



# LEVEL 3 BUSINESS ADMINISTRATOR APPRENTICESHIP OVERVIEW



End-Point Assessment  
Organisation -DSW

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# CITY SKILLS APPRENTICESHIPS

Welcome to your City Skills Apprenticeship. The following guide has been designed to support you through your apprenticeship and help you to understand what to expect including key milestones, resources and related organisations.

We have developed a simple and effective journey to help you learn and ultimately showcase your new knowledge skills and behaviours.

## **Needs Analysis-**

Before engaging in your training, we collaborate with your employer to identify what they would like the apprenticeship to achieve, for you and the wider business needs.

## **Enrolment-**

We will ask you for some background information to analyse your experience, prior learning, work setting and capacity to ensure you are able to develop your skills over the duration of the apprenticeship. We also ask you to give your own personal apprenticeship goal. We will reflect on this throughout your apprenticeship to ensure you meet or exceed your expectations.

## **Learn & Embed New Skills-**

You will attend mandatory facilitated learning sessions throughout your apprenticeship to learn new knowledge, skills and behaviours (KSB). Following each session, you will be set challenging tasks to embed new learning in your workplace. Often you will have to

support learning activities and learning checks on 'My Portfolio' (See page 5).

## **Off-The-Job Training (OTJ)-**

Alongside your apprenticeship, you will be developed through 'OTJ' training. The definition of OTJ training is 'new learning and development linked to your apprenticeship, during working hours. You will be supported to achieve the OTJ hours by structured learning activities and employer support. Your facilitated learning sessions and post-session tasks make up the majority of this but also any new learning in your working hours will contribute to this

## **Reviews-**

We believe it is important to regularly check how you are progressing through your apprenticeship. This helps you stay on track and enables us to support you early in the process. We conduct progress reviews approximately every 2 – 3 months. Your review will usually be with your development coach.

**Evidence-**

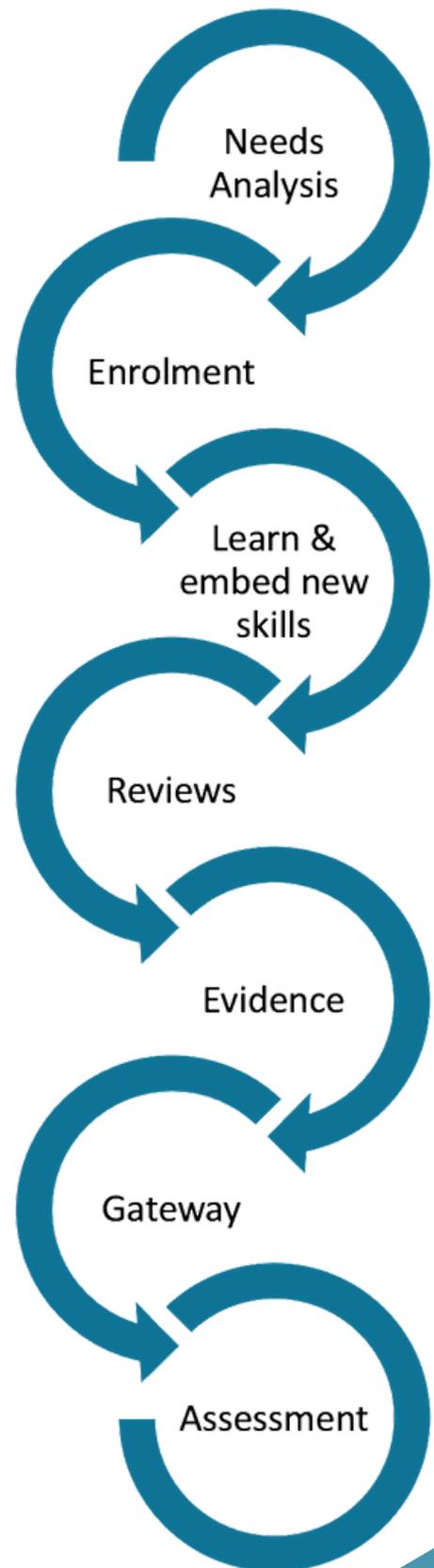
Once you feel confident you have embedded new knowledge, skills and behaviours, we will ask you to gather evidence, sometimes formally through a portfolio or informally through a reflective learning journal. You will have the option to store your evidence using 'My Portfolio'. This evidence is important to support your gateway meeting and preparation for end-point assessments.

**Gateway-**

Once you have completed all learning activities and feel confident in your new knowledge, skills and behaviours, we will ask you to attend a gateway meeting. The meeting will be attended by your manager, development coach and yourself. It is used to reflect on your direction of travel over the apprenticeship and confirm you are competent in all the KSB areas. The gateway conversations may establish there are one or two areas you would like further support. If this is the case, we will deliver further training in specific areas, to ensure you are confident and assessment ready.

**Assessment-**

The last step in the process is your end-point assessment (EPA). This is an independent process run by your EPA Organisation (EPAO). We will be on hand to support but it is your EPAO who will make the final decision on whether you have met the necessary standard. This independence adds credibility to your training.



# IMPORTANT INFORMATION

<b>Your Training Provider</b>	City Skills Limited
<b>Email</b>	<a href="mailto:training@city-skills.com">training@city-skills.com</a>
<b>Phone</b>	020 7157 9835
<b>UKPRN</b>	10065422
<b>Platform</b>	My Portfolio <a href="https://city-skills.com/">https://city-skills.com/</a>
<b>Your Development Coach</b>	
<b>Development Coach Email</b>	
<b>Development Coach Phone</b>	
<b>Your EPA Organisation</b>	DSW
<b>EPA Contact</b>	<a href="https://www.dswconsulting.co.uk/dsw-contact-us">https://www.dswconsulting.co.uk/dsw-contact-us</a>
<b>Your Apprenticeship Standard</b>	Business Administrator L3
<b>Typical Duration</b>	15 months
<b>Typical Assessment Duration</b>	3 months
<b>Typical Off-The-Job Training</b>	323 hours
<b>Important Doc</b>	<a href="https://city-skills.com/wp-content/uploads/2021/04/Business-Administrator-Apprenticeship.docx">https://city-skills.com/wp-content/uploads/2021/04/Business-Administrator-Apprenticeship.docx</a>

# MY PORTFOLIO & SUPPORT

## My Portfolio

My Portfolio was custom built by our very own digital apprentice during the first COVID-19 lockdown in 2020. The system hosts your portfolio of evidence (aka Showcase), progress reviews and OTJ record.

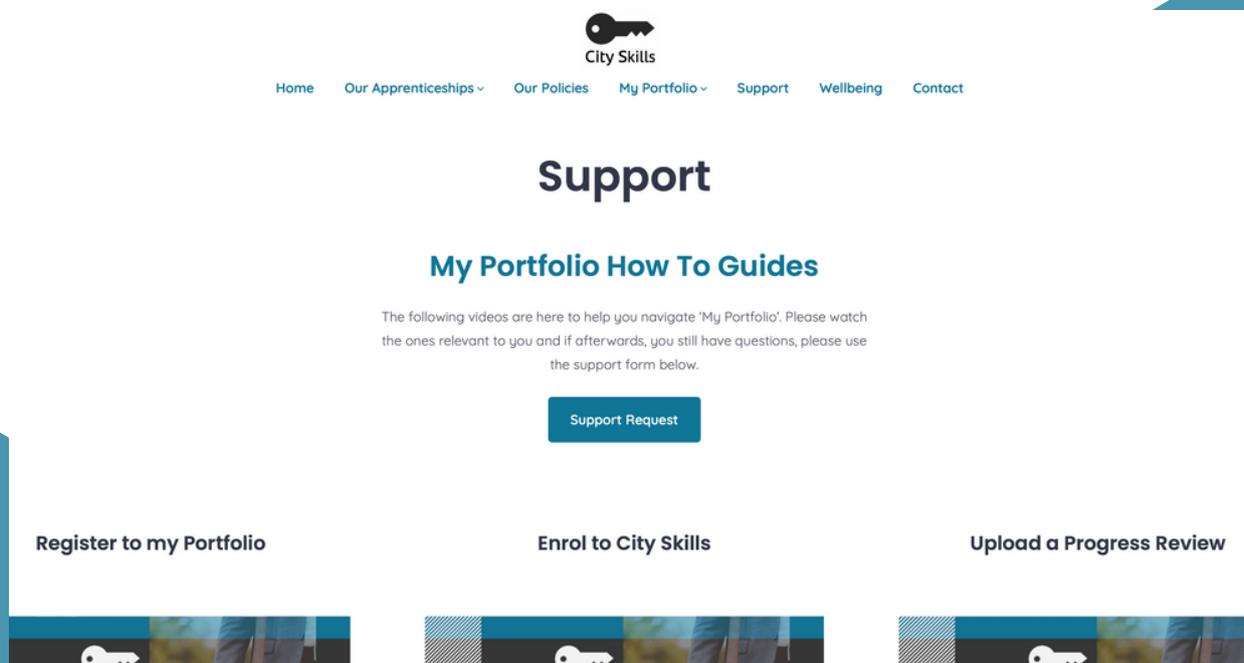
Your Facilitator/Development Coach will support you to understand what you need to do on 'My Portfolio' between your delivery sessions.

Activities have been sequenced to build your knowledge, skills and

behaviours whilst giving you an opportunity to gather real-life examples of how you have embedded your new skills to improve your working practice.

## Support

If at any time you need some support with the system we have a number of short video guides to support you navigate the system, as well as the ability to raise a support request for more specific enquiries.



# WELL-BEING

City Skills take the safety and well-being of their apprentices, employees and partners seriously. This is why we are pleased to partner with Health Assured to provide you with our well-being resources. This page provides our apprentices and employees with key support functions for their safety and well-being.

## Services Provided Include:

- 4 Week Programmes
- CBT Online Counselling
- Mini Health Checks
- Access to Medical Information
- Webinars
- Managing Staff Well-being Resources
- The App and Portal Resources
- An App Mood Tracker

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City Skills

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Wellbeing

If you are in need of urgent help for mental, physical, financial or social issues please call our wellbeing provider available 24/7 – 365, who can help organise you immediate support..

# OVERVIEW

## Level 3 Business Administrator Supervisor Overview

The Level 3 Business Administrator Apprenticeship Standard consists of several knowledge, skills and behaviours (KSB). These have been designed by industry and approved by the Institute for Apprenticeships and Technical Education (IFaTE). You can view the required KSB's in full by clicking on the following [link](#).

## English & Maths

English & maths are required at a minimum of Level 2 (GCSE A\*-C or equivalent) for this apprenticeship. Please present evidence of these at the beginning of your apprenticeship. If you do not hold these, we will set out a plan to ensure you achieve them before your gateway meeting.

Using IT and Data	Planning and Organising	Business Fundamentals	Personal Growth	The Context of the Organisation
Introduction to MS Word	Project Management Tools	Solution Focused Thinking	The Importance of Self Awareness	Communicating Effectively on Social Media
Introduction to MS Excel	Writing Business Cases	Report Writing	Collecting and Using Feedback	The Context of the Organisation
Introduction to MS Word Powerpoint	Scoping and Planning Projects	Identifying and Sharing Best Practice	Personal Development	Setting & Monitoring Targets
Making Sense of Data	Identifying & Managing Stakeholders	Best Practice - Meetings	Effective Communication in the Workplace	Your 'Fit' in the Organisation
Gaining Customer Feedback	Managing Change	Presenting Yourself	Problem Solving & Decision Making	Business Analysis
	Time Management	Business Finance	Developing Others	Understanding Competitors and Suppliers
	Planning & Prioritising	Handling Complaints	An Introduction to Coaching	Creating Cultures
	Personal Organisation		Reviewing Personal Growth	Legal Impacts on Organisations
	Closing Down Projects		Future Planning	Internal Policies & Procedures
				Equality, Diversity & Inclusion

# GATEWAY

Once you have completed your training period you will move into the end-point assessment. Before this takes place, you must pass a gateway meeting with yourself, City Skills Development Coach/Facilitator & your employer. For this, we will need-

Requirement	Example/Expectation/Form	
Copies of your maths & English certificates (either completed with City Skills or exemptions if you have done them previously)	Good quality image or scan	
The apprentice must provide evidence they have achieved all knowledge standards during the gateway meeting and pass the mock knowledge test.	Completed and passed Mock test	
Your <b>portfolio of evidence</b> gathered during the apprenticeship learning duration, must include sufficient evidence referenced to each learning outcome (LO) in the BA portfolio referencing table. The table right provides detail of each LO that needs to be met and must be submitted at your gateway meeting.  Observations and reflective statements used to demonstrate competence in meeting KSB standards can be used as part of your portfolio and submitted using the forms in the right-hand column.	<a href="#">Reflective Statement</a>	<a href="#">BA Apprenticeship Overview</a>
	<a href="#">Witness Statement</a>	<a href="#">BA general Info</a>
You must complete your project prior to gateway, which is completed from month 9 of the apprenticeship and must be completed prior to EPA being triggered. The project is submitted, along with the project presentation preparation record to the EPAO.	<a href="#">Presentation Referencing Table</a>	
Have your gateway meeting with yourself, City Skills Development Coach & your employer and record on the gateway form.	<a href="https://www.cognitofrms.com/CitySkills1/GatewayTripartiteAgreement">https://www.cognitofrms.com/CitySkills1/GatewayTripartiteAgreement</a>	

# END-POINT ASSESSMENT GUIDE

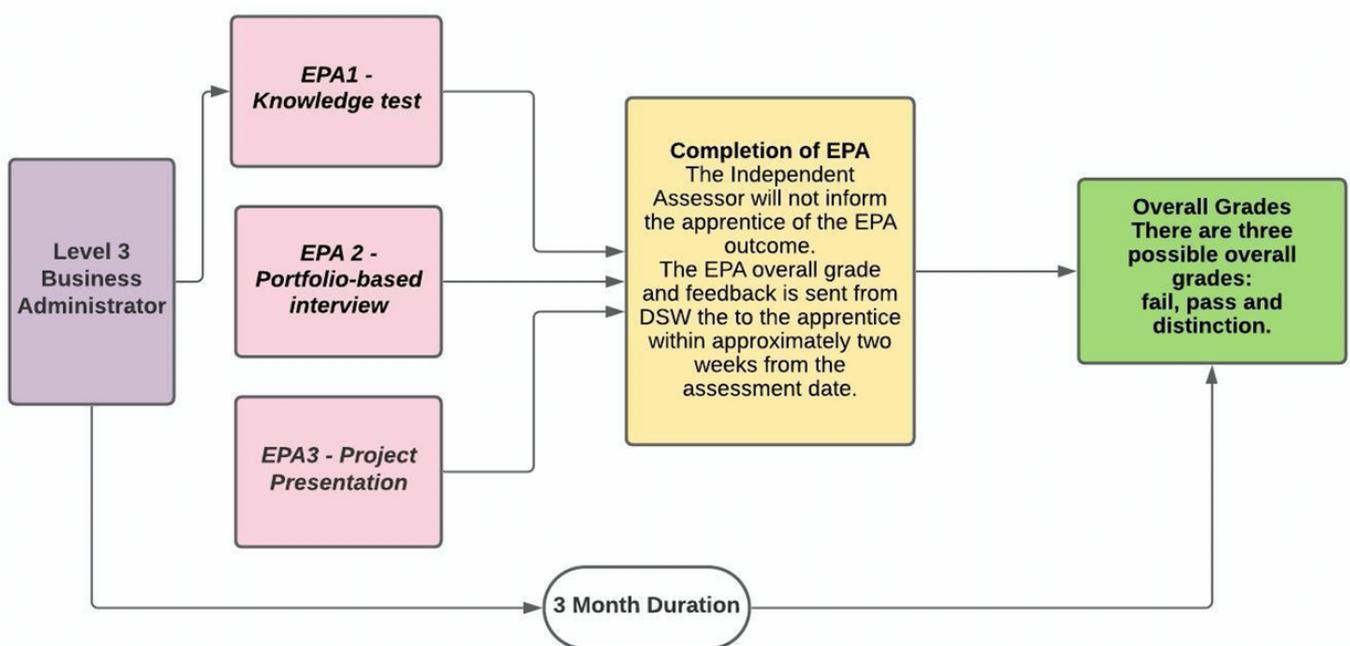
The EPA: is the final assessment for an apprentice to ensure they can do the job of a Business Administrator. There are three complementary methods that must be completed, in the following order:

<i>Team Leader Supervisor L3 EPA</i>		
Requirement	Example/Expectation/Form	When
<b><i>EPA1 – Knowledge Test</i></b>	The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.	<b>Date confirmed with EPA</b>
<b><i>EPA2 – Ungraded Portfolio of Evidence used to inform the Structured Competency- based Interview</i></b>	The interview is for 30-45 minutes and scored out of 100 by the Independent EPA Organisation (EPAO). The portfolio of learning provides a structure for this conversation. The portfolio should provide at least one piece of evidence for each of the minimum KSBs outlined in the toolkit referencing table. This should be submitted to the EPAO a month prior to the interview. Evidence is gathered on-programme and the employer should facilitate this through relevant tasks and support, as outlined in the referencing guide. The training provider should support where needed. The employer and training provider should review the portfolio with the apprentice and make a judgement on whether they should be progressed to EPA. The interview assesses understanding and learning shown in the portfolio by asking 10 questions based on the portfolio, each with a maximum of 10 marks; <b>the portfolio is not directly assessed.</b>	The portfolio will be submitted to DSW after gateway has been approved and the apprentice, the ATP and/or the employer are confident that the portfolio shows evidence for each of the required criteria as detailed in the attached referencing table. The EPA assessor confirms whether the apprentice has demonstrated sufficient competence to enable them to proceed to the Structured competency-based interview.

# END-POINT ASSESSMENT GUIDE

<p><b>EPA3 – Project presentation</b></p>	<p>The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&amp;A session. The presentation is out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered. The project is submitted, along with the project presentation preparation record to the EPAO</p>	<p>The project interview will take place following the portfolio of evidence interview.</p>
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## Level 3 Business Administrator End-Point Assessment Guide



# GLOSSARY

**Development Coach/Facilitator-**

This is the person who will support your learning.

**EPA-** This is an end-point assessment and it is the final stage of your apprenticeship.

**EPAO-** End-point assessment organisation. This is an independent body that will assign your assessor when you reach your EPA.

**Gateway-** This is a meeting between the apprentice (you), the employer and City Skills to confirm that you have achieved all minimum requirements and ready to be assessed.

**My Portfolio-** This is an online platform to track your progression and offers a reminder of what you have achieved through evidence collection and your learner journal; as well as tasks to be completed.

**OTJ-** The amount of off-the-job training required over the duration of your apprenticeship. This includes your taught sessions, reading, assignments etc but also the time you spend at work practising the new skills you have acquired eg an apprentice on a management apprenticeship might learn to complete a performance review if they then do this with their 5 reports this would all be OTJ.

**Progress Review-** A review of how you are progressing

**Remote delivery-** Training sessions completely using a digital interface such as Zoom or Teams.

**ULN-** Unique Learner Number, a unique number assigned to you for this and future funded [qualifications.