Level 3 Business Administrator v3 Guidance

The Project Presentation end-point assessment (EPA) method involves the apprentice delivering a Presentation to the Independent End-Point Assessor (IEPA) on a Project they have completed. This will be followed by a Question and Answer (Q&A) session led by the IEPA. A question will be sent to the apprentice 5 working days prior to the assessment date, which should be answered in the Project Presentation.

The apprentice will complete a Project from month 9 of their apprenticeship and will submit a Project Report at Gateway. This will form the basis of the Q&A session. The Project should account for 21 – 35 of working hours over the apprenticeship. It should include scoping, planning, managing, communicating to stakeholders and reporting results. The apprentice should choose a Project or process improvement with guidance from their employer and training provider. The IEPA will assess the apprentice against the relevant Knowledge, Skills and Behaviours (KSBs) for this assessment method.

Questioning on work-based practice reinforces the validity of the demonstrated KSBs and allows the apprentice to authenticate any further evidence produced; for example, to expand on the contents of the Project Report.

Factors to Consider

Apprentices might find that giving a Presentation makes them nervous or anxious, and this may impact on their performance. Apprentices should think about how they feel about giving a Presentation, and how they could overcome any nerves. Careful preparation and planning will help here – while completing the Project, make notes related to the KSBs that should be covered and then use these notes to plan the Presentation.

It is also useful to remember that the apprentice will not be given credit for any KSBs which are not included in the occupational standard; for example, Presentation skills or the ability to use high-tech resources during the Presentation. This includes 'formal' Presentation skills and ability to use PowerPoint, but they will be expected to use an electronic resource to demonstrate a minimum level of IT skills. The apprentice should ask for support from their training provider for this, if needed.

The Project Presentation provides the apprentice with the opportunity to showcase how they themselves and their behaviours impacted or improved the Project outcome for their organisation. The apprentice should try to demonstrate this during the Presentation. This could include talking about their ability to adapt to changing circumstances, how they managed themselves and their time throughout the duration of the Project, how their personal qualities enhanced the outcome of the Project and how they took responsibility to ensure the success of the Project.

How to Prepare

Some work areas are more likely to expect their employees to give and deliver presentations than others. In a business/managerial setting, work-based presentations are common, but in more practical contexts Presentations are less likely to occur. As for other EPA activities, preparation is key. Below are some further points that the apprentice may consider that could help in preparation:

- practise giving Presentations and talking to groups of people at work
- make notes to support the Presentation – but this **should not** be a script to read from
- try to anticipate the questions you may be asked related to your Presentation
- show enthusiasm and interest for the subject of the Presentation
- remember the importance of non-verbal body language, such as smiling and eye contact
- expand on the points made by making clear links to the work experience, and provide examples
- speak clearly enough for the audience to hear easily
- consider what type of language is appropriate for the work-based professional Presentation. Think about any specific/technical terms that might need to be explained
- remember not to rush through the Presentation - nervous speakers tend to talk very fast so be aware of this and slow down
- remember not to read from a PowerPoint too much, the audience will more than likely be able to read the slides so do not simply read them out for them
- put yourself in the audience's position and consider your Presentation from the 'other side' – think about what they would find interesting and important.

Structuring the Presentation

The Presentation should be clear and follow a logical order. The apprentice may wish to consider the following headlines as a guide and use these questions to think about the content of their Presentation.

- Introduction and background:
    - What led to you doing the Project?
    - What is the background to it?

- Research, consultation and resources:
    - What research did you carry out, and how did you do it?
    - Who did you consult or contact about it for further information?
    - What resources did you need and use to complete the Project?
    - Did you have any surprises?
    - Were people or resources useful, or did you encounter any barriers?

- Aims and objectives:
    - What was the purpose of the Project?
    - What did you/your employer expect as a result of you completing it?
    - What were your hopes and expectations of completing the Project?
    - What were the Projects aims and/or objectives?
    - What was your role and responsibilities within the Project?

- Project implementation/process improvement:
    - Did anything change because of it?
    - Did the Project end how you thought it would?
    - How useful was it; to you and your employer/colleagues?
    - Was it successful?
    - What impacted on its success?

- Conclusions and outcomes:
    - After completing the Project, what is the next step?
    - Evaluate the outcomes – could anything have been done differently?
    - Is there a long-term impact, or even just small suggestions to make things work better for you, your colleagues, and your employer or organisation?
    - Are there clear measurable improvements and benefits to the organisation?