

# **business administrator.**

Work-based project and presentation guidance for apprentices

As part of the End-Point Assessment (EPA) you are required to complete a Work-Based Project and develop a Presentation to deliver the findings to the Independent End-Point Assessor (IEPA).

**let's get to work.**

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Version 2

The Project Presentation must contain evidence of a work-based project or a process you have improved that has been completed from month 9 of your apprenticeship onwards. The Project should account for 21-35 of your working hours during this period. It should incorporate scoping, planning, managing, communicating to stakeholders, monitoring and reporting results.

You should choose a project or process improvement with guidance from your employer and Independent Training Provider (ITP).

There are 8 learning areas to cover in the Project as listed below. These should then be summarised in the Presentation.

- Processes
- Decision Making
- Planning & Organisation
- Project Management
- Personal Qualities
- Managing Performance
- Adaptability
- Responsibility

## The Project

We suggest that the Project should include:

- Introduction and background to project
- Outline project or process
- Your role and responsibilities within the project or process improvement
- Aims and objectives
- Evidence of research, consultation and engagement of relevant stakeholders
- Evidence of effective management of resources, logistics and meetings
- Decision making and identification of measurable improvements and benefits to the organisation
- Identification of cost savings and improvement

The Project could be structured as follows:

- Introduction and Background
- Aims and Objectives
- Research, consultation and resources
- Project implementation / process improvement
- Conclusions and Outcomes

There is no set length or size of the Project, however, it must be concise and clear. An average size would be 8-12 pages.

## The Presentation

The Project itself is not assessed but must be uploaded at Gateway to allow your IEPA time to review it before your Presentation. Your IEPA will provide you with a question that should be answered in your Presentation, for example:

- What worked well and how would you improve the results in future?
- What was your biggest challenge and why?
- Which stakeholders did you involve and why – what was their impact on your Project?

Your IEPA will provide you with your question 5 working days before your Presentation takes place.

You are expected to produce the Presentation using Microsoft Office PowerPoint or Prezi to demonstrate a minimum level of IT skills; this Presentation will take place on our online Platform, SEPA. Your IEPA will also be assessing your communication skills during your Presentation.

You will be required to deliver a 10-15 minute Presentation which:

- describes the objectives and outputs of your Work-Based Project
- demonstrates how you have approached the task, including dealing with any issues, and the skills shown in doing so
- shows how you would improve results going forward
- answers the question provided by your IEPA
- explains the skills used to complete a project or process improvement including:
  - Planning and organisation, including resources and logistics
  - Project management, including the use of project management tools
  - Demonstrating quality standards
  - Decision making using a range of information to make judgements
  - Interpersonal skills

Following your Presentation there will be a 10–15 minute Q & A session to allow your IEPA to explore your broader experiences in order to confirm that the knowledge, skills and behaviours defined in the standard have been met.

**Your Project is not directly assessed by the IEPA; it will, however, form the basis for your Presentation.**

The Presentation will last 10-15 minutes and will be followed by a 10-15 minute Q&A session between you and the IEPA. The Q&A session will allow the IEPA to assess your understanding of your Project, validate your competence, look for self-reflection of your performance and how you have demonstrated skills and behaviours.

**Knowledge: What is required** (For you to have in-depth knowledge of organisation and wider business environment)

<b>Processes:</b>	<b>Description</b>
You must show that you understand the organisation's processes, e.g. making payments or processing customer data. You must show you are able to review processes autonomously and make suggestions for improvements. You must apply a solutions-based approach to improve business processes and helping define procedures. You must show you understand how to administer billing, process invoices and purchase orders.	<p><b>In order to Pass you must:</b></p> <p>Show you understand and consistently follow the organisation's processes. Make suggestions for small improvements and support on successful implementation.</p> <p><b>In order to achieve a Distinction, you must:</b></p> <p>Show you understand and follow organisational processes and promote their adherence and improvements. Show you are able to identify inefficiencies or ineffectiveness in a process and support on successful implementation.</p>

## Skills: What is required (Advancing key skills to support progression to management)

Decision Making:	Grading
<p>You must exercise proactivity and good judgement, make effective decisions based on sound reasoning and deal with challenges in a mature way. Show you seek advice of more experienced team members when appropriate.</p>	<p><b>In order to Pass you must:</b></p> <p>Show your decisions are thought through, using a range of information to make a sound judgement.</p> <p>Show you challenge appropriately and are polite when doing so.</p> <p>Show you exercise sound judgement when asking for advice by choosing the appropriate time, manner and person.</p> <p><b>In order to achieve a Distinction, you must show:</b></p> <p>Your decisions are timely and consistently show good judgement.</p> <p>Your decisions are continuously made by thoughtfully considering different information and the risks of any action.</p> <p>Your decisions are fully evidenced and justifiable.</p> <p>You consistently behave and seek advice in a mature way.</p>
Planning and Organisation:	Grading
<p>You must demonstrate that you take responsibility for initiating and completing tasks, manage priorities and time in order to successfully meet deadlines. You positively manage the expectations of colleagues at all levels and set a positive example for others in the workplace. You make suggestions for improvements to working practice, showing an understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). You manage resources, e.g. equipment or facilities and organise meetings and events; taking minutes during meetings and creating action logs as appropriate. You also take responsibility for logistics, e.g. travel and accommodation.</p>	<p><b>In order to Pass you must:</b></p> <p>Plan work and achieve deadlines.</p> <p>Share areas to improve plans with others.</p> <p>Effectively manage resources and meetings.</p> <p>Take responsibility for logistics, providing examples.</p> <p><b>In order to achieve a Distinction, you must:</b></p> <p>Make plans that efficiently maximise resources and personally ensure results are achieved.</p> <p>Improve the management of resources, e.g. identify cost savings or process improvements.</p> <p>Be proactive in taking responsibility for areas of logistics with have excellent examples to demonstrate this.</p>
Project Management:	Grading
<p>You must demonstrate you use relevant project management principles and tools to scope, plan, monitor and report. You plan required resources to successfully deliver projects and undertake and lead projects as and when required.</p>	<p><b>In order to Pass, you must:</b></p> <p>Effectively plan and manage small projects.</p> <p>Show you are able to lead small projects when required.</p> <p>Demonstrate some understanding of project management tools and principles.</p> <p><b>In order to achieve a Distinction, you must:</b></p> <p>Plan and manage a significant project and describe what made it a success.</p> <p>Demonstrate strong leadership skills when managing a project.</p> <p>Understand and apply a strong grasp of project management tools and principles.</p>

## Behaviours: What is required (Role-model behaviours and positive contribution to culture)

Personal Qualities:	Grading
<p>Show exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and a positive attitude. Motivate others where responsibility is shared.</p>	<p><b>In order to Pass you must:</b> Regularly show integrity, reliability, positivity and self -motivation.</p> <p><b>In order to achieve a Distinction, you must:</b> Always show integrity, reliability, positivity and self-motivation and successfully encourage others to show more of these qualities.</p>
Managing performance:	Grading
<p>Take responsibility for your own work, accept feedback in a positive way, use your initiative and show resilience, and also take responsibility for your own development. Be able to ask questions to complete a task and inform your line manager when a task is complete. Perform thorough self-assessments of your work and comply with your organisation's procedures.</p>	<p><b>In order to Pass you must:</b> Show how you clarify requirements and take responsibility for work produced. Act with responsibility and deliver your work to the right level of quality without requiring additional supervision and coaching. Request feedback and take feedback on board.</p> <p><b>In order to achieve a Distinction, you must:</b> Show a strong personal responsibility for all aspects of your work, working with minimal supervision, whilst adhering to policies, procedures and standards. Take feedback on board and continually assess the quality of your work.</p>
Adaptability:	Grading
<p>You are able to accept and deal with changing priorities related to both your own work and to the organisation.</p>	<p><b>In order to Pass you must:</b> Show how you accept and respond positively to change.</p> <p><b>In order to achieve a Distinction, you must:</b> Show how you accept change and that you are able to evaluate the impact of any change and seek to use it to improve your work.</p>
Responsibility:	Grading
<p>Show how you take responsibility for team performance and quality of projects delivered. Take a clear interest in seeing that projects are successfully completed, and customer requests handled appropriately. Take the initiative to develop your own and others' skills and behaviours.</p>	<p><b>In order to Pass you must:</b> Accept personal responsibility for your own work, delivering your work on time and to the right level of quality. Demonstrate ownership and willingness to see work completed. Apply initiative in developing your own skills and behaviours.</p> <p><b>In order to achieve a Distinction, you must:</b> Show how you are a role model who takes personal responsibility for yourself and peers. Show that you aim to deliver work within targets and deliver more than required in your role. Show that you proactively seek opportunities to develop yourself and share that learning with others.</p>