



**Level 3**

**BUSINESS  
ADMINISTRATOR**

**Toolkit**

End-point assessment and so much more



# INTRODUCTION

DSW have been appointed to conduct end-point assessment for this apprenticeship. This Toolkit has been created to help the apprentice, training provider and the employer to understand what is needed to successfully complete end-point assessment (EPA) for this standard.

All approved end-point assessment organisations must carry out EPA in line with the assessment plan published by Skills England. The assessment plan details the assessment methods used, the criteria to be assessed and the environment in which the assessments must take place.

The requirements and content of this Toolkit come directly from the Business Administrator assessment plan with additional clarification provided by the external quality assurer for this apprenticeship standard. Published assessment plans are available on the Skills England website: <https://skillsengland.education.gov.uk/apprenticeships/>



## CONTENTS

<u>Gateway</u>	03
<u>EPA Overview</u>	04
<u>EPA Timeline</u>	05
<u>Planning Meeting</u>	06
<u>Assessment Conditions</u>	07
<u>Amplification</u>	08
<u>Knowledge Test</u>	09 - 10
<u>Project / Improvement Presentation with Q&amp;A</u>	11 - 13
<u>Portfolio-Based Interview</u>	14 - 16
<u>Grading, Resits &amp; Retakes</u>	17 - 20
<u>Supporting Documents</u>	21
<u>Contact Details</u>	22



# GATEWAY

Apprentices must be on-programme for a duration in line with Department for Education (DfE) requirements and the project timeline before they come through gateway and enter the EPA phase of the apprenticeship.

The apprentice, employer and training provider must agree that the apprentice is demonstrating competence against the standard's knowledge, skills, and behaviours (KSBs) and the associated assessment criteria.

Once an apprentice is ready for gateway, the training provider must submit the following to DSW's Proficient (previously epaPRO) portal for approval:

- Gateway declaration
- Proof of level 2 English and maths\*
- Portfolio of evidence
- Completed *Project Summary & Portfolio Referencing* document.

If any of these requirements are not met, gateway will not be approved.

*\*DfE exemption rules apply.*

# EPA OVERVIEW

The Business Administrator EPA consists of three assessment methods:

- Knowledge Test
- Project / Improvement Presentation with Q&A
- Portfolio-based Interview.

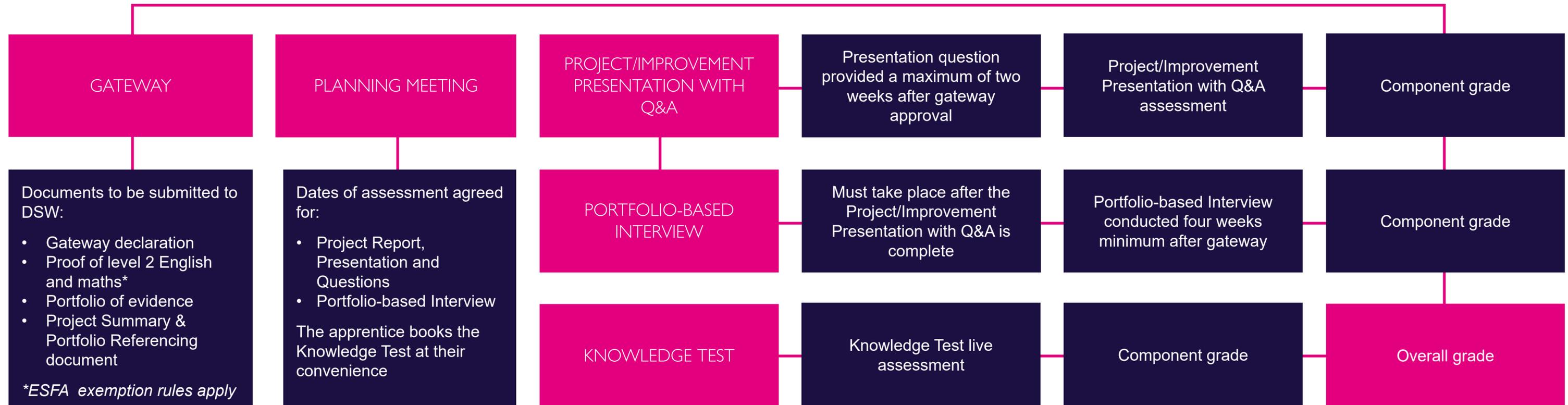
The assessment standard is made up of 50 pass and 49 distinction criteria. Some of these criteria are mapped to specific assessment methods, and some can be assessed in either the Project/Improvement Presentation or the Portfolio-based Interview. We refer to these as **Core** and **Additional** criteria.

The *Amplification* document details which criteria are assessed by each method and provides detailed information on what is required to fully meet each criterion.



# EPA TIMELINE

4-month maximum duration



- The EPA period will begin once gateway has been approved.
- All assessments must take place within the four-month EPA period. Apprentices will be processed as a fail if this timeframe is exceeded.
- The Project/Improvement Presentation with Q&A assessment must take place before the Portfolio-based Interview.
- The Knowledge Test can take place at any time.

# PLANNING MEETING



Following gateway approval, DSW's independent end-point assessor (IEPA) will contact the training provider to introduce themselves and arrange a planning meeting. Apprentices and employers are permitted to join the planning meeting if they request to do so.

This meeting will be used to agree the dates and times for the assessments, confirm which platform will be used and to share the project title and scope.

The assessments will be conducted virtually via the online video conferencing platform Microsoft Teams. Others, such as Webex or Zoom can be used if preferred.

Face-to-face assessments can be accommodated should the apprentice prefer. This should be discussed with the training provider and agreed with DSW. Additional costs will apply.

The IEPA will record the assessment dates in Proficient once the planning meeting is complete.

Within two weeks of gateway approval the IEPA will review the project summary and provide a question to be addressed in the presentation.

# ASSESSMENT CONDITIONS

All assessments must be taken under examination conditions. It is essential that apprentices familiarise themselves with the Conditions for Live Assessments. The document sets out the mandatory requirements to ensure a secure and appropriate assessment environment, including apprentice ID requirements, panning of rooms and appropriate use of technology.

Failure to comply with the conditions for live assessment may result in delayed, cancelled or failed assessments.



# AMPLIFICATION

The *Amplification* document outlines what the apprentice will be assessed against in each assessment method.

During the on-programme period, the apprentice will cover the knowledge, skills, and behaviours (KSBs) of the apprenticeship standard. The apprentice is not assessed against the KSBs; these have been used to create the pass and distinction criteria.

The apprentice's competence will be assessed against the pass (P) and distinction (D) criteria during end-point assessment.

Amplifications are written to expand on the pass and distinction criteria. This simplifies and clarifies any complex, vague and/or ambiguous areas. Where examples have been listed, these are designed to provide guidance to the apprentice. The list is not exhaustive and the apprentice may use alternative examples that are relevant to their role.





# KNOWLEDGE TEST

## KNOWLEDGE TEST

The Knowledge Test is completed online using QuestionMark and must be taken under exam conditions. Once the apprentice has been approved for gateway, they will be provided with a guide and login details for QuestionMark.

The Knowledge Test will consist of 50 equally weighted multiple-choice questions. Each will have four possible answers, one of which will be correct.

The apprentice will have a maximum of 60 minutes to complete the test.

## PREPARING FOR ASSESSMENT

The *Amplification* document outlines which criteria will be assessed by the Knowledge Test and how they will be assessed.

Once the apprentice has access to QuestionMark, they will also have access to a mock test which will allow them to check the functionality of the system and see the structure and type of questions used. Copies of the *Mock Knowledge Test* and the *Mock Answer Sheet* can be found in the *Supporting Documents* section of this Toolkit.

Results will be available within five working days.





# PROJECT/IMPROVEMENT PRESENTATION WITH Q&A

## THE PROJECT

The apprentice will complete a project or improve a process. The project can be started at any point on the apprenticeship programme. It cannot be completed before month nine but must be completed before end-point assessment is triggered.

The project or improvement should be work-based and account for 21–35 working hours. Examples of projects include creating a new process for managing and monitoring stock or designing guidance documents for a new piece of software.

The *Project Summary & Portfolio Referencing document* confirms which core criteria will be assessed in the Project/Improvement Presentation with Q&A. Any additional criteria for which evidence is not provided in the portfolio will also be assessed in the Project/Improvement Presentation with Q&A.

The apprentice is not obliged to provide evidence for distinction criteria or target distinction criteria but must meet all core and additional pass and distinction criteria to achieve distinction.

## PREPARING FOR ASSESSMENT

When planning their project/improvement, apprentices should pay close attention to the wording of the criteria and ensure that their evidence fully meets the specified criteria. Apprentices should consider the range and amount of evidence required. For example, many of the criteria use the word ‘consistent’, indicating that evidence is needed over a period of time and/or across multiple situations. The amplification section of the *Amplification* document expands on this and will give the apprentice guidance on how much and what type of evidence should be provided.

The presentation is not submitted ahead of the live assessment.

## PRESENTATION WITH Q&A

The *Project Summary & Portfolio Referencing* document contains a *Project/Improvement Template* that the apprentice must complete and submit at gateway.

The IEPA will review the project summary and provide a question that the apprentice must address in their presentation. The question will be provided within two weeks of gateway approval. The question provided will depend on the nature of the project/improvement being undertaken, and the coverage of the grading criteria.

Sample presentation questions can be in the *Supporting Documents* section of this Toolkit.

The apprentice should prepare a 10–15 minute presentation that covers the question set by the IEPA, as well as the grading criteria assigned to the project/improvement.

In addition to the grading criteria, the project/improvement must allow the apprentice to evidence:

- Scoping
- Planning

- Managing
- Communicating with stakeholders
- Monitoring
- Reporting results.

We therefore recommend that the presentation follows the above structure.

The presentation will be followed by a short break to allow the IEPA time to finalise their questions. After the break, there will then be a 10–15 minute Q&A to provide the apprentice with maximum opportunity to meet the grading criteria.

The presentation is expected to be produced using presentation software such as Microsoft Office PowerPoint, Prezi, Keynote or Google Slides, demonstrating a minimum level of IT skill. The apprentice will deliver their presentation to the IEPA.

Results will be available within five working days. The IEPA will confirm on the *Assessment Record* which additional grading criteria are being carried over to the Portfolio-based Interview. Additional grading criteria can only be carried over if evidence has been provided for them in the portfolio.



# PORTFOLIO-BASED INTERVIEW

## THE PORTFOLIO

The portfolio should be a showcase demonstrating the apprentice's best work gathered during the on-programme stage of the apprenticeship. Examples cannot be collected until the apprentice has completed three months on-programme.

The portfolio must include at least one piece of evidence for each pass criteria. Each piece of evidence may map to more than one criterion. In addition to the pass criteria, the apprentice may also choose to map their evidence to the distinction criteria. A minimum of 8-12 pages is expected for consistency.

The *Project Summary & Portfolio Referencing document* details which core criteria are assessed in the Portfolio-based Interview. The document should be used to map the evidence for all of the core criteria, and any additional criteria for which evidence is being provided in the portfolio. We recommend that at least 50% of the additional criteria are evidenced in the portfolio.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice.

Please refer to *DSW Evidence Requirements* for further information.



## PREPARING FOR ASSESSMENT

The portfolio will be reviewed by the IEPA ahead of the interview to help them prepare questions. As the portfolio is not assessed, feedback will not be provided on the portfolio evidence before the interview.

## INTERVIEW

The interview will take place between the apprentice and the IEPA and is designed to establish the apprentice's competence against the grading criteria that are assigned to this assessment method.

The interview will last for a maximum of 45 minutes. If the interview exceeds this time limit, anything after 45 minutes will not be assessed.

The IEPA will ask a minimum of 10 questions. They may ask up to two follow-up prompts for each question to clarify their understanding, or probe for evidence for the distinction grading criteria. These questions will be based wherever possible on the examples given in the portfolio. Sample questions can be found in the *Supporting Documents* section of this Toolkit.

Results will be available within five working days.





# GRADING, RESITS & RETAKES



## PROJECT/IMPROVEMENT PRESENTATION WITH Q&A

To achieve a pass, the apprentice must meet all seven core pass criteria assigned to this assessment method. They must also meet any additional pass criteria for which no evidence is being provided in the portfolio.

To achieve a distinction, the apprentice must meet all seven core pass criteria and all eight core distinction criteria assigned to this assessment method. They must also meet any additional distinction criteria for which no evidence is being provided in the portfolio.

Note: The IEPA will grade any further additional pass and distinction criteria demonstrated by the apprentice in the Project/Improvement Presentation with Q&A, even if evidence is also being provided in the portfolio.

## PORTFOLIO-BASED INTERVIEW

To achieve a pass, the apprentice must meet all 13 core pass criteria assigned to this assessment method. They must also meet any additional pass criteria for which evidence is being provided in the portfolio.

To achieve a distinction, the apprentice must meet all 13 core pass criteria and all 14 core distinction criteria assigned to this assessment method. They must also meet any additional distinction criteria for which evidence is being provided in the portfolio.

Note: Any additional pass or distinction criteria which have been met in the Project/Improvement Presentation will not be assessed in the Portfolio-based Interview.

## KNOWLEDGE TEST

To achieve a pass, the apprentice must answer a minimum of 30 questions correctly.

To achieve a distinction, the apprentice must answer a minimum of 40 questions correctly.

## OVERALL GRADING

In order to gain an overall grade of pass, apprentices must achieve a pass in all three assessment methods.

To achieve an overall grade of distinction, the apprentice must achieve a distinction in all three assessment methods.





## RESITS & RETAKES

Apprentices who fail will be offered the opportunity to take a resit or a retake. A resit does not require further learning, whereas a retake does.

The apprentice's employer will need to agree that a resit or retake is an appropriate course of action and should assist the apprentice in creating a supportive action plan to help them prepare for the resit or retake. The timescales and content of the further learning will be defined to support the apprentice ahead of the retake taking place.

An apprentice who fails an assessment method will be required to resit or retake the failed assessment method only.

Resits and retakes are not offered to apprentices wishing to move from a pass to a higher grade.

The timescales for a resit/retake are agreed between the employer and EPAO. A resit is typically taken within three months of the EPA outcome notification.

There is no grade capping for apprentices who fail an assessment method.

The EPA must be completed within a maximum of four months, otherwise the entire EPA must be taken again.

# SUPPORTING DOCUMENTS



The documents in this table have been developed specifically for the Level 3 Business Administrator standard.

Document	Description
<a href="#"><u>Project Summary &amp; Portfolio Referencing</u></a>	Use this document to map portfolio evidence and select which assessment method will be used for each additional pass/distinction criteria. This document must be submitted at gateway.
<a href="#"><u>Amplification</u></a>	This document details which criteria are assessed by each method and outlines the types of evidence required for each .
<a href="#"><u>Mock Knowledge Test</u></a>	A paper copy of the mock knowledge test is provided here.
<a href="#"><u>Mock Answer Sheet</u></a>	Once the apprentice has completed the mock knowledge test, their answers can be checked using this answer sheet.
<a href="#"><u>Sample Questions</u></a>	Sample questions for the Project/Improvement Presentation with Q&A and Portfolio-based Interview.
<a href="#"><u>Toolkit Amendments</u></a>	Details all amendments made to the Toolkit and supporting documents.

Further guidance documents which you may find helpful but are not specific to the Business Administrator standard are available to download via the links below:

- [Policies and Procedures](#)
- [Conditions for Live Assessments](#)
- [Templates](#)
  - [Witness Testimony](#)
  - [Observation Record](#)
  - [Context Statement](#)
- [Technical requirements for assessment and Zoom/WebEx/Teams user guides](#)
- [DSW Evidence Requirements](#)



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