

Business Administrator

level 3

**Portfolio: Reflective Account guidance and template.**

Your Reflective Account is an opportunity for you to tell your Independent End-Point Assessor (IEPA) not only what you did, but why, and what you have learnt. It is a space where you can record and reflect upon your duties and responses to situations you have come across in the course of your work. It will involve honesty, critical analysis of your performance and a chance to demonstrate professionalism and integrity in how you approach your work.

We’ve created a template for you to use to make sure that you cover everything you need to cover. You should draw on your experiences throughout your apprenticeship.

You will need to explain:

* the situation
* how you dealt with it and what you learnt
* how you will use this in future situations (will you do the same or are there things you would do differently?)
* how you complied with organisational policies and procedures and where appropriate with legislation
* how you followed good practice.

Detail is the key to showcase your knowledge, skills and behaviours.



template

Reflective Account record.

|  |  |
| --- | --- |
| Apprentice’s name: |  |
| Standard: |  |

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| --- |
| Explain the situation; how you dealt with it and what you learnt from it. Would you do anything differently in the future? |
|  |
| Identify which standards you have covered in this Reflective Account and explain how. |
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| --- | --- | --- | --- |
| **Apprentice name:**  |  | **Date:** |  |
| **Apprentice signature:** |  |
| **Employer name:** |  | **Date:** |  |
| **Employer Signature:** |  |