

business administrator.

level 3

Portfolio and Interview Evidence Record

Use this document to record what evidence you have against the standards. Each piece of evidence in your Portfolio should be clearly labelled to show the evidence type and a number for example WA1 (Written account 1) or PO1 (Practical Observation by Employer 1). Remember there should be between 8 and 20 separate pieces of evidence in your Portfolio.

Portfolio Evidence Key

RA - Reflective Account

ES - Employer Statements

PO - Practical Observation by Employer

WA - Written Account

WBE - Work-based Evidence

Learning Area	Criteria	Evidence		
KNOWLEDGE				
The Organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation			
Value of your 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			
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 relationships with suppliers and partner organisations			

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Version 1

Learning Area	Criteria	Evidence		
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			
Policies	Understands the organisation's internal policies and key business policies relating to sector			
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			
SKILLS				
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.			
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.			
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.			

Learning Area	Criteria	Evidence		
Communication	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.			
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.			
BEHAVIOURS				
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.			
Personal Qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and a positive attitude.			
	Motivates others where responsibility is shared.			

Learning Area	Criteria	Evidence		
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience.			
	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.			
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation			
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.			

