

# Highfield Level 3 End-Point Assessment for Business Administrator

## Portfolio Matrix Sheet

This document should be used to map the apprentice's portfolio to the Business Administrator standards and should accompany the portfolio when submitted to Highfield Assessment.

<b>Apprentice's Name:</b>	
<b>Employer:</b>	
<b>Training Provider:</b>	

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
<b>The organisation</b>			
K1.1	Identify the organisation's: <ul style="list-style-type: none"> <li>• <b>purpose</b></li> <li>• aims</li> <li>• ways of working</li> </ul>		
K1.2	Describe how to apply the above in the <b>context</b> of the local (or sector) environment		
K1.3	Demonstrate a <b>thorough understanding</b> of the organisation's: <ul style="list-style-type: none"> <li>• <b>purpose</b></li> <li>• aims</li> <li>• ways of working</li> </ul>		
<b>Value of their skills</b>			
K2.1	Describe the <b>structure</b> of the organisation		
K2.2	Explain <b>how own work contributes</b> to the organisation		
K2.3	Explain how <b>different</b> teams support each other		
K2.4	Explain how to promote the value of their work and how this contributes to the organisation		
<b>Stakeholders</b>			
K3.1	Explain how to <b>work with</b> stakeholders to <b>achieve results</b>		
K3.2	Describe how to liaise with the following customers: <ul style="list-style-type: none"> <li>• internal</li> <li>• external</li> <li>• suppliers</li> <li>• stakeholders inside or outside the UK</li> </ul>		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
K3.3	Explain how to go <b>beyond expectations</b> to build constructive relationships with stakeholders		
<b>Relevant regulation</b>			
K4.2	Outline <b>relevant laws and regulations</b> and how to <b>consistently</b> follow them		
K4.3	Demonstrate a <b>thorough</b> knowledge of <b>relevant laws and regulations</b> and how to <b>consistently</b> follow them		
K4.4	Describe how to <b>champion adherence to relevant laws and regulations</b> within the organisation		
<b>Policies</b>			
K5.1	Describe how to <b>follow</b> the organisation's internal policies		
K5.2	Describe how to <b>promote</b> the organisation's internal policies including <b>key business policies</b> relating to sector		
<b>External environment factors</b>			
K8.2	Identify <b>external factors</b> affecting the organisation		
K8.3	Describe how external factors <b>relate</b> to own role		
K8.4	Demonstrate a deep understanding of the <b>external factors</b> facing the organisation		
K8.5	Describe the placement of the organisation within the <b>international/global market</b> (where necessary)		
<b>IT</b>			
S1.1	Use <b>IT packages</b> , specifically to: <ul style="list-style-type: none"> <li>• <b>write letters or emails</b></li> <li>• <b>record and analyse information</b></li> </ul>		
S1.2	<b>Consistently</b> demonstrate use of IT packages, providing: <ul style="list-style-type: none"> <li>• <b>varied</b> examples</li> <li>• <b>quality</b> examples</li> </ul>		
S1.3	<b>Coach others</b> in the use of IT		
<b>Record and document production</b>			
S2.1	Ensure that records are <b>accurate</b> , and <b>rarely</b> require correction		
S2.2	Ensure that records are treated confidentially, in compliance with the organisation's procedures		
S2.3	Propose recommendations and solutions that only need <b>minor improvements</b>		
S2.4	Support others with the production of documents		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
S2.5	Ensure that records are <b>consistently accurate</b> and confidential		
S2.6	Recommend <b>insightful</b> improvements that result in a <b>clear benefit</b> to the organisation		
S2.7	Coach others and provide relevant feedback		
<b>Communications</b>			
S5.1	Demonstrate clear communication, both written and verbal		
S5.2	Answer questions from inside and outside of the organisation, representing the organisation or department		
S5.3	Use appropriate <b>communication channels</b> dependent on the subject matter		
S5.4	Communication is <b>consistently</b> clear, both written and verbally		
S5.5	Champions an appropriate choice of <b>communication channels</b>		
<b>Quality</b>			
S6.1	<b>Checks</b> own work before submission and makes improvements		
S6.2	Produce work that is <b>largely</b> accurate and meets expectations		
S6.3	Identify areas for improvement and can <b>justify</b> why		
S6.4	Promote best practice examples of administration, such as <b>accurate</b> records		
S6.5	Take ownership for work and <b>apply</b> processes to check it		
S6.6	Produce work that is <b>consistently accurate</b> and meets the agreed outcomes		
S6.7	Identify, recommend and implement process improvements		
S6.8	<b>Proactively coach</b> others and communicate requirements for work		
<b>Planning and organisation</b>			
S7.1	Effectively <b>plan</b> work to achieve deadlines		
S7.2	Manage resources effectively, e.g. equipment or facilities		
S7.3	Effectively organise meetings and events		
S7.4	Take responsibility for logistics, e.g. travel and accommodation		
S7.5	Make <b>plans</b> that efficiently <b>maximise</b> resources and personally ensures results are achieved		
S7.6	<b>Proactively</b> take <b>responsibility for areas of logistics</b>		

Professionalism			
B1.1	Consistently behaves in a professional way		
B1.2	Shows punctuality		
B1.3	Show respect for others		
B1.4	Show personal presentation		
B1.5	Follow the standard of conduct required by the organisation		
B1.6	Is a role model		
B1.7	Show professionalism in their conduct		
B1.8	Show respect for others, irrespective of background, even in difficult circumstances		
B1.9	Can be relied upon to represent the team		
B1.10	Can be an ambassador for the organisation		
Personal qualities			
B2.1	Regularly show: <ul style="list-style-type: none"> <li>integrity</li> <li>reliability</li> <li>positivity</li> <li>self-motivation</li> </ul>		
B2.2	Always show and encourage others to show more of: <ul style="list-style-type: none"> <li>integrity</li> <li>reliability</li> <li>positivity</li> <li>self-motivation</li> </ul>		
Managing performance			
B3.1	Clarifies requirements and takes responsibility for work produced		
B3.2	Acts with responsibility and delivers their work to the right level of quality without requiring additional supervision and coaching		
B3.3	Asks for feedback and takes feedback on board		
B3.4	Show a strong personal responsibility for all aspects of work		
B3.5	Can work with minimal supervision, while adhering to: <ul style="list-style-type: none"> <li>policies</li> <li>procedures</li> <li>standards</li> </ul>		
B3.6	Takes responsibility for their own development by continually assessing the quality of their work		

Adaptability			
B4.1	<b>Accept</b> change		
B4.2	<b>Respond positively</b> to change		
B4.3	<b>Evaluate</b> the impact of any change		
B4.4	Seeks to <b>use</b> change to improve their work		
Responsibility			
B5.1	<b>Accept</b> personal responsibility for their own work		
B5.2	<b>Deliver</b> their work <b>on time</b> and to the <b>right level of quality</b>		
B5.3	Demonstrate ownership and willingness to see work completed		
B5.4	Apply initiative in developing their own skills and behaviours		
B5.5	Be a <b>role model</b> who takes personal responsibility for themselves and peers		
B5.6	Aims to deliver work <b>within targets</b> and <b>deliver more than required in their role</b>		

### Apprentice Declaration

*I confirm that the evidence I have provided has been produced and authenticated in accordance with the assessment specification for this end-point assessment and that the assessment was carried out under the specific conditions for the end-point assessment.*

**Apprentice's  
signature:**

**Date:**

Please ensure this Portfolio Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

.docx

.xlsx

.pptx

.pdf

.jpg

.png

.mp3

.mp4

.m4a