Training Qualifications UK

TQUK Level 3 End-Point Assessment for
ST0070 **Business Administrator** V1.0

Qualification Number: 610/0999/4

Standard Specification

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Key Information

Reference:	ST0070
Version:	V1.0
Level:	3
Typical duration to gateway:	18 months
Typical EPA period:	4 months
Maximum funding:	£5,000
Route:	Business and administration
Approved for delivery:	18 September 2017
Date Updated:	31/05/2022
Lars code:	196
EQA provider:	Ofqual
Review date:	The apprenticeship should be reviewed after 3 years

Apprenticeship Summary

Overview of the Role

Supporting and engaging with different parts of the organisation and interact with internal or external customers.

Occupation Profile

Business Administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of Business Administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The Business Administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The Business Administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Career Progression

The administration role may be a gateway to further career opportunities, such as management or senior support roles.

Assessment Methods

This end-point assessment (EPA) consists of three assessment methods:

Knowledge Test

Project Presentation

Portfolio Based Interview

Assessment Order

The apprentice must pass their knowledge test before they can proceed to the portfolio based interview and project presentation. There is no prescribed order, but it is anticipated that the project presentation will take place before the portfolio based interview.

EPA Window

All assessment components must be completed within four months of the EPA gateway.

Gateway Considerations

Before the apprentice can start their EPA, the training provider is required to upload the following:

- Photo ID
- Portfolio of evidence

At gateway, the training provider is also requested sign a declaration to confirm that the English and maths requirements have been met in line with the funding rules.

TQUK Application and Rationale

In this document, we have provided assessment-method-specific KSBs (knowledge, skills and behaviours), grading criteria and range referencing tables. The descriptors and KSBs contained within the tables only relate to the specified assessment method.

The rationale for this approach is based on the assessment plan's requirement that specific KSBs can be assessed in either the knowledge test, or project presentation, or portfolio based interview.

For clarity, we have separated the criteria into the most appropriate assessment method. All KSB assessment criteria are addressed within the three end-point assessment methods.

Knowledge Test

The online knowledge test consists of **50 questions** with four possible answers for the apprentice to choose from, one of which is correct. One mark is awarded for each correct answer. The questions will assess the knowledge criteria assigned to this assessment.

This is a formal assessment which must take place in a quiet, appropriate controlled environment. The assessment is invigilated to ensure that the appropriate assessment practice is maintained. The apprentice may take their test on paper or online. On-screen tests can be invigilated either face-to-face or remotely using Training Qualifications UK's online exam system.

Results for on-screen exams are distributed within two working days of test completion and paper-based exam results are distributed within five working days of Training Qualifications UK receiving the required documents.

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

In any case of three or more failed attempts (or a score lower than 40%), Training Qualifications UK recommends that a performance review and meeting take place between the apprentice and training provider to see if further assistance can be offered prior to further attempts.

Grading

This assessment is graded according to the table below.

Score	Grade
0-29	Fail
30-39	Pass
40-50	Distinction

KSBs, Grading Criteria and Range Referencing

Skills	**Project Management**
	Description
	Uses relevant project management principles and tools to scope, plan, monitor and report.
	Pass
	Demonstrates some understanding of project management tools and principles

Knowledge	**The Organisation**
	Description
	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
	Pass
	Provides some understanding of the political and economic environment

Knowledge	**Stakeholders**
	Description
	Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK.
	Pass
	Understands how to manage stakeholders, e.g. clarifying and delivering on expectations

Knowledge	Relevant Regulation
	Description
	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc.
	Pass
	Demonstrates knowledge of relevant laws and regulation and consistently follows them

Knowledge	Business Fundamentals	
	Description	
	Understands the applicability of business principals such as managing change, business finances and project management.	
	Pass	**Distinction**
	Knows the fundamentals of business, including finances, managing change and project management	Knows the fundamentals of business, can relate them to their administrative occupation and show how they make an impact

Knowledge	External Environment Factors
	Description
	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.
	Pass
	Understand the external factors affecting the organisation and how they relate to their role

Skills England has confirmed that because the minimum duration of the Business Administrator apprenticeship has been reduced to eight months under the 2025–26 funding rules, the project requirement has been amended for new starts:

- **Apprentices who started on or after 1 August 2025 can begin their project at month six instead of waiting until month nine.**

This change was introduced so apprentices aiming to complete in the shorter timeframe can still meet the assessment plan requirements within the new minimum duration.

Project Presentation

Overview

This assessment is designed as an opportunity for the apprentice to demonstrate how they have implemented the knowledge, skills and behaviours (KSBs) that they have developed throughout their apprenticeship programme. This will be demonstrated by the completion of a project, which is undertaken **from month nine (please see above)** of their on-programme period, prior to progressing to the end-point assessment stage of their apprenticeship.

To support the apprentice in meeting the criteria of the KSBs, it is recommended that the project presentation is focused around a project they have completed or a process they have improved. The apprentice should work with their training provider and employer to support them in choosing the project/process improvement that will help best exemplify their occupational competency.

The project is submitted to the End-Point Assessor and they will provide a question to be answered in the presentation, for example:

- How have you improved a process or operating practice?
- What were the steps you took to implement the project?
- What worked well and how would you improve the results in future?

Project Presentation Guidance

As a part of the end-point assessment, the apprentice will be required to deliver a presentation to the End-Point Assessor. The apprentice's presentation will last **10-15 minutes**. The presentation should demonstrate how they approached the task and the skills shown in doing so, building towards how they would improve the results going forward.

The presentation is expected to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills.

The presentation should fulfil the following **requirements**:

- be clear as to the process or operating practice that the apprentice has selected to focus on
- account for 21-35 working hours over their programme to allow ample time for them to apply themselves to this project, and
- be a real work-based project that incorporates: scoping, planning, managing, communicating to stakeholders, monitoring and reporting results.

The presentation should **summarise** the:

- aim
- outcome, and
- responsibilities of the KSBs shown in the project.

The presentation should also **demonstrate** how the apprentice:

- approached a task
- the skills shown in doing so; and building towards how they would improve the results going forward.

The presentation should **include**:

- a focus on skills required to undertake the apprentice's project successfully at each stage of its journey and how they demonstrated each of these
- key steps the apprentice undertook to implement the project
- an evaluation of the project - what worked well and how the apprentice would improve the results in the future.

A short break of up to 10 minutes may be taken between the presentation and question and answer session to enable the End-Point Assessor time to review the questions they identified in light of the presentation the apprentice has delivered.

Question and Answer Session

The question and answer session will follow the apprentice's presentation and it will last **10-15 minutes**. No new questions will be asked after the time limit has been reached.

The purpose of this question and answer session is to confirm the End-Point Assessor's understanding of the project/presentation and how it demonstrates the relevant KSBs. The End-Point Assessor may ask follow-up questions to seek clarification on any aspect from the presentation. Furthermore, the questions will be utilised to provide the apprentice with the opportunity to evidence occupational competence at the highest level available, unless they have already achieved the highest grade available.

During the questioning, the apprentice may refer to their presentation. While notes are permitted, the use of pre-scripted responses is not and may result in the end-point assessment being graded as a fail.

Grading

This assessment is graded as distinction, pass or fail according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria.

If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

KSBs and Grading Criteria

Knowledge	Processes	Core Module
	Description	
	Understands the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.	
	Pass	**Distinction**
	Understands and consistently follows the organisation's processes	Understands and follows organisational processes and promotes them adherence and improvements
	Makes suggestions for small improvements and supports on successful implementation	Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation

Skills		
	Decision Making	**Core Module**
	Description	
	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.	
	Pass	**Distinction**
	Decisions are thought through, using a range of information to make a sound judgement	Decisions are timely and consistently show good judgement
	Challenges appropriately and is polite when doing so	Decisions are continuously made by thoughtfully considering different information and the risks of any action
	Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person	Decisions are fully evidenced and justifiable
		Consistently behaves and seeks advice in a mature way
	Project Management	**Core Module**
	Description	
	Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.	
	Pass	**Distinction**
	Effectively plans and manages small projects	Plans and manages a significant project and can describe what made it a success
	Able to lead small projects when required	Demonstrates strong leadership skills when managing a project
		Understands and is able to apply a strong grasp of project management tools and principles

Portfolio Based Interview

Portfolio of Evidence

To support the interview, the apprentice must produce a portfolio of evidence.

The apprentice's portfolio of evidence (portfolio) will include **8-12 pieces of evidence** - at least one piece of evidence for each of the KSBs assigned to this assessment method. One piece of evidence can support multiple KSBs and may include, but is not limited to:

- reflective journals
- witness statements
- manager statements
- peer, customer and other stakeholder feedback forms
- meeting minutes/emails
- work-based evidence/work products.

The portfolio must include a practical observation and/or evaluation by the employer, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments, which is then discussed at the interview.

Any work product evidence e.g., emails, screengrabs etc. must be contextualised by annotation to explain how the criteria claimed has been met.

The apprentice **must** provide evidence for all the KSBs. They should work closely with both the On-Programme Assessor and employer to select pieces of evidence that have been gathered throughout their entire apprenticeship programme that help exemplify where they have best demonstrated and showcased relevant KSBs.

The portfolio of evidence will not be directly assessed but will be used by the End-Point Assessor to shape the contents of the apprentice's interview, which will aim to gain deeper information about their development as well as provide an opportunity for them to further demonstrate occupational competency.

Interview

This assessment is designed as an opportunity for the apprentice to showcase key learning and development they have undertaken throughout their apprenticeship programme in relation to the appropriate KSBs.

The training provider will submit the apprentice's portfolio of evidence at gateway. The End-Point Assessor will then have at least one month to prepare questions for the interview based on the contents of their portfolio and relevant to the KSBs assigned to this assessment.

The interview can take place face-to-face or remotely and will last **30-45 minutes**. This is a formal assessment which must take place in a controlled environment.

During the interview, the apprentice may refer to their portfolio and to notes.

Mock Interview

As best practice, the apprentice may use the criteria below for the mock interview practice.

Grading

This assessment is graded as distinction, pass or fail according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria. If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

KSBs and Grading Criteria

Knowledge		
	The Organisation	**Core Module**
	Description	
	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.	
	Pass	**Distinction**
	Shows a working knowledge of the organisations purpose, aims and ways of working, putting it in context of the local (or sector) environment.	Shows a thorough understanding of the organisation's purpose, aims and way of working, putting it in context of the wider economy and political environment
	Relevant Regulation	**Core Module**
	Description	
	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	
	Distinction	
	Shows a thorough knowledge of relevant laws and regulations and consistently follows them.	
	Champions adherence to relevant laws and regulation within the organisation.	
	Policies	**Core Module**
	Description	
	Understands the organisation's internal policies and key business policies relating to sector.	
	Pass	Distinction
	Understands and follows the organisation's internal policies.	Understands and promotes the organisation's internal policies.
	External Environment Factors	**Core Module**
	Description	
	Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.	
	Distinction	
	Shows a deep understanding of the external factors facing the organisation and how they relate to their role.	
	Seeks additional information about how those factors are developing.	

Skills

Record and Document Production	Core Module
Description	
Produces accurate records and documents including: emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence, writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.	
Pass	**Distinction**
Records are accurate, rarely require correction and are treated confidentially.	Records are consistently accurate and confidential.
Recommendations and solutions only need minor improvements.	Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation.
Supports others in producing documents and can provide examples.	Offers to coach others and good performance is recorded in feedback.
Quality	**Core Module**
Description	
Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Applies problem-solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues	
Pass	**Distinction**
Checks own work before submission and makes improvements	Takes ownership for work and applies processes for checking work
Work is largely accurate and meets expectations	Work is consistently accurate and meets the agreed outcomes
Identifies areas for improvement and can justify why	Recommends and implements process improvements
Promotes best practice examples of administration, such as accurate records	Proactively offers to coach others in an area of work and communicates requirements for work

Behaviours	**Professionalism**	**Core Module**
	Description	
	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.	
	Pass	**Distinction**
	Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation.	Is a role model employee, showing professionalism in their conduct, punctuality, presentation and respect for others, irrespective of background; even in difficult circumstances
	Follows the standard of conduct required by the organisation	Can be relied upon to represent the team and be an ambassador for the organisation

Overall Grading

This standard is graded as distinction, pass or fail. Each assessment component is graded individually. Once the apprentice has completed all assessment components, the grades are combined as described in the table below to determine their overall grade.

Knowledge Test	Portfolio Interview	Project Presentation	Overall Grade
Pass	Pass	Pass	Pass
	Distinction	Distinction	
Distinction	Pass	Pass	
	Distinction	Distinction	Distinction
A fail in any assessment component will result in a fail overall.			

Resits and Retakes

Should the apprentice fail an assessment component, they will be offered a resit or retake for any failed component only. A retake requires further learning, whereas a resit does not.

The apprentice should have a supportive action plan to prepare for the resit or a retake. The employer will need to agree that either a resit or retake is an appropriate course of action. The number of attempts they are permitted when resitting or retaking the assessment is at the discretion of the employer.

Timescales for retakes will be decided between the employer, training provider and Training Qualifications UK, as they are dependent on the amount of re-learning required.

While there is no cap on the grade of a resit/retake, the apprentice is not permitted to resit/retake to move from a pass to a distinction.

Appeals

Training Qualifications UK's Appeals Policy, including time frames, can be found here.