

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.