

Highfield Level 3 End-Point Assessment for Business Administrator

EPA-kit

Assessing the Project Presentation

- The project presentation - guidance
- The project presentation - mock assessment
- Project presentation criteria

The project presentation - guidance

The apprentice will complete their project from month 9 of the apprenticeship and this should be completed prior to end-point assessment being triggered. The project will be submitted via Dropbox, with the gateway readiness report.

The apprentice will then deliver a presentation on the project they have completed or a process they have improved. The presentation lasts 15 minutes, with a further 15 minutes for a Q&A session. The presentation must cover the assessment criteria listed below. Apprentices must achieve at least 60% of the stated project presentation criteria to pass the assessment.

Once the project is submitted to Highfield, a question will be generated by the assessor. This question must be addressed/answered by the apprentice during the presentation.

Examples of possible questions include:

- 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?

The presentation should summarise the aim, outcome and responsibilities of the KSBs shown below. The presentation should demonstrate how they approached a 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, Prezi or similar, demonstrating the required level of IT skills.

Further requirements:

- a project or process improvement should account for 21 to 35 working hours, over the apprenticeship, to adequately apply themselves
- must be work-based, incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results
- the apprentice chooses the project/process improvement with the guidance of the employer and training provider

Before the assessment:

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which business administrator criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

Project presentation - mock assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that they complete a mock project presentation in preparation for the real thing.

The employer/training provider should carry out a mock assessment of the presentation. This would take the form of the apprentice presenting their project, which could then be marked against the criteria on the following pages.

Consider an audio recording of the mock, and to allow the mock to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.

Ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice, to complete the learning experience. The mock assessment document sheets later in this guide may be used for this purpose.

Project presentation criteria

Indicative assessment criteria	Distinction criteria
Value of their skills	
K2.5 Identify their role within the team	K2.7 Analyse their skills, compared with others
K2.6 Identify the value of their skills	

Indicative assessment criteria	Distinction criteria
Stakeholders	
K3.4 Explain how to manage stakeholders including: <ul style="list-style-type: none"> • clarifying expectations • delivering on expectations 	K3.5 Explain how to follow the principles of stakeholder management

Indicative assessment criteria	Distinction criteria
Processes	
K7.1 Describe how to consistently follow the organisation's processes	K7.3 Describe how to follow organisational processes and promote adherence and improvements to them
K7.2 Outline how to make suggestions for small improvements and support on successful implementation	K7.4 Identify inefficiencies or ineffectiveness in a process and support on successful implementation of rectification

Indicative assessment criteria	Distinction criteria
IT	
S1.4 Use IT packages to perform tasks relevant to own role without supervision	<i>There are no distinction criteria for this component</i>

Indicative assessment criteria	Distinction criteria
Decision making	
S3.1 Decisions are thought through, using a range of information to make a sound judgement	S3.4 Decisions are timely and consistently show good judgement
S3.2 Challenges appropriately and is polite when doing so	S3.5 Decisions are continuously made by thoughtfully considering different information and the risks of any action
S3.3 Exercises sound judgement when asking for advice by choosing the appropriate time, manner and person	S3.6 Decisions are fully evidenced and justifiable
	S3.7 Consistently behaves and seeks advice in a mature way

Indicative assessment criteria	Distinction criteria
Interpersonal skills	
S4.1 Works effectively with a range of people	S4.4 Influence managers as well as peers
S4.2 Influences and challenges peers when necessary	S4.5 Constructively challenge managers, as well as peers, when necessary
S4.3 Supports others in the organisation and demonstrates coaching skills	S4.6 Proactively offer coaching to others, providing relevant feedback

Indicative assessment criteria	Distinction criteria
Communications	
S5.6 Show flexibility to different situations	S5.7 Consistently answers queries from both inside and outside of the organisation in a confident way

Indicative assessment criteria	Distinction criteria
Planning and organisation	
S7.7 Shares areas to improve plans with others	S7.8 Improve the management of resources, e.g. identify cost savings or process improvements
	S7.9 Make suggestions for improvements to working practice showing understanding of implications beyond immediate environment

Indicative assessment criteria	Distinction criteria
Project management	
S8.1 Effectively plan and manage small projects	S8.3 Plan and manage a significant project and describe what made it a success
S8.2 Able to lead small projects when required	

Indicative assessment criteria	Distinction criteria
Responsibility	
B5.7 Develop their own skills and behaviours	B5.8 Proactively seeks opportunities to develop themselves and share this learning with others