

ncfe.

level 3

business administrator.

End-point assessment guidance for apprentices.

let's get to work.

Visit: ncfe.org.uk/epa | Call: 0191 240 8950 | Email: epa@ncfe.org.uk

Version 2

Introduction to the end-point assessment

End-point assessment (EPA) is a final assessment at the end of your apprenticeship programme. EPA is carried out by an Independent End-Point Assessor (IEPA) who has not been part of the teaching and learning. Your employer has chosen NCFE Apprenticeship Services to carry out your assessments.

We have lots of materials, including this guide, on our online platform to help you prepare for your EPA. Before you can be entered for assessments your employer and Independent Training Provider (ITP) must submit you for Gateway. This means that they are confirming that:

- you have learnt and demonstrated all the necessary knowledge, skills and behaviours (KSBs) as outlined in the standard
- you have Functional Skills or equivalent in English and maths at level 2
- you have completed your Portfolio of Learning and prepared for your Portfolio Interview
- you have completed a project or improved a process and prepared your Project Presentation.



What is the Business Administrator role?

The responsibilities of your role are to support and engage with different parts of the organisation and interact with internal and/or external customers. With a focus on adding value, your role of Business Administrator will contribute to the efficiency of your organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows you to develop a wide range of skills.

As a business administrator you will have a highly transferable set of KSBs that can be applied in all sectors. This includes small and large businesses alike from the public, private and charitable sectors. Your role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. As a business administrator you will develop key skills and behaviours that support your own progression towards management responsibilities.

As a business administrator you are expected to deliver your responsibilities efficiently and with integrity – showing a positive attitude. Your role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. You are also expected to show initiative, managing priorities and your own time, have problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.



What is being assessed?

You will be assessed against the KSBs criteria as set out in the apprenticeship standard for Business Administrator. These can be found at the link below:

[Level 3 Business Administrator](#)

How will you be assessed?

NCFE's assessment is digital first and we have an online platform to manage every aspect of EPA – from access to advice and guidance to booking and sitting assessments.

The EPA for Business Administrator consists of 3 assessments:

- Multiple-Choice Question (MCQ) Knowledge Test
- Portfolio-based Interview
- Project Presentation.

Each assessment covers distinct modules from the standard. These are outlined in the Evidence Summary document. Each assessment method is graded Fail, Pass or Distinction



MCQ Knowledge Test

The apprentice is to undertake a MCQ test which will last a maximum of 60 minutes and comprise of 50 equally weighted, scenario-based questions. Each question will have four possible answers, but only one will be correct. The test will predominantly focus on non-organisation specific knowledge. The Evidence Summary Sheet details all the criteria covered by the MCQ. The test should typically be passed before moving onto the Interview and Presentation.



Sample Question

You are looking into the main constraints of a project you have been asked to lead. What are the 3 primary constraints as detailed in the project management triangle?

- A) Risks, Budget and Quality
- B) Funds, Aims and Focus
- C) Process, Staff and Funding
- D) Cost, Scope and Time

MCQs will be completed online unless there is a valid reason why you are unable to do this. This would be arranged under the Reasonable Adjustments Policy. If completing the MCQ using a paper format, you will be made aware of any items you may need to complete the test, i.e. pens or dictionary and you should have access to a clock during the test to ensure that you are aware of any time limits.

Whether the assessment is being taken in digital or paper form, your ITP will be responsible for invigilating. NCFE will provide full examination and invigilation rules. A sample paper will be provided to help you to prepare for your MCQ assessment.

Portfolio-based Interview

The Interview will usually take place via our online platform and will last for 30-45 minutes, covering 15 KSBs as outlined in the Evidence Summary document. The employer or ITP can be present at the start of the Interview to ensure that the platform is set up correctly but will be asked to leave before the assessment formally starts.

This Interview will be based on a Portfolio of Learning produced throughout your time on programme. Your ITP should provide you with guidance on compiling your Portfolio and should review it with your employer prior to Gateway. Employers should provide suitable work opportunities for you to compile the evidence that you need.

The 16 KSBs are graded against the Pass and Distinction criteria detailed in the Portfolio and Interview Guidance for Apprentices. This is then converted into a numerical score out of 100.

Project Presentation

You will need to produce a Presentation on a project that you have completed or a process that you have improved. The Project should be completed once you have been on programme for 9 months and covers 8 learning areas, as identified in the Evidence Summary Sheet. It should be submitted at Gateway to enable the IEPA to provide a question for you to answer in your Presentation.

The Presentation will usually take place via our online platform and will last for 10-15 minutes with a further 10-15 minutes for Q&A. Your employer or ITP can be present at the start of the Interview to ensure that the platform is set up correctly but will be asked to leave before the assessment formally starts.

The Portfolio and Interview Guidance for Apprentices provides detail on how to complete the Project and prepare for the Presentation.

The 8 learning areas are graded against the Pass and Distinction criteria detailed in the Portfolio and Interview Guidance for Apprentices.



Grading

Each EPA assessment method is graded and allocated a numerical mark as shown in Table 1 which is converted to a score out of 100 using weightings.

Table 1:

Component	Maximum Marks	Pass (Distinction)	Weighting %
MCQ Knowledge Test	50	30 (40)	20
Portfolio and Interview	100	60 (80)	40
Project Presentation	100	60 (80)	40
Overall Grade	Once each assessment method has a score allocated these are combined and rolled up to give an overall percentage, which then gives a final overall grade for the apprenticeship. In order to achieve a Distinction as the overall grade, you must have achieved a Distinction in each of the 3 separate assessment methods.		

The final grade is awarded as shown in Table 2:

Fail = less than 60%	The apprentice has not sufficiently evidenced the KSBs to meet the standard. There has been a shortfall in demonstrating the KSBs on at least one of the assessment methods.
Pass = 60-79%	The apprentice has shown an adequate level of performance across the standard. They can evidence a basic level of knowledge, understanding and application in demonstrating the learning outcomes. In particular, use of basic IT packages, communicating with different stakeholders, producing accurate records and documentation, and demonstrating learning of the working environment.
Distinction = 80% and over	The apprentice has shown a high degree of expertise across the standard. They can evidence knowledge, understanding and application of learning. They can reflect on their own learning, evaluate their own performance and improve their performance in demonstrating specific learning, especially in how their role supports the wider team. Sharing learning with others, and seeking to promote best practice, is likely to warrant a Distinction in addition to the other requirements of the standard.

Re-take/re-sit rules

Should you fail any of the EPA assessment methods, there will be an opportunity for the MCQs, Portfolio & Interview and Project Presentation to be repeated. However, multiple assessment opportunities are not expected and your employer and ITP should do everything they can to ensure that you are ready for your end-point assessments before they put you forward.

Guidance documents have been created to help you prepare for each of the EPA types. These can all be found on our online platform.

