

Highfield Level 3 End-Point Assessment for Business Administrator

Portfolio Matrix and Project Submission Sheet – AP02

This document should be used to map the apprentice’s portfolio to the Business Administrator standards and confirm details of the apprentice’s project. This should accompany the portfolio and project when they are submitted to Highfield Assessment.

Apprentice’s Name:	
Employer:	
Training Provider:	

Evidence Index

Evidence name	Evidence Ref	Evidence Type

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
The organisation			
K1.1	Identify the organisation's: <ul style="list-style-type: none"> • purpose • aims • ways of working 		
K1.2	Describe how to apply the above in the context of the local (or sector) environment		
K1.3	Demonstrate a thorough understanding of the organisation's: <ul style="list-style-type: none"> • purpose • aims • ways of working 		
Value of their skills			
K2.1	Describe the structure of the organisation		
K2.2	Explain how own work contributes to the organisation		
K2.3	Explain how different teams support each other		
K2.4	Explain how to promote the value of their work and how this contributes to the organisation		
Stakeholders			
K3.1	Explain how to work with stakeholders to achieve results		
K3.2	Describe how to liaise with the following customers: <ul style="list-style-type: none"> • internal • external • suppliers • stakeholders inside or outside the UK 		
K3.3	Explain how to go beyond expectations to build constructive relationships with stakeholders		
Relevant regulation			
K4.2	Outline relevant laws and regulations and how to consistently follow them		
K4.3	Demonstrate a thorough knowledge of relevant laws and regulations and how to consistently follow them		
K4.4	Describe how to champion adherence to relevant laws and regulations within the organisation		
Policies			
K5.1	Describe how to follow the organisation's internal policies		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
K5.2	Describe how to promote the organisation's internal policies including key business policies relating to sector		
External environment factors			
K8.2	Identify external factors affecting the organisation		
K8.3	Describe how external factors relate to own role		
K8.4	Demonstrate a deep understanding of the external factors facing the organisation		
K8.5	Describe the placement of the organisation within the international/global market (where necessary)		
IT			
S1.1	Use IT packages , specifically to: <ul style="list-style-type: none"> • write letters or emails • record and analyse information 		
S1.2	Consistently demonstrate use of IT packages, providing: <ul style="list-style-type: none"> • varied examples • quality examples 		
S1.3	Coach others in the use of IT		
Record and document production			
S2.1	Ensure that records are accurate , and rarely 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 minor improvements		
S2.4	Support others with the production of documents		
S2.5	Ensure that records are consistently accurate and confidential		
S2.6	Recommend insightful improvements that result in a clear benefit to the organisation		
S2.7	Coach others and provide relevant feedback		
Communications			
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 communication channels dependent on the subject matter		
S5.4	Communication is consistently clear, both written and verbally		

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
S5.5	Champions an appropriate choice of communication channels		
Quality			
S6.1	Checks own work before submission and makes improvements		
S6.2	Produce work that is largely accurate and meets expectations		
S6.3	Identify areas for improvement and can justify why		
S6.4	Promote best practice examples of administration, such as accurate records		
S6.5	Take ownership for work and apply processes to check it		
S6.6	Produce work that is consistently accurate and meets the agreed outcomes		
S6.7	Identify, recommend and implement process improvements		
S6.8	Proactively coach others and communicate requirements for work		
Planning and organisation			
S7.1	Effectively plan 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 plans that efficiently maximise resources and personally ensures results are achieved		
S7.6	Proactively take responsibility for areas of logistics		

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"> • integrity • reliability • positivity • self-motivation 		
B2.2	Always show and encourage others to show more of: <ul style="list-style-type: none"> • integrity • reliability • positivity • self-motivation 		
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"> • policies • procedures • standards 		
B3.6	Takes responsibility for their own development by continually assessing the quality of their work		

Adaptability			
B4.1	Accept change		
B4.2	Respond positively to change		
B4.3	Evaluate the impact of any change		
B4.4	Seeks to use change to improve their work		
Responsibility			
B5.1	Accept personal responsibility for their own work		
B5.2	Deliver their work on time and to the right level of quality		
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 role model who takes personal responsibility for themselves and peers		
B5.6	Aims to deliver work within targets and deliver more than required in their role		

Project information

Project topic / Process improvement	
Hours spent on project (must be between 21 and 35 hours)	
Start and completion date of project (must be started from month 9 of the apprenticeship)	

Apprentice Declaration

I confirm that the evidence contained within this portfolio is all my own work and any assistance given and/or sources used have been acknowledged.

I can also confirm that the project submitted is my own work and has been completed in accordance with the assessment plan guidelines.

Apprentice's signature:	Date:
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Please ensure this Portfolio Matrix and Project Submission 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