



# Business Administrator

## 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 completed Portfolio of Learning
- A completed Project and fully prepared Project Presentation.



## 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

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

### Multiple Choice Question (MCQ) Knowledge Test

The test will be in the form of scenario-based questions that align to the knowledge requirements of the standard. The MCQ test is 33% of the total score and is graded as Fail, Pass or Distinction by the IEPA.

### Portfolio-based Interview

The Portfolio of Learning, which is not directly assessed, provides a structure for the Interview. The completed Portfolio of Learning is to be uploaded to our online platform, SEPA, one month prior to the Interview and should provide at least one piece of evidence for each of the minimum knowledge, skills and behaviours as outlined in the assessment plan. The Interview is 33% of the total score and is graded as Fail, Pass or Distinction by the IEPA.

### Project Presentation

The Work-based Project begins 3 months before Gateway is triggered, which is then uploaded to our online platform, SEPA, 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, and monitoring and reporting results. The IEPA will provide a question for the apprentice to answer in the Project Presentation. The Project Presentation is 33% of the total score and is graded as Fail, Pass or Distinction by the IEPA.

## ⑤ Grade aggregation table

MCQ Test	Interview	Project Presentation	Overall Grade
Pass	Pass	Pass	Pass
Distinction	Distinction	Distinction	Distinction
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass

If the apprentice fails one or more assessment method the overall grade will be a Fail.

## ⑥ Completion and certification

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



## ⑦ What next?

Once the Business Administrator (Level 3) is complete, the learning doesn't stop. EPA Plus 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 EPA Plus?

We are an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across Health, Education & Care and Business apprenticeship standards. EPA Plus offers flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.