End-Point Assessment

Business Administrator Level 3 (V1.0)
Support Pack

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CONTENTS

INTRODUCTION

This document sets out the requirements, advice, and guidance for the End-Point Assessment (EPA) of the Level 3 Business Administrator apprentice standard. This document is designed for apprentices, employers and training providers involved within the End-Point Assessment of an apprentice studying the Level 3 Business Administrator.

An apprentice for the Level 3 Business Administrator standard should have a minimum of 12 months, (however typically 18 months) of learning prior to End-Point Assessment.

This document is divided into sections covering all the relevant aspects of EPA for Level 3 Business Administrator.

Should you require any further information other than the guidance in this document, do not hesitate to contact *admin@nqual.co.uk*

Within this guide you will find references to End-Point Assessments. This information has been outlined in the Institute for Apprenticeships and Technical Education, Business Administrator Assessment Plan. For reference, you can find this document using the link below:

Business Admin L3 EPA Plan (www.instituteforapprenticeships.org)

EPA TIMESCALE

Register with NQual

Training Providers should register apprentices for EPA with NQual a minimum of 90 days before assessment. Providers will pay a registration fee of £30.

This is when the employer, apprentice and training provider confirm that the apprentice is ready for End-Point Assessment. All evidence should be uploaded to NQual a minimum of 30 working days prior to EPA.

Gateway

EPA Booking

The training provider should complete the booking section on the Gateway form or training providers can arrange the booking via ACE360. NQual will confirm booking within 48 hours.

NQual will send an invoice for the remaining fee once EPA is approved.

EPA Approved

Assessment

The apprentice will complete a Knowledge Test, Portfolio-Based Interview and a Project Presentation.

Results will be communicated within 10 working days of final assessment. If the apprentice passes, NQual will send details to the apprentice and training provider containing an EPA results document. If the apprentice fails, NQual will send details to the learner and training provider outlining feedback and next stages.

Results

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GATEWAY

This section outlines the requirements an apprentice must have met in order to complete their End-Point Assessment.

Once the employer is fully satisfied that you have the knowledge, skills and behaviours set out within this standard, the employer can formally confirm that you are ready for EPA Gateway.

Gateway requirements for Business Administrator outline the apprentice must have:

- Evidence of achieving relevant maths and English qualifications if required by funding regulations or the employer
- Completed a project or process improvement – ready to be uploaded at the gateway
- Completed a Portfolio of Evidence

The Gateway form must be sent to NQual 30 working days before End-Point Assessment is carried out, along with evidence of the Project Presentation and Portfolio of Evidence.

You can access the NQual Gateway form by emailing: *admin@nqual.co.uk*

COMPONENTS OF END-POINT ASSESSMENT

The End-Point Assessment for Business Administration includes three assessment methods. These are a knowledge test, portfolio-based interview, and project presentation; all are outlined within this support pack in further detail.

Knowledge Test

You will be assessed on your knowledge of non-organisation specific knowledge including relevant regulation and laws, business fundamentals and project management principles.

The Knowledge Test will be delivered online and will be invigilated by a nominee of NQual. The Knowledge Test will be multiple-choice, last 60 minutes and will include 50 questions with four possible answers. Detail of criteria to be covered in the knowledge test can be found in the methods table within this support pack.

You will be given access to practice questions before the End-Point Assessment, these can be found via our online testing system.

For an apprentice to pass their Knowledge Test component you must correctly answer at least 60% of the multiple-choice questions.

Portfolio-Based Interview

Your portfolio will provide structure to the interview. This will be supported by the submission of the portfolio one month prior to End-Point Assessment.

The portfolio should provide at least one piece of evidence for each of the knowledge, skills and behaviours outlined within the methods table in this support pack.

The interview will be conducted face-to-face or online and will be specified at Gateway.

The interview will last between 30-45 minutes. To achieve a Pass for this method, you are expected to achieve all Pass criteria. To achieve a Distinction, you must achieve all Pass and Distinction criteria.

Although the portfolio is not directly assessed it will be used to shape the questions and discussion at the interview.

The interview will also assess your self-reflection on your work-based performance. You will demonstrate your knowledge and how appropriate behaviours have been applied. You will explain your judgement and understanding by giving work-based examples to show the validity of your work.

The portfolio of learning should contain the following:

- A minimum of 8-12 pages is expected for consistency

- Practical observations and/or evaluations from the employer, such as acknowledgement of skills shown, evidence of projects completed and comments from management in relation to project

Project Presentation

You will deliver a presentation on a project you have completed or a process you have improved to the End-Point Assessor using Microsoft PowerPoint or Prezi.

The presentation lasts 10-15 minutes, with a further 10-15 minutes for Q&A.

To achieve a Pass for this method, you are expected to achieve all Pass criteria. To achieve a Distinction, you must achieve all Pass and Distinction criteria.

The presentation should demonstrate how you approach a task and the skills shown in doing so, building towards how you would improve the results going forward.

The criteria for this presentation are outlined within the methods table within this support pack. It must be work based incorporating, scoping, planning, managing, communicating to stakeholders, monitoring, and reporting results.

You should be expected to answer questions such as:

- 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 the future?

END-POINT ASSESSMENT METHODS TABLE

The below highlights criteria that will be covered in each assessment component. Please review these details as it will provide guidance on what will be covered in each assessment component.

Learning Outcomes	What is Required	Knowledge Test	Portfolio-Based interview	Project Presentation
Knowledge				
The Organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources, and the way that the political/economic environment affects the organisation.	✓	✓	
Value of their Skills	Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.		✓	✓
Stakeholders	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. Engages and fosters relationships with suppliers and partner organisations.	✓	✓	✓
Relevant Regulation	Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.	✓	✓	
Policies	Understands the organisation's internal policies and key business policies relating to sector.		✓	
Business Fundamentals	Understands the applicability of business principles such as managing change, business finances and project management.	✓		

Processes	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.			✓
External Environmental Factors	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.	✓	✓	
Skills				
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record, and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information, and produce data analysis where required.		✓	✓
Record and Document Production	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.		✓	
Decision Making	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.			✓
Interpersonal Skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.		✓	✓

Communication	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.		✓	✓
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themself 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.		✓	
Planning and Organisation	Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings, and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.		✓	✓
Project Management	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.	✓		✓

Behaviours

Professionalism	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.		✓	
Personal Qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.		✓	✓
Managing Performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.		✓	✓
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.		✓	✓
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed, and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.		✓	✓

GRADING & CRITERIA

Assessments contained within this plan will result in you achieving a Fail, Pass and Distinction. This decision is dependent on whether you have met the standard and its End-Point Assessment criteria.

In order to pass apprentices must achieve 100% of the Pass criteria. To be awarded a Distinction, apprentices must achieve 100% of the Pass and Distinction criteria.

The decision will be communicated to you within 10 working days of completion of the final component.

An outline of the overall grading combinations can be found below:

Assessment Method 1: Knowledge Test	Assessment Method 2: Portfolio-Based Interview	Assessment Method 3: Project Presentation and Q&A	Overall Grading
Fail	Any Grade	Any Grade	Fail
Any Grade	Any Grade	Fail	Fail
Any Grade	Fail	Any Grade	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Distinction	Distinction	Distinction

Pass and Distinction descriptors can be found in the table below and are separated into Portfolio-Based Interview, Knowledge Test and Project Presentation.

Grading Descriptors for Assessment Methods

Area of Standard	Assessment Methods	Pass Descriptors	Distinction Descriptors	Guidance Notes
Knowledge				
The Organisation	Portfolio-Based Interview Knowledge Test	Shows a working knowledge of the organisations purpose, aims and ways of working, putting it in context of the local (or sector) environment. Provides some understanding of the political and economic 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.	The political environment could include examples of how the current government are impacting the organisation. Examples should be given of how the economy is impacting the organisation, such as the profitability. Portfolio evidence could include a PESTLE analysis.
Values of Their Skills	Portfolio-Based Interview Project Presentation	Understands the structure of the organisation and how their work contributes. Identifies their role within the team and value of their skills	Understands the structure of the organisation and is able to discuss how different teams support each other. Understands the contribution their work makes and promotes its value. Identifies their role within the team and is able to compare their skill.	You should show how your role fits into the organisational structure and how teams at your organisation work together. Example to show the value of your work. Portfolio evidence could include an organisational structure, WP, or feedback to show value provided.
Stakeholders	Portfolio-Based Interview Project Presentation Knowledge Test	Understands how to manage stakeholders, e.g. clarifying and delivering on expectations. Demonstrates they have worked with stakeholders to achieve results.	Understands and follows the principles of stakeholder management. Goes beyond expectations to build constructive relationships with stakeholders.	Examples of a range of stakeholders and examples of how they are managed, following some theoretical principles, such as keeping informed with information.

				How working relationships with stakeholders have produced results for the business. Portfolio evidence could include a stakeholder power and interest grid, feedback, or evidence of results.
Relevant Regulations	Portfolio-Based Interview Knowledge Test	Demonstrates knowledge of relevant laws and regulation and consistently follows them.	Shows a thorough knowledge of relevant laws and regulations and consistently follows them. Champions adherence to relevant laws and regulation within the organisation.	A minimum of 2 laws and/ or regulations are given, along with how you follow them. Examples of how you promote following them. Portfolio evidence may include written examples of relevant laws, feedback, WP showing implementation.
Policies	Portfolio-Based Interview	Understands and follows the organisation's internal policies.	Understands and promotes the organisations internal policies.	A minimum of 2 of the organisations policies are described and promoted. Portfolio evidence may include written examples of relevant policies, feedback, WP showing implementation.
Business Fundamentals	Knowledge Test	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.	
Processes	Project Presentation	Understands and consistently follows the organisation's processes. Makes suggestions for small improvements and supports on successful implementation	Understands and follows organisational processes and promotes them adherence and improvements. Able to identify inefficiencies or ineffectiveness in a process and support on successful implementation.	Examples of following process consistently and giving ideas to improve process. Show that you are able to spot problems with process and help implement an improvement.

External Environment Factors	Portfolio-Based Interview Knowledge Test	Understand the external factors affecting the organisation and how they relate to their role.	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.	You can give examples of external factors and explain how they affect the organisation and your role. Portfolio evidence could include a PESTLE analysis.
Skills				
IT	Portfolio-Based Interview Project Presentation	Demonstrates they can use IT packages, specifically to write letters or emails, and to record and analyse information. Able to perform tasks relevant to their role using IT packages without supervision.	Consistently demonstrates they can use IT packages and can provide varied, quality examples. Able to perform tasks relevant to their role using IT packages and can coach others in using IT.	IT packages relevant to the role are used, such as Microsoft Office applications. A minimum of 2 examples of how and why they are used, without supervision. Examples of supporting others with using IT. Portfolio evidence could include WP from using IT applications, feedback.
Record & Document Production	Portfolio-Based Interview	Records are accurate, rarely require correction and are treated confidentially. Recommendations and solutions only need minor improvements. Supports others in producing documents and can provide examples.	Records are consistently accurate and confidential. Recommendations are insightful, clearly recorded and results in a clear benefit to the organisation. Offers to coach others and good performance is recorded in feedback.	Examples of what records are kept in relation to the role and evidence of care and confidentiality in records and documents. Evidence of actively producing documents for a clear purpose. Supports other team members in this area. Portfolio evidence could include feedback, WT examples of records/ documents/ WP.

Decision Making	Project Presentation	Decisions are thought through, using a range of information to make a sound judgement. Challenges appropriately and is polite when doing so. Exercises sound judgement when asking for advice by choosing the appropriate time, manner, and person.	Decisions are timely and consistently show good judgement. Decisions are continuously made by thoughtfully considering different information and the risks of any action. Decisions are fully evidenced and justifiable. Consistently behaves and seeks advice in a mature way.	Work based examples of ability to make decisions, based on information. Where needed you can challenge other people politely.
Interpersonal Skills	Portfolio-Based Interview Project Presentation	Works effectively with a range of people. Influences and challenges peers when necessary. Supports others in the organisation and demonstrates coaching skills.	Influences managers as well as peers. Constructively challenges managers, as well as peers, when necessary. Proactively offers to coach others and has had good performance recorded in feedback.	Examples cover working with a range of people, showing assertiveness where needed. Examples of supporting others, coaching, or training for example. Portfolio evidence may include feedback, WT, and communications evidence.
Communications	Portfolio-Based Interview Project Presentation	Demonstrates they can communicate clearly, in both written and verbal communication. Shows flexibility to different situations. Uses appropriate communication channels dependent on the subject matter. Demonstrates ability to answer queries effectively from both inside and outside the organisation.	Communication is consistently clear, both written and verbally. Champions an appropriate choice of communication channels. Consistently answers queries from both inside and outside of the organisation in a confident way.	Examples given show that communication with a range of stakeholders is a strong skill and there is evidence of using a range of methods, depending on the situation. Portfolio evidence may include feedback, WT, and communications evidence.

Quality	Portfolio-Based Interview	Checks own work before submission and makes improvements. Work is largely accurate and meets expectations. Identifies areas for improvement and can justify why. Promotes best practice examples of administration, such as accurate records.	Takes ownership for work and applies processes for checking work. Work is consistently accurate and meets the agreed outcomes. Recommends and implements process improvements. Proactively offers to coach others in an area of work and communicates requirements for work.	Examples given show that you show quality and accuracy in your work. You can give suggestions for improvements along with reasons for your suggestions. You role model best practise in your role and where relevant you can support and guide others to support wider quality improvement. Portfolio evidence could include evidence of WP/ records/ documents produced. Feedback from people you have supported or WT.
Planning & Organisation	Portfolio-Based Interview Project Presentation	Plans work and achieves deadlines. Shares areas to improve plans with others. Effectively manages resources and meetings. Takes responsibility for logistics and can provide examples.	Makes plans that efficiently maximise resources and personally ensures results are achieved. Improves the management of resources e.g. identifies cost savings or process improvements. Is proactive in taking responsibility for areas of logistics and has excellent examples to demonstrate this.	Examples of a minimum of 2 areas of planning and organising. Managing resources such as documents or room bookings, where possible improving the way that they are managed. You show responsibility for logistics, for example this could be ensuring the right people attend the right meetings, or that enough resources are available for a meeting (pens, agendas). Portfolio evidence could be WP such as planning documents, communications, and feedback on suggestions. Evidence to show improvements.
Project Management	Project Presentation Knowledge Test	Effectively plans and manages small projects. Able to lead small projects when required.	Plans and manages a significant project and can describe what made it a success.	Theres is evidence of active involvement in a project, where you have had opportunity to use some project management tools and

		Demonstrates some understanding of project management tools and principles.	Demonstrates strong leadership skills when managing a project.\n\nUnderstands and is able to apply a strong grasp of project management tools and principles.	principles. Examples may include a Gannt chart, effective communication, a risk analysis- a minimum of 2 project management tools and principles is required. Demonstrating leadership skills such as taking ownership for areas of work, supporting others, coaching, and mentoring effectively.
Behaviours				
Professionalism	Portfolio-Based Interview	Consistently behaves in a professional way, showing punctuality, respect for others and personal presentation.\n\nFollows the standard of conduct required by the organisation.	Is a role model employee, showing professionalism in their conduct, punctuality, presentation, and respect for others, irrespective of background, even in difficult circumstances.\n\nCan be relied upon to represent the team and be an ambassador for the organisation.	Being an ambassador for the organisation could be shown by examples that show you uphold and role model the organisational values and conduct.\n\nPortfolio evidence could include WT, feedback, and examples of organisational code of conduct.
Personal Qualities	Portfolio-Based Interview\n\nProject Presentation	Regularly shows integrity, reliability, positivity, and self-motivation.	Always shows integrity, reliability, positivity, and self-motivation and successfully encourages others to show more of these qualities.	Portfolio evidence could include feedback, WT, and examples of coaching others.
Managing Performance	Portfolio-Based Interview\n\nProject Presentation	Clarifies requirements and takes responsibility for work produced.\n\nActs with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching.	Shows a strong personal responsibility for all aspects of their work and can work with minimal supervision, whist adhering to policies, procedures, and standards.\n\nTakes feedback on board and continually assesses the quality of their work.	Portfolio evidence could include personal development records, a PDP with actions, a CPD log, and feedback.

		Asks for feedback and takes feedback on board.		
Adaptability	Portfolio-Based Interview Project Presentation	Accepts and responds positively to change.	Accepts change, evaluates the impact of any change, and seeks to use it to improve their work.	Portfolio evidence could include feedback, employer observations, WT.
Responsibility	Portfolio-Based Interview Project Presentation	Accepts personal responsibility for their own work, delivering their work on time and to the right level of quality. Demonstrates ownership and willingness to see work completed. Applies initiative in developing their own skills and behaviours.	Role model who takes personal responsibility for themselves and peers. Aims to deliver work within targets and deliver more than required in their role. Proactively seeks opportunities to develop themselves and shares this learning with others.	Portfolio evidence could include feedback, employer observations, WT, PDP, CPD log, evidence of sharing learning with others.

Re-sit / Re-take

If an apprentice Fails their EPA component, they will be offered the opportunity to re-sit / re-take the component. It is then up to the apprentice's employer how many attempts an apprentice is given.

The timescale for a re-sit typically takes 3 months and a re-take 3 months (dependent on how much re-training is required). All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be resat / retaken.

Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of Pass. Re-sits and re-takes are not offered to an apprentice wishing to move from Pass to a higher grade.

MOCK KNOWLEDGE TEST

It is the responsibility of the employer and training assessor to complete Mock Knowledge Tests with the apprentice and to ensure that they are ready for the End-Point Assessment.

A Mock Knowledge Test should take a maximum of 1 hour.

Questions for mock assessments can be found on our online testing site.

PROJECT PRESENTATION

It is the responsibility of the employer and training assessor to complete a Mock Presentation with the apprentice and it is the responsibility of the apprentice to prepare for the presentation.

A Project Presentation should last a maximum of 15 minutes with 15 minutes of Q&A.

The training assessor should ask the following questions, plus any others they think suitable:

- 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?

PORTFOLIO-BASED INTERVIEW

It is the responsibility of the employer and training assessor to complete a Mock Portfolio-Based Interview with the apprentice, and the responsibility of the apprentice to prepare for this interview.

The Mock Interview should last between 30-45 minutes. Apprentices should practice answering questions such as:

- Give an example of how you have applied what you have learned from your apprenticeship into the workplace.
- How do you, in your role, support the organisation?
- What behaviours do you demonstrate within your role?

Additionally, the apprentice should think of examples of when they have demonstrated Knowledge, Skills, and Behaviours from their Business Administrator apprenticeship.

An example of the presentation structure has been detailed below. This presentation has been broken down into sections which are suggested for guidance only.

Highlight what processes you have learnt and undertook over your apprenticeship

- Know and understand the organisations processes, e.g. making payments or processing customer data
- Know and understand how to administer billing, process invoices and purchase online
- Be able to use multiple IT packages and systems relevant to the organisation in order to; write letters or emails, create proposals, perform financial processes, record, and analyse data. Examples include MS Office or equivalent
- Be able to update and review databases, record information, and produce data analysis where required
- Take initiative to develop own and other's skills and behaviours.

Distinction Criteria

- Understands and follows organisational processes and promotes adherence and improvements
- Ability to identify inefficiencies or ineffectiveness in a process and support on successful implementation

Identify what process can be improved, why you feel it can be improved (SWOT Analysis) and what your solution to improve this process would be

- Be able to choose the most appropriate IT solution to suit the business problem
- Be able to exercise proactivity and good judgement
- Be able to makes effective decisions based on sound reasoning and can challenge in a mature way
- Be able to seek advice of more experienced team members when appropriate
- Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and a positive attitude

Distinction Criteria

- Decisions are timely and consistently show good judgement
- Decisions are continuously made by thoughtfully considering different information and the risks of any action
- Decisions are fully evidenced and justifiable
- Consistently behaves and seeks advice in a mature way

Discuss how you approached senior team members regarding this process and your solution

- Know and understand how to manage stakeholders and their differing relationships to an organisation including internal, external customers, clients, and suppliers.
- Be able to demonstrate their ability to influence and challenge appropriately.
- Be able to demonstrate good communication skills, whether face to face, on the telephone, in writing or on digital platforms
- Be able to use the most appropriate channels to communicate effectively

How may this process impact stakeholders?

- Know and understand how to liaise with internal/external customers, suppliers, or stakeholders from inside or outside the UK

- Be able to make suggestions for improvements to working practices, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation)

- Be able to make suggestions for improvements to working practices, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation)

Distinction Criteria

- Goes beyond expectations to build constructive relationships with stakeholders

How did / would you implement this process?

- Be able to use relevant project management principles and tools to scope, plan, monitor and report

- Be able to plan required resources to successfully deliver projects

- Be able to undertakes and lead projects as and when required

- Be able to positively manage the expectations of colleagues at all levels and sets a positive example for others in the workplace

- Be able to take responsibility for initiating and completing tasks, manages prioritises and time in order to successfully meet deadlines

- Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience

- Demonstrates taking responsibility for team performance and quality of projects delivered

- Takes a clear interest in seeing that projects are successfully completed, and customer requests are handled appropriately

Distinction Criteria

- Plans and managers a significant project and can describe what made it a success

- Demonstrates strong leadership skills when managing a project

- Understands and is able to apply a strong grasp of project management tools and principles

Identify how the work you have completed during your apprenticeship has supported the organisation

- Know and understand how their work benefits the organisation

Close Presentation

- Be able to answer questions from inside and outside the organisation, representing the organisation or department

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