



business administrator.

Apprenticeship Standard NCFE Solution Brief

UP TO **£5k**
GOVERNMENT
FUNDING BAND

TYPICAL
DURATION **12-18mth**
APPRENTICESHIP
PROGRAMME

level 3
A LEVEL EQUIVALENT

Overview

Business Administrators focus on adding value and contribute to the efficiency of an organisation through support of functional areas, working across teams and resolving issues.

Your apprentice will undergo a 12-18 month apprenticeship training programme at Level 3, during which they will be supported with on and off the job training to assist their development. Throughout, they'll develop the core knowledge, skills and behaviours required by someone working competently in a Business Administrator role. The apprenticeship is a firm grounding in organisational operations and functional processes, as well as the wider working environment.

Role profile

The role of the Business Administrator involves developing, implementing, maintaining and improving administrative services.

The Business Administrator supports and engages with different parts of the organisation and interacts with internal or external customers, with strong communication skills (both written and verbal), using initiative, time management, problem-solving skills, decision making and the potential for people management responsibilities through mentoring or coaching others.



apprenticeship journey.



Mock Assessments

They say practice makes perfect, so ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance on all of our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to assure the best chance of success.



Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

1

2

end-point assessments.



Multiple choice questions

20%

Using a series of scenario-based questions, apprentices are required to demonstrate their knowledge of relevant regulation and laws, business fundamentals and project management principles. This will be a 60 minute on-demand test.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online platform.



GRADE WEIGHTING – all pass criteria must be achieved in order to pass this assessment. A Distinction grade is not available for this assessment but can be achieved overall through the Portfolio-based interview and Project Presentation.



Portfolio-based Interview

40%

The Portfolio, which is not directly assessed, provides a structure for the Interview. The completed Portfolio is to be uploaded to our platform one month prior to the Interview and should contain up to a maximum of 20 documents covering each of the minimum knowledge, skills and behaviours as outlined in the assessment plan. The Portfolio should also contain employer statements detailing observation and/or evaluation of the apprentice, such as acknowledgment of a skill shown or evidencing work completed on a particular project with manager comments.

The 30-45 minute Interview assesses the understanding and learning shown in the Portfolio and how knowledge is demonstrated and appropriate skills and behaviours are applied. The apprentice will use their judgement and understanding to explain appropriate examples.



ASSESSMENT DELIVERY – digital first, on-demand delivery via NCFE's online platform, where appropriate, to the apprentice and employer.



GRADE WEIGHTING - all Pass criteria must be achieved in order to pass this assessment. A Distinction grade may be awarded with the achievement of all Distinction criteria.



End-point assessment

Defined by the employer-led trailblazer action group, the assessment plan for Business Administrator has three modes of assessment: Multiple Choice Questions, Portfolio-based Interview and Project Presentation. NCFE will ensure the appropriate allocation of the Independent End-Point Assessor (IEPA) to see each apprentice through all modes of assessment and assure consistent quality of assessment.



Certification

Once the IEPA verifies that the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

3

4



Project Presentation

40%

The apprentice chooses the project with guidance from the employer and ITP and begins the project work 3 months before Gateway is triggered. The project should account for 21-35 working hours and must be work-based. It should incorporate scoping, planning, managing, communicating to stakeholders, monitoring and reporting results.

Once the project has been uploaded onto NCFE's platform, the IEPA will provide a question for the apprentice to answer in the Presentation. The Presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session and should summarise the aim, outcome and responsibilities of the knowledge, skills and behaviours shown in the project. The Presentation should also focus on the skills required to complete the project, including planning and organisation, project management, demonstrating quality standards and decision making in prioritising areas of focus. Evidencing these skills in the Presentation is coupled with effective communication in delivery.



ASSESSMENT DELIVERY –digital first, on-demand delivery via an online platform, where appropriate, to the apprentice and employer.



GRADE WEIGHTING - all Pass criteria must be achieved in order to pass this assessment. A Distinction grade may be awarded with the achievement of all Distinction criteria.

Grading

Marks are awarded based on how the evidence presented across all assessment modes contributes to:

- what the apprentice has shown they can do against the requirements of their job role
- how the apprentice has approached their work and learning, and the way they have completed the tasks
- who the apprentice has worked with, demonstrating the interpersonal qualities they have brought to all their work relationships.

Total scores will be added together to give an overall total score out of 100. The scores from all of the components must be between 60-79 to achieve a Pass and 80+ to achieve a Distinction.

Progression

Once the Business Administrator (Level 3) is complete, the learning doesn't stop. NCFE offers a full suite of programmes designed to take your apprentice onward up the career ladder. Their next step is Associate Project Manager (Level 4) and then Operations/Departmental Manager (Level 5).



Delivery and pricing

NCFE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment modes for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Business Administrator at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered by government funding and just 10% requires an employer contribution.

100%

of the price is covered with government funding for levy payers within their limit.

10%

employer contribution for non-levy payers.

why ncfе?

With over 170 years of assessment experience, we're a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of EPA. Recognised in the Times Top 100 not-for-profit companies listing five years in a row and placed in the Top 50 companies for customer service, you can trust NCFE to support your apprenticeship journey. As an Awarding Organisation, we're regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualifications Wales in Wales, and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

let's get to work.

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