

Business Administrator

Typical Duration: 18 months

Level: 3

Maximum funding band: up to £5,000

1 What the role entails

The role of the Business Administrator involves developing, implementing, maintaining and improving administrative services.

The Business Administrator supports and engages with different parts of the organisation and interacts with internal or external customers, with strong communication skills (both written and verbal), using initiative, time management, problem-solving skills, decision making and the potential for people management responsibilities through mentoring or coaching others.

2 On-programme assessment

The apprentice must achieve the following on-programme assessment requirements prior to Gateway:

- Achieve Level 2 English and maths
- A Portfolio of Learning completed
- The Project completed and Project Presentation prepared.

3 Gateway requirements

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway.



4 End-point assessment (EPA)

The end-point assessment for Business Administrator contains 3 methods of assessment, all of which may be completed online, as outlined below:



Multiple Choice Question (MCQ) Knowledge Test

This assessment features 50 MCQs carrying one mark each. The test will last for 60 minutes and will be in the form of scenario-based questions that align to all knowledge requirements of the standard.

Grade weighting – the MCQ test is 20% of the total score and is graded as Pass or Distinction by the IEPA.



Portfolio-based Interview

The Portfolio, which is not directly assessed, provides a structure for the Interview. The completed Portfolio is to be uploaded to our platform one month prior to the Interview and should contain up to a maximum of 20 documents covering each of the minimum knowledge, skills and behaviours as outlined in the assessment plan.

The 30-45 minute Interview assesses the understanding and learning shown in the Portfolio and how knowledge is demonstrated and appropriate skills and behaviours are applied.

Grade weighting – the Interview is 40% of the total score and is graded as Pass or Distinction by the IEPA.



Project Presentation

The apprentice begins the work- based project 3 months before Gateway is triggered, which is then uploaded to our platform at Gateway. The apprentice produces a Presentation on a project they have completed or process they have improved, incorporating scoping, planning, managing, communicating to stakeholders, monitoring and reporting results.

The IEPA will provide a question for the apprentice to answer in the Presentation. The presentation lasts 10-15 minutes with a further 10-15 minutes for a Q&A session.

Grade weighting – the Project Presentation is 40% of the total score and is graded as Pass or Distinction by the IEPA.

5 Grade aggregation table

Component	Maximum Marks	Pass (Distinction)	Weighting %
MCQ Knowledge Test	50	30 (40)	20
Portfolio and Interview	100	60 (80)	40
Project Presentation	100	60 (80)	40
Overall Grade	Once each assessment method has a score allocated these are combined and rolled up to give an overall percentage, which then gives a final overall grade for the apprenticeship. In order to achieve a Distinction as the overall grade, the apprentice must have achieved a Distinction in each of the 3 separate assessment methods.		

6 Completion and Certification

Once the IEPA verifies the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure that the apprentice receives their certificate.



7 What next?

Once the Business Administrator (Level 3) is complete, the learning doesn't stop. NCFE offers a full suite of programmes designed to take your apprentice onward up the career ladder. Their next step is Associate Project Manager (Level 4) and then Operations/Departmental Manager (Level 5).

Why choose NCFE?

With over 170 years of assessment experience, we're a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of EPA. Recognised in The Times Top 100 not-for-profit companies listing 5 years in a row and placed in the Top 50 companies for customer service, you can trust NCFE to support your apprenticeship journey. As an Awarding Organisation, we're regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in England, the Qualification Wales in Wales, and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.