



**End Point Assessment
Organisation (EPAO)**

**Business
Administrator**

ICA is an end-point assessment organisation (EPAO) working with training providers and employers to deliver high quality, robust end-point assessment (EPA) across a range of apprenticeships. We are part of the leading professional body for the regulatory and financial crime compliance community.

ICA's vision is to inspire, educate and enable the international compliance community to think more, perform better and help the right business be conducted in the right way.

Why choose ICA as your End Point Assessment organisation?

We will provide:

- dedicated independent end-point assessors who are subject matter experts
- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible and responsive staff
- a flexible, fair and easy-to-understand pricing structure
- a simple scheduling process, with a team on hand to support you at each stage
- an online platform for apprentices to use for collating and submitting portfolios, and
- guidance sessions for apprentices on how the EPA will be conducted





Business Administrator

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Level 3

Route: Business and administration

Typical duration to gateway: 18 months (this does not include EPA period)

Maximum funding: £5,000

ICA Standard EPA Fee: £1,000 per apprentice

The fee quoted is our standard fee - we can offer discounts based on the number of apprentices.

Apprenticeship occupation overview:

Business administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike, from the public, private and charitable sectors.

The role may involve working independently or as part of a team and will encompass developing, implementing, maintaining and improving administrative services. Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.

The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of business administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the apprentice to develop a wide range of skills.

The business administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive

attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and their own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Role Profile

A business administrator would need to develop the following knowledge, skills and behaviours.

Knowledge

- Organisational purpose, activities, aims, values, vision for the future
- Internal and external stakeholders and their differing relationships to an organisation
- Laws and regulations that apply to their role including data protection, health & safety, compliance, etc.
- The applicability of business principles such as managing change, business finances and project management
- The external factors (e.g., market forces, policy & regulatory changes, supply chain, etc.) that may impact upon their organisation

Skills

- Skilled in the use of multiple IT packages and systems relevant to the organisation
- Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way
- Builds and maintains positive relationships within their own team and across the organisation
- Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms
- Applies problem-solving skills to resolve challenging or complex complaints
- Takes responsibility for initiating and completing tasks, manages priorities and time in order to successfully meet deadlines
- Makes suggestions for improvements to working practice
- Plans required resources to successfully deliver projects.
- Undertakes and leads projects as and when required



Behaviours

- Behaves in a professional way
- Acts as a role model, contributing to team cohesion and productivity
- Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude
- Takes responsibility for their own work and accepts feedback in a positive way
- Is able to accept and deal with changing priorities

Knowledge, skills and behaviours: What apprentices need to learn

The required knowledge, skills and behaviours of the Senior Compliance and Risk Specialist apprenticeship standard are found on the Institute for Apprenticeships & Technical Education (IfATE) website.

Gateway Requirements

The End-Point Assessment (EPA) gateway is when the ICA checks and confirms that apprentices have met any requirements required before they start the EPA.

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the apprenticeship standard.

Apprentices without Level 2 English and Maths will need to achieve these prior to taking the EPA.

At gateway, apprentices must submit:

- a portfolio of evidence to be used within the interview, and

- a summary of the project that will be used for the project presentation and questions.

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End Point Assessment

All apprentices must take an independent assessment at the end of their apprenticeship training to confirm that they have achieved occupational competence. Rigorous, robust and independent EPA is essential to give employers confidence that apprentices completing an apprenticeship standard can actually perform in the occupation they have been trained in and can demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can only be conducted by an independent EPAO.





The Assessment Plan for each standard outlines the assessment methods to be used. The EPA for this apprenticeship consists of the following mandatory elements.

Knowledge test

The apprentice undertakes a 60-minute online exam that consists of 50 multiple-choice questions.

The assessment must be passed before the apprentice progresses to the interview and presentation.

Portfolio-based interview

This assessment will take the form of a 45-minute interview will provide an opportunity for the apprentice to demonstrate their competence and excellence and to cover the knowledge, skills and behaviours assigned to this assessment method.

The interview assesses the:

- understanding of the portfolio to validate competence shown
- self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied, and
- judgement and understanding to explain appropriate examples.

The Portfolio of Learning contains evidence of at least one of each of the minimum knowledge, skills and behaviours (as outlined in the ICA Assessment Handbook)

and a practical observation and/or evaluation by the employer, such as acknowledgement of a skill shown or evidencing work completed on a particular project with manager comments, which will then be discussed at interview.

The portfolio is not directly assessed – it is used to frame discussion at interview, where the knowledge, skills and behaviours are assessed.

Project presentation

The apprentice delivers a 15-minute presentation to the ICA on a project they have completed or a process they have improved. This is followed by up to 15 minutes for a Q&A session.

The presentation should demonstrate how they approached a task and the skills shown in doing so, building towards how they would improve the results going forward.

Full information regarding the assessment methods is provided within the ICA Assessment Handbook for this EPA.

Grading

Each assessment will be carried out independently, and all assessment components of the EPA must be passed in order to attain an overall pass grade.

The overall EPA will be graded Fail, Pass, or Distinction based upon the performance across the three assessments. All methods are equally weighted.

The knowledge test must be passed before progressing to interview and presentation. All methods are equally weighted.

Results and Certification

Following the EPA, ICA will issue an EPA result letter and grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Get in touch to discuss your EPA service requirements



End Point Assessment Organisation (EPAO)

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Email epa@int-comp.org, call us directly on +44 (0) 121 362 7503, or complete the form at www.int-comp.org/epao to request a same day call back from the EPA Team.

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