

Business Administrator

★ Level 3

£ £5,000

📅 18 months

1. What the role entails

The Business Administrator develops, implements, maintains and improves administrative services.

They support and engage with different parts of the organisation and interact with 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

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

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

3. Gateway requirements

The employer, independent training provider (ITP) and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve 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:

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 Independent End-Point Assessor (IEPA) grades the MCQ Test as Pass or Distinction. It makes up 20% of the total score.

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 before the Interview and should contain up to a maximum of 25 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 the apprentice is demonstrating knowledge, and applying skills and behaviours.

Grade weighting – the IEPA grades the Interview as Pass or Distinction. It makes up 40% of the total score.

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've completed or process they've improved, including 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 IEPA grades the Project Presentation as Pass or Distinction. It makes up 40% of the total score.

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 achieve a Distinction in each of the 3 separate assessment methods.		

6. Completion and certification

We'll activate certification once the apprentice has successfully completed all EPAs, and the IEPA has verified this. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.

7. What next?

The learning doesn't stop once the apprenticeship is complete. We offer a full suite of programmes to take your apprentice up the career ladder. Their next step is Associate Project Manager (Level 4) and then Operations/Departmental Manager (Level 5).

Why choose NCFE?

We're an approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education and care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support.