



Pearson

## Business Administrator webinar FAQs

### **What happens to those learners who need to do the knowledge test but they are working from home can this not be completed via teams?**

We are working on a solution at present as we don't have a remote system. This is not possible as they will not be accepted by the governing body.

### **Can the learners pass if they are unable to find the evidence but tell you what they did to cover skills and behaviour during the interview exam?**

If they have a strong knowledge of the evidence and can give clear answers to questions.

### **Sometimes the feedback is very vague and I do not feel it is personalised**

The NOR is something we are giving additional training to the IEAs so it is personalised and offers guidance on what was not covered.

### **Is the aggregation of grades across all 3 elements or across the 3 KSB?**

The aggregated grade is across the 3 components. The MCT is marked out of 50 , interview out of 100 and the project out of 100.

### **Is the project to be undertaken in the last 3 months on programme?**

Yes that is correct.

## **Is there a practice interview question document which we can use to support apprentices in preparation for EPA?**

No we have not composed practice interview questions as these might not reflect the questions on the day and can be off putting.

## **is there a limit on how many EPA attempts the apprentice can have?**

No.

## **Are there practice multiple choice questions?**

Yes these have been uploaded onto ACE360 in the knowledge base section. Also can be found on the website.

## **How are the multiple choice questions worded?**

There is a practice copy of the MCT on the knowledge base on Ace360.

## **If the project is substantial but is not an improvement to a process is that a fail?**

The specification states it must include an improvement of a process and this is reflected in the grade criteria.

## **If they have already been on programme for a year and then start the project which is 6 months before the end - they will have the skills so is it OK for them to do the projects at that point?**

Yes, the specification states the apprentices project should take between 21-35hrs to complete.

## **When they have a 'tell me' questions do they need to also direct the assessor to their evidence?**

Yes, the specification states the apprentices project should take between 21-35hrs to complete.

**When an apprentice fails do they only need to rectify what is in the report and we can assume everything else has been achieved? I understand the whole component will need to be re sat?**

The apprentice will need to ensure for the re-sit they are prepared to answer all questions for the interview again and have sufficiently prepared the areas not achieved previously.