, which is then discussed at the interview.

- Contain evidence that is valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer confirming this.

Duration

The portfolio-based interview will be delivered via online meeting software. It will last for a total of 30-45 minutes.

Portfolio-Based Interview Content

Application of learning in the workplace is assessed by talking through examples and specific KSBs shown. Particular areas include the purpose of their organisation and the value of their own role, quality in producing records or documents, and professional behaviours including respect and personal qualities. Please view Appendix A for the minimum KSBs to be assessed.

The interview assesses:

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

Portfolio-Based Interview Grading

The portfolio-based interview assessment component is graded at Fail, Pass or Distinction. To achieve a pass, all pass criteria listed in the grade criteria must be met. To achieve a distinction, all distinction criteria listed above in the grade criteria need to be met.

Portfolio-Based Interview Delivery

NAS' IEPA will arrange a date with the apprentice to complete the interview via online video conferencing. The portfolio is required to be submitted 2 weeks before the interview date.

The interview will be conducted as a two-way conversation between the apprentice and IEPA. The interview will be appropriately structured to draw out the best of the apprentice's competence and excellence and the apprentice and IEPA can have access to a copy of the portfolio throughout the discussion.

The apprentice may refer to their portfolio of evidence during the interview.

Before the assessment

The employer/training provider should brief the apprentice on the areas that will be assessed during the EPA.

Employers/training providers should:

- Ensure the apprentice knows the date, time, and location of the assessment
- Brief the apprentice on the activities to be carried out and the duration of the assessments
- Ensure the apprentice knows which criteria will be assessed
- Encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the Standard
- Be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience in preparation for their assessment
- Strongly advise apprentices to take a printed copy of their portfolio and the Apprentice Portfolio Checklist to which they can refer during the Interview.

Aiming for Distinction

For the apprentice to give themselves the best chance of achieving a distinction, they should prepare as best they can.

The assessor may ask questions or probe to explore why the apprentice has approached a task in a certain way and to provide them with more opportunities to demonstrate the distinction criteria which may require them to justify or explain their thinking to a higher level.

Apprenticeship Grading

The grade will be calculated from the 3 end-point assessment components: the knowledge test, interview and presentation with all components equally weighted towards the final grade. The overall grade for the apprentice is aggregated using the method below:

Knowledge Test	Presentation	Interview	Overall grading
Fail	Fail	Fail	Fail
Fail	Fail	Pass	Fail
Fail	Fail	Distinction	Fail
Pass	Pass	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Distinction	Fail	Fail
Distinction	Distinction	Pass	Pass
Distinction	Distinction	Distinction	Distinction

Retake and resit information

Where an apprentice fails an assessment component or the assessment is voided, they will have the opportunity to undertake a re-sit or re-take for that component.

Re-sits can be arranged immediately whilst re-takes require the apprentice to go back into a period of learning. Re-sits and re-takes can be for individual components or all components of the apprenticeship and will incur additional fees as stated in NAS' price list. Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to decide that either a re-sit or re-take is an appropriate course of action.

When undertaking a re-sit or re-take, the whole assessment component will need to be reattempted in full, regardless of any individual assessment criteria that were passed on any prior attempt. The EPA Results Statement will contain feedback on areas for development that will be useful for the apprentice.

Any assessment method re-sit or re-take must be taken within the maximum EPA period, otherwise, the entire EPA must be taken again. The exception to this is where circumstances apply that may be suitable for Reasonable Adjustment.

Re-sits and re-takes are not offered to apprentices wishing to improve their overall grade.

Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances.

Appeals

Appeals must be submitted to NAS within 10 working days of the issue of the result to the training provider and must follow the process outlined within the NAS Appeals Policy. Appropriate grounds for appeal are outlined within the policy that can be found on ACE 360.

Quality assurance

Internal – NAS have in place quality assurance procedures adhering to best practice and regulatory requirements. This includes minimum occupational competence requirements for IEPAs and standardisation training to ensure consistency across assessments.

External – External quality assurance will be undertaken by Ofqual.



Contact information

enquiries@notebook-epa.co.uk

Appendix A – Published Knowledge, Skills and Understanding

Knowledge, Skills and Behaviour assessed	Description	Assessment method (Knowledge Test, Project Presentation or Portfolio Interview)
Skills	What is required (advancing key skills to support progression to management)	
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.	Portfolio interview or Project presentation
Record and document production	Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	Portfolio interview
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.	Project presentation
Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.	Portfolio interview or Project presentation
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies	Portfolio interview or Project presentation

	social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.	
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.	Portfolio interview
Planning and organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.	Portfolio interview or Project presentation
Project Management	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver. Undertakes and leads projects as and when required	Project presentation or Knowledge test

Knowledge	What is required (in-depth knowledge of organisation and wider business environment)	
The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation	Portfolio interview or Knowledge test (political/economic environment)
Value of their skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.	Portfolio interview or Project presentation
Stakeholders	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers.	Portfolio interview or Project presentation and

	Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.	may also be demonstrated in the Knowledge test (stakeholder management principles)
Relevant regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	Knowledge test or Portfolio interview
Policies	Understands the organisation's internal policies and key business policies relating to sector.	Portfolio interview
Business fundamentals	Understands the applicability of business principals such as managing change, business finances and project management.	Knowledge test
Processes	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders	Project presentation
External environment factors	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.	Knowledge test or Portfolio interview

Behaviours	What is required (Role-model behaviours and positive contribution to culture)	
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.	Portfolio interview
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.	Portfolio interview or Project presentation



notebookassessmentservices

Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.	Portfolio interview or Project presentation
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.	Portfolio interview or Project presentation
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours	Portfolio interview or Project presentation