



Apprenticeship Assessment Specification

BIIAB Level 2 Apprenticeship Assessment for ST1472 Administration Assistant

Qualification Number (Ofqual): 610/8208/9

Apprenticeship Standard Code: ST1472

Apprenticeship Standard/AAP Version: v2.0

BIIAB version: v2.0.1

Document Version: v1.0

Document Change Log

Version	Date	Details of change	Applies to:
V1.0	Oct 2026	First published version.	Registrations from 19 th October 2026

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About this Specification

This specification explains the purpose, structure and requirements of **BIIAB Level 2 Apprenticeship Assessment for ST1472 Administration Assistant**. It covers assessment content, delivery responsibilities, quality assurance, grading and certification.

It is intended for apprentices, employers, training providers, approved assessment centres and other organisations involved in the apprenticeship assessment.

It should be read alongside **Administration Assistant Standard and Assessment Plan v2.0** and the supporting documents listed in the **Supporting Documents** section of this specification.

Apprenticeship Assessment Qualification Overview

Occupational Context and Progression

Assistant administrators work across organisations of all sizes and sectors, carrying out routine administrative tasks under supervision and in accordance with set procedures. They support efficient organisational operations by assisting colleagues, using digital systems to collate, extract and enter data, completing routine activities within agreed timescales and quality requirements, and responding flexibly to changing priorities. The role involves interaction with a range of internal and external stakeholders, may include acting as a point of contact for other departments, and requires appropriate handling of sensitive organisational and personal information.

Typical job titles may include: Admin assistant; administrative officer; administrative clerk; business support; clerical assistant; data clerk; office assistant; receptionist; records clerk; secretary.

Progression: Apprentices may progress to the Level 3 Business Administrator apprenticeship or to more specialised roles and apprenticeships in areas such as human resources, payroll, data, procurement, project support, compliance or marketing.

Regulatory and Assessment Plan Alignment

BIIAB Level 2 Apprenticeship Assessment for ST1472 Administration Assistant is aligned with requirements of:

- **Administration Assistant Standard** published by Skills England: <https://skillsengland.education.gov.uk/apprenticeship-standards/st1472>
- **Administration Assistant Apprenticeship Assessment Plan** published by Skills England: <https://skillsengland.education.gov.uk/apprenticeship-standards/st1472?view=epa>
- applicable Skills England requirements and guidance

- applicable Ofqual conditions, requirements and guidance

BIIAB Qualifications Ltd is recognised by Ofqual and retains responsibility for the design, setting, assessment controls, quality assurance and award of results, including where an approved centre administers, delivers or marks an assessment on its behalf.

Qualification Objective

This qualification assesses whether an apprentice has demonstrated the knowledge and skills required by the assessment outcomes in the Apprenticeship Assessment Plan and can apply them in occupationally relevant contexts.

Behaviours are verified separately by the employer as part of gateway to completion and do not contribute to the Apprenticeship Assessment grade.

Successful completion confirms that the apprentice has met all assessment outcomes and the required performance standard.

Key Information

Apprenticeship title	BIIAB Level 2 Apprenticeship Assessment for ST1472 Administration Assistant
Qualification number	610/8208/9
Standard reference	ST1472
Occupational standard version/ Apprenticeship Assessment Plan version	V2.0
Typical apprenticeship duration	12 months
Pathways, options or included occupations	None
Off-the-job training requirements	Minimum hours for compliance: 278
Mandatory qualification(s)	None
Licence or professional registration	None
English and maths requirements	<p>English and maths qualifications must be completed in line with the apprenticeship funding rules, if applicable.</p> <p>English and Maths Development Apprenticeship standards identify knowledge and skills that provide opportunities to support the development and application of English and maths within an occupational context. These are indicated by an asterisk in the Apprenticeship Assessment Plan.</p>

	<p>For this apprenticeship, the identified knowledge and skills are:</p> <p>Knowledge: K1, K8, K12, K13, K14, K15, K17, K18</p> <p>Skills: S1, S2, S4, S7, S8, S9, S10, S11, S12, S14, S17</p> <p>This information is provided to help providers plan teaching and learning.</p>
Assessment methods	Portfolio of Evidence, Interview
Assessment method(s) permitted to be delivered by centres (if approved for delivery model)	Portfolio of Evidence
Order and timing of assessments	Assessments may be completed in any order and at any time providing that apprentices are ready and have acquired all the necessary knowledge and skills
Overall grading scale	Each method is graded Pass, Distinction or Fail Overall grade: Pass, Distinction or Fail

Entry Requirements/Pre-requisites

This qualification is intended for employed apprentices undertaking the stated apprenticeship standard in roles that provide opportunities to develop and demonstrate the required knowledge, skills and behaviours.

Employers determine their own recruitment requirements.

Assessment Coverage and Readiness

Assessment Coverage

The assessments for this qualification cover all assessment outcomes and the knowledge and skills assigned to them in the relevant Apprenticeship Assessment Plan (AAP).

The Apprenticeship Assessment Plan identifies the mandatory knowledge and skills that must be assessed in every relevant assessment version. BIIAB Qualifications Ltd determines the appropriate coverage of the remaining knowledge and skills.

Depending on the assessment design, the remaining knowledge and skills may be assessed in every version or sampled across different versions over time.

Where sampling is applied, BIIAB Qualifications Ltd controls the selection of sampled content so that every assessment version fully assesses the relevant assessment outcomes and is comparable in demand.

A full mapping of the assessment outcomes, knowledge and skills, and their assessment methods is provided in the **Appendix**.

Employer Verification of Behaviours

Employers are responsible for confirming that apprentices consistently demonstrate the required behaviours in the workplace.

This confirmation is separate from the graded assessment and is not assessed or quality assured by BIIAB Qualifications Ltd, however it is required for Gateway to Completion.

The following behaviours from the occupational standard are verified by employers:

B1: Team working to provide support. Collaborate with internal or external stakeholders to help achieve the goals of the organisation.
B2: Flexible and responds positively to changing work requirements or environments.
B3: Act upon and respond respectfully to feedback. Displaying commitment to personal and professional development.
B4: Acts in an ethical manner embracing equity, diversity and inclusion in the workplace.
B5: Professional in approach to work and internal or external stakeholders to meet the requirements of the organisation and codes of conduct.
B6: Focussed on the importance of delivering a quality service, identifying, meeting or exceeding key performance indicators.
B7: Works sustainably ensuring resources are used efficiently and responsibly.
B8: Committed to personal wellbeing and an awareness of the support and resources available to help them.

Assessment Readiness

Before an assessment takes place, the employer and provider must agree that the apprentice is ready to undertake the assessment, ensure they have acquired the relevant knowledge and skills assigned to the assessment method and that they have access to any required facilities, equipment and approved adjustments.

Assessment Methods

The sections below set out the key requirements for each assessment method. Where applicable, detailed delivery, marking and standardisation requirements are provided in the relevant Assessment & Internal Quality Assurance guide for centres approved to deliver or mark the method.

Each required assessment method must be passed before the Apprenticeship Assessment can be completed. Additional completion requirements are set out in the Gateway to Completion section.

Portfolio of Evidence

This method assesses the apprentice's ability to apply the required knowledge and skills through evidence produced in occupationally relevant administrative contexts.

It covers information and data handling, administrative task delivery and workflow management, stakeholder communication and relationship management, compliance and safe working, and continuing professional development. The detailed mapping is provided in the Appendix.

Duration or size of assessment	The portfolio is compiled during the apprenticeship and may be submitted for assessment when the apprentice is ready and the evidence is fully collated. There is no fixed word count or prescribed number of evidence items. Evidence should be selected for its relevance and quality, and a single item may be mapped to more than one assessment criterion where it provides valid evidence for each. The portfolio must contain sufficient evidence to cover all criteria assigned to this method.
Marks and grading approach	The assessor makes a judgement against the grading criteria in the Appendix. All pass criteria must be achieved for a Pass. A Distinction is awarded where all pass and distinction criteria are achieved. A Fail is recorded where the pass requirements are not met.
Assessment location and resources required	Evidence must be generated through occupationally relevant administrative activities. The apprentice must have access to the systems, software, information and resources needed to complete the relevant tasks. Confidential or sensitive information must be appropriately anonymised or redacted.
Delivery format and availability	The portfolio is normally submitted electronically through the specified assessment platform. Alternative formats may be permitted where agreed in advance with BIIAB Qualifications Ltd.
Assessment conditions	Evidence must be the apprentice's own work and must be valid, authentic, current, relevant and sufficient. A completed evidence-mapping document, together with the required sign-off and declaration of authenticity, must accompany the portfolio.

Assessment by approved centre permitted?	Yes, where the Centre and Centre Assessor are approved by BIIAB for the relevant delivery model.
Quality Assurance	Centre assessment decisions must be subject to the Centre's internal quality assurance arrangements. BIIAB Qualifications Ltd will undertake external quality assurance and scrutiny to confirm that assessment decisions are valid, reliable and consistently applied.
Grades available	Fail/Pass/Distinction.

The apprentice must compile a portfolio containing evidence of administrative activities completed during the apprenticeship. The evidence must be clearly referenced and mapped to the relevant grading criteria in the Appendix using the required evidence-mapping document.

Suitable evidence may include:

- administrative documents, reports and records
- spreadsheets, databases and data-entry outputs
- emails and other stakeholder communications
- diary, calendar, meeting and booking records
- screenshots or system-generated records
- records relating to resource monitoring, quality checks or issue escalation
- continuing professional development and self-reflection records
- assessor observation records
- authenticated witness statements
- audio, video or photographic evidence, where appropriate.

This list is not exhaustive. Evidence may be presented in different formats, provided it gives valid and sufficient evidence of the apprentice's knowledge and individual performance.

Each item must include enough context to identify the activity undertaken, the apprentice's individual contribution, the outcome achieved and the grading criteria being evidenced. Where work has been completed collaboratively, the apprentice's own contribution must be clearly identified.

Where knowledge cannot be demonstrated through a work product alone, supporting evidence may include an annotated work product, a brief contextual or structured explanation, or an assessor observation record. Supporting explanations must relate directly to occupational evidence and must not replace evidence of practical performance where this is required.

Employer or witness evidence must relate to direct observation of the apprentice's work. It may support the portfolio but should not replace evidence of the apprentice's own outputs where these would reasonably be expected.

The completed portfolio must be accompanied by the required Portfolio of Evidence mapping documentation which includes a sign off and declaration of authenticity.

Grading

A Pass is awarded where all pass grading criteria have been met. A Distinction is awarded where all pass and all distinction grading criteria have been met. A Fail is recorded where the pass requirements are not met.

Interview

This method assesses the apprentice's understanding and application of the required knowledge and skills through an Interview in an occupationally relevant context.

It covers the assessment outcomes assigned to the Interview, including organisational context, time and quality management, verbal communication, feedback, compliance, security, escalation, wellbeing, and professional development. The detailed mapping is provided in the Appendix.

Duration or size of assessment	1 hour and 15 minutes. The duration may vary by up to +10% to allow the apprentice to complete their response.
Number of tasks or questions	The assessor will ask sufficient planned questions to assess all grading criteria included in the applicable assessment version. A minimum of ten questions will be asked. Questions may address more than one grading criterion where appropriate. Follow-up questions may be used to clarify responses or explore examples in greater depth.
Marks and grading approach	The Interview is assessed against the grading criteria in the Appendix. All pass grading criteria included in the applicable assessment version must be achieved for a Pass. All pass grading criteria included in the applicable assessment version and all Distinction grading criteria must be achieved for a Distinction. A Fail is recorded where the pass requirements are not met.
Assessment location and resources required	The Interview is conducted remotely. The apprentice must have access to a suitable device, a reliable internet connection, a working camera and microphone, and a quiet location free from distractions and external influence.
Delivery format and availability	Online, at an agreed date and time. The Interview is conducted by a BIIAB Assessor.

Assessment conditions	The apprentice must answer independently and must not receive assistance during the Interview. No portfolio is required or assessed; however, the apprentice should be prepared to discuss relevant examples from their workplace experience and may take notes into the assessment in line with BIIAB's policy. The Interview must be recorded in accordance with BIIAB requirements.
Assessment by approved centre permitted?	No. This assessment is conducted and assessed by BIIAB Qualifications Ltd.
Quality Assurance	Assessment decisions are subject to BIIAB Qualifications Ltd.'s assessor standardisation, internal quality assurance and scrutiny arrangements.
Grades available	Fail/Pass/Distinction.

The Interview is a structured discussion conducted remotely by a BIIAB Assessor. The assessor will use planned questions to assess the apprentice against all grading criteria in the applicable assessment version.

The apprentice is not required to compile or submit a portfolio for the Interview. They should, however, be prepared to explain how they have applied their knowledge and skills and to provide appropriate examples from their workplace experience where requested.

The assessor may ask follow-up questions to clarify a response, explore an example in more detail or provide the apprentice with an opportunity to demonstrate a criterion that has not been fully evidenced. Responses will be assessed directly against the grading criteria in the Appendix.

Grading

All pass grading criteria included in the applicable assessment version must be achieved for a Pass. All pass grading criteria included in the applicable assessment version and all Distinction grading criteria must be achieved for a Distinction. A Fail is recorded where the pass requirements are not met.

Order and Timing of Assessments

There is no prescribed order for completing the assessment methods. Assessments should be scheduled when the apprentice is deemed ready and any method-specific requirements have been met.

Grading and Resits/Retakes

Overall Grading

Both assessment methods are graded individually as Fail, Pass or Distinction.

The apprentice must pass each method to pass the Apprenticeship Assessment overall. Where the Pass standard is not met, the result is Fail.

To achieve a Distinction overall, the apprentice must achieve a distinction in both methods.

Portfolio of Evidence	Interview	Overall result
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Fail
Fail	Distinction	Fail
Distinction	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

Resits and Retakes

A **resit** is a further assessment attempt that does not require additional learning. A **retake** is a further assessment attempt following additional learning or training agreed by the apprentice, employer and provider.

The provider should discuss the most appropriate course of action with the apprentice and employer. Where a retake is required, the agreed additional learning or training must be recorded in an action plan.

An apprentice may resit or retake an assessment because they did not achieve a pass or because they wish to improve their grade. There is no grade cap, and the highest available grade may still be achieved.

More than one resit or retake may be completed where necessary. However, the entire process must be completed within **six months** of the apprentice's **original assessment attempt**. This includes all further assessment attempts and any additional learning or training required for a retake.

In exceptional circumstances, an apprentice may apply for an extension under the special considerations policy. Where an extension is not approved, the apprentice's most recent grades will be submitted for certification by the end of the six-month period.

Resits/retakes to improve a grade

A resit or retake to improve a grade must be requested by the apprentice or provider within 10 working days of the grade being issued. There is no fixed limit on the number of resits/retakes that may be requested to improve a grade; however, the following conditions apply:

- All resits must be completed within the six-month period from the apprentice's original attempt. At the end of this period, the grades from the apprentice's most recent attempts will be submitted for certification and no further resits will be permitted.
- Only the grade from the most recent attempt will be recorded, even if it is lower than a previous grade. For example, if an apprentice passes an assessment and then resits it to improve their grade but fails, the fail will replace the pass. The apprentice must complete a further resit and achieve a pass or distinction for the fail to be replaced.

Where no further resit is requested within 10 working days of a grade being issued, the result will be submitted for certification and formally issued. No further resits will be permitted once certification has been requested.

For the Interview resit/retake, different questions will be asked during the assessment. For the Portfolio resit/retake, apprentices will need to update the evidence in their portfolio to address any gaps and resubmit.

Delivery and Quality Assurance

Assessment Delivery Models

The following models are permitted:

- Part Centre-assessed model
- Fully Awarding Organisation-assessed model

All assessments are developed and set by BIIAB Qualifications Ltd. Assessment must be delivered, marked and quality assured in accordance with this specification and the relevant supporting guides.

Part Centre-Assessed Model

Centres must be registered and approved by BIIAB Qualifications Ltd to deliver or mark assessment methods under this model. They must have appropriate processes, suitably qualified staff and effective quality-assurance arrangements in place.

Additional approval requirements may apply depending on the centre's existing status. The required approval and a current contract setting out the division of responsibilities must be in place before apprentices are registered.

Approved centres may assess the following method(s) only: Portfolio of Evidence

Fully Awarding Organisation-Assessed Model

Under this model, BIIAB Qualifications Ltd is responsible for delivering, marking and quality assuring all assessment methods.

Centres remain responsible for training and preparing apprentices for assessment and meeting any registration, booking and readiness requirements.

Roles and Staffing

Where a centre is approved to deliver or mark an assessment method, it must have suitably qualified assessors and internal quality assurers in place.

Assessor Requirements

Assessors are required to:

- be occupationally competent in the area they are assessing
- hold, or be working towards, a recognised assessor qualification, such as:
 - Level 3 Award in Assessing competence in the Work Environment
 - Level 3 Certificate in Assessing Vocational Achievement
 - A1 or D32/D33
- maintain up-to-date industry knowledge and competence and undertake continuing professional development (CPD)

Assessors must be independent of the apprentice's training and must not assess an apprentice they have directly taught or trained. Where this is not possible, please contact BIIAB.

Internal Quality Assurer (IQA) requirements

Internal quality assurers must not quality assure their own assessment decisions. They must:

- be occupationally competent or have sufficient technical understanding to quality assure assessment decisions
- hold, or be working towards, an appropriate internal quality assurance qualification, such as:
 - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
 - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
 - V1 or D34

- maintain up-to-date industry knowledge and competence and undertake continuing professional development (CPD)

Please note: Assessors and internal quality assurers working towards the required qualification must have their decisions countersigned by an appropriately qualified person until the qualification is achieved.

Internal Quality Assurance

Internal quality assurance must support valid, reliable and consistent assessment decisions.

Where a centre delivers or marks an assessment method, it must:

- have appropriately qualified staff in place
- internally quality assure centre-marked decisions before submission
- complete required standardisation
- retain the assessment and quality-assurance records required by BIIAB Qualifications Ltd.

Detailed requirements for centre delivery, internal quality assurance and standardisation are set out in the relevant **Assessment & Internal Quality Assurance Guide** for the method.

Where an assessment method is delivered and marked by BIIAB Qualifications Ltd, the applicable quality-assurance arrangements are managed by BIIAB Qualifications Ltd.

External Quality Assurance

Where a centre delivers or marks an assessment method, BIIAB Qualifications Ltd will carry out external quality assurance to confirm that requirements are being followed and standards are applied consistently, in line with our Centre Assessment Standards Scrutiny (CASS) arrangements.

External quality assurance may include monitoring of assessment delivery, sampling of assessment decisions, and review of centre processes and records.

Completion and Certification

Gateway to Completion

Gateway to Completion is the final checkpoint before an apprenticeship certificate can be requested.

Before completion can be confirmed:

- all required Apprenticeship Assessments must have been passed
- the minimum duration of the apprenticeship must have been met

- the employer must have verified the required behaviours using the relevant **Employer Behaviour Verification Form** and provided this to BIIAB Qualifications Ltd.
- the employer, in consultation with the provider, must be satisfied that the required occupational knowledge and skills have been attained
- English and maths requirements must have been met where applicable

Certification

On successful completion of the assessments and confirmation that the gateway-to-completion requirements have been met, and with the apprentice's permission, BIIAB Qualifications Ltd will request the apprenticeship certificate through the applicable government certification process.

Policies and Apprentice Support

Reasonable Adjustments & Special Considerations

Reasonable adjustments and special considerations are permitted, where appropriate, to ensure apprentices are not unfairly disadvantaged. Reasonable adjustments must be agreed in advance.

All reasonable adjustments and special considerations must be managed in line with BIIAB Qualifications Ltd's Reasonable Adjustments & Special Considerations policies, available from the website.

Adjustments and special considerations must not compromise the validity or reliability of the assessment or the assessment of the knowledge and skills set out in the Apprenticeship Assessment Plan (AAP) and this specification.

Complaints and Appeals

Complaints about services or administration, and appeals against assessment decisions, will be managed in accordance with the relevant BIIAB Qualifications Ltd policies, available from the website.

Malpractice, Maladministration, Authenticity and AI

Assessment evidence must be the apprentice's own. Cheating, plagiarism, collusion, falsification of evidence, impersonation, or prohibited or undeclared use of artificial intelligence may constitute malpractice.

AI may be used only where permitted by the assessment conditions and must be declared where required. An authenticity declaration must accompany submitted evidence where specified.

Maladministration includes any failure to follow the required assessment, administration or quality-assurance procedures.

Suspected or confirmed cases may affect results and will be managed in accordance with the BIIAB Qualifications Ltd Malpractice and Maladministration Policy, available to download from the website.

Documents, Support and Contacts

Supporting Documents

Document or resource	Location and Availability
This specification	Available to download from the website and ACE360
Specimen assessment materials	Available to all registered Providers through ACE360
Portfolio of Evidence: Assessment & Internal Quality Assurance Guide	Available to Centres registered for Centre Assessment Model.
Apprenticeship Assessment Guide	Available to all registered Providers through ACE360

Specimen materials illustrate the assessment format and expected demand. They do not disclose or predict live assessment content. Restricted materials must be handled in accordance with BIIAB Qualifications Ltd security requirements.

Language

The specification and associated assessment materials are in English only.

Version Control and Transition Arrangements

This assessment is subject to version control and may be updated following changes to the occupational standard, Apprenticeship Assessment Plan or applicable requirements.

Where a new version is introduced, BIIAB Qualifications Ltd will communicate the applicable transition arrangements.

Contact Details

Email: apprenticeships@BIIAB.co.uk

Tel: 0115 854 1620

Website: <https://BIIAB.co.uk>

Appendix

Portfolio of Evidence

All knowledge and skills assigned to Portfolio will be assessed.

The apprentice will be assessed against all pass and distinction grading criteria below. All pass grading criteria must be achieved to pass the assessment. All pass and all distinction grading criteria must be achieved to gain a distinction in this method.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
AO1: Information Management and Data Handling Uses organisational systems and software tools to process, secure, and share information and data. Follows legislation, confidentiality requirements, and organisational policies to maintain data integrity and accuracy.	K8	Software packages and their technical applications such as databases, spreadsheets presentation and communication tools.	PO1.0: Demonstrates understanding of how the technical applications of software packages, such as databases, spreadsheets, presentations and communication tools, support well defined administrative tasks	
	S1	Receive, retrieve, process, record and store information and data.	PO2.0: Receives, retrieves, processes, records and stores information and data accurately and in line with legislation and requirements, using organisational systems and procedures in familiar administrative tasks.	PO2.1: Receives, retrieves, processes, records and stores information and data accurately when a familiar task includes a defined change or less obvious inconsistency, taking appropriate action to maintain data integrity.
	S3	Use software packages and tools for example AI or automation to input and process data and information, to contribute to routine	PO3.0: Selects and uses suitable software packages and tools, including AI or automation where relevant, to input and process data and information for routine administrative	PO3.1: Uses suitable software packages and tools, including AI or automation where relevant, efficiently and accurately, selecting features or approaches that improve the quality,

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
		administration tasks in line with organisational policies and procedures.	tasks in line with organisational policies and procedures.	timeliness or usefulness of administrative outputs in line with organisational policies and procedures.
	S4	Handle and communicate information in line with organisational policies, procedures and security requirements.	PO4.0: Handles and communicates information accurately and securely in line with organisational policies, procedures, relevant legislation and security requirements.	
	S18	Use cloud services to share documents for use and/or collaboration.	PO5.0: Uses cloud services to share documents for use or collaboration in line with organisational requirements.	
A02: Administrative Task Delivery and Workflow Management Plans, organises, and delivers administrative tasks using organisational processes, digital tools, and resource management methods. Reviews work, adapts to operational changes, seeks clarification where needed, and maintains accurate records to support workflow.	S6	Plan and review administration tasks allocated by supervisor.	PO6.0: Plans and reviews administration tasks allocated by the supervisor using appropriate methods and tools to support their delivery	PO6.1: Plans and reviews allocated administrative tasks using informed judgement and self-direction, anticipating foreseeable task or workflow needs within their remit.
	S8	Monitor and report on the use of resources such as materials, equipment and supplies.	PO7.0: Monitors and reports on the use of resources, such as materials, equipment and supplies, and reports the information accurately using agreed organisational processes and tools.	
	S9	Use agreed organisational systems and protocols to manage calendars, diaries and booking systems.	PO8.0: Uses agreed organisational systems and protocols to maintain accurate calendars, diaries and booking systems that support workflow	
	S14	Use time management tools to meet deadlines.	PO9.0: Uses appropriate time management tools to organise work, meet deadlines and adapt to operational changes in priority	

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
	S17	Review and check own work.	PO10.0: Reviews and checks own work against task and organisational requirements to identify and correct straightforward errors or omissions before completion.	PO10.1: Reviews own work systematically to identify and correct a less obvious error or inconsistency before completion.
	S20	Seek clarification and help, when required, to complete assigned tasks within agreed timeframes.	PO11.0: Seeks clarification and help when required, using appropriate organisational routes, to complete assigned tasks within agreed timeframes.	
A03: Stakeholder Communication and Relationship Management Uses written, verbal, and digital communication methods to provide information, respond to stakeholders, and maintain professional working relationships. Supports organisational delivery following expected standards, guidelines or procedures and acting on feedback.	K12	Types and frequency of written communication with stakeholders and the impact on outputs. For example, mass texts, mailshots, formal letters or emails.	PO12.0: Demonstrates understanding of the types and frequency of written communication used with stakeholders, their suitability for different purposes and their impact on outputs.	
	K18	Sources of information. Methods to fact check, use and share information following processes, legislation or policy.	PO13.0: Demonstrates understanding of appropriate sources of information and methods used to fact-check, use and share information so that it is fit for purpose and follows relevant processes, legislation or policy.	
	S7	Maintain professional relationships with stakeholders.	PO14.0: Maintains professional working relationships with colleagues and other stakeholders through effective communication, collaboration and appropriate conduct in familiar administrative contexts.	PO14.1: Responds resourcefully to differing needs or perspectives in a familiar team or stakeholder situation, adapting communication and collaboration to maintain effective working relationships and support an effective outcome.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
	S10	Source information as requested by stakeholders, ensuring they are shareable. As examples client records, signpost to services or reports.	PO15.0: Sources relevant information as requested by stakeholders, ensuring it is fit for purpose and shareable, for example client records or signposting to services/reports	
	S12	Use communication tools to respond to stakeholders using professional language and organisational etiquette.	PO16.0: Uses written, verbal and digital communication methods and tools appropriate to the context to respond to stakeholders using professional language and organisational etiquette, in line with organisational standards and procedures.	PO16.1: Communicates with consistent clarity and sensitivity across a range of familiar service-delivery scenarios.
	S15	Handle feedback following expected professional etiquette.	PO17.0: Handles feedback using expected professional etiquette and takes appropriate action on it within the requirements of the role.	
A04: Compliance, Security, and Risk Awareness Applies organisational policies, legislation, and sector requirements to work safely and securely. Identifies risks, protects against security threats, and follows escalation processes.	S2	Operate within organisational policies, standards and procedures and relevant legislation respecting confidentiality; adapting to operational changes as they occur.	PO18.0: Operates consistently in line with organisational policies, standards, procedures and relevant legislation, maintaining confidentiality and adapting appropriately to operational changes as they occur	PO18.1: Demonstrates how they have proactively checked working practices against relevant legislation, organisational policies and procedures, taking proportionate action where needed to maintain compliance and confidentiality.
	S13	Operate within agreed health and safety standards.	PO19.0: Operates consistently within agreed health and safety standards	

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
A05: Professionalism, Wellbeing, and Continuous Development Uses self-reflection, implements CPD activities, and wellbeing strategies to support development and workplace conduct. Maintains knowledge of sector, and ethical working practices.	S11	Use continuing professional development including self-reflection to support current and future training and development needs.	PO20.0: Uses continuing professional development, including self-reflection, to identify current and future knowledge and skills development needs and records appropriate development actions.	PO20.1: Demonstrates how continuing professional development and self-reflection have led to a clear improvement in knowledge, skills or effectiveness in the role, supported by evidence of the change in administrative practice or outcomes.

Amplification

The purpose of amplification is to provide further clarity on the key parts of an assessment criterion and its intended scope. It supports consistent interpretation without replacing or adding to the requirements of the criterion.

Pass Grading Criteria - Amplification	Distinction Grading Criteria – Amplification
PO1.0 – Technical applications of software packages <ul style="list-style-type: none"> Understanding may include how the features and functions of different software packages support well-defined administrative tasks, for example maintaining records, organising or presenting information, producing routine documents and communicating or sharing information. This may include databases for maintaining, searching, retrieving and updating records; spreadsheets for organising, calculating 	

<p>and presenting data; presentation software for presenting information; and communication or collaboration tools for communicating, sharing information and working with others.</p>	
<p>PO2.0 – Receiving, retrieving, processing, recording and storing information and data</p> <ul style="list-style-type: none"> • May include receiving or obtaining information from appropriate sources; locating and retrieving existing information; checking accuracy and completeness; entering, updating or processing records for the required purpose; and storing information securely using agreed organisational systems and procedures. 	<p>PO2.1 – Maintaining data integrity where there is a defined change or less obvious inconsistency</p> <ul style="list-style-type: none"> • May include identifying and responding appropriately to a discrepancy, mismatch, duplication, omission or other inconsistency that is not immediately apparent during a familiar administrative task; checking relevant information or sources; and taking appropriate action within own remit to maintain the accuracy, completeness or consistency of information and data.
<p>PO3.0 – Software packages and tools</p> <ul style="list-style-type: none"> • Software packages and tools appropriate to the administrative task, for example databases, spreadsheets, word processing, communication or collaboration tools and AI or automation where relevant. • Using tools to input and process data and information may include selecting appropriate features, entering or updating data, carrying out routine processing and checking outputs, while following organisational requirements for approved and responsible use. 	<p>PO3.1 – Efficient and effective use of software packages and tools</p> <ul style="list-style-type: none"> • May include selecting and using appropriate features, functions or approaches that make routine administrative processing more efficient or accurate, or improve the quality, timeliness or usefulness of the resulting output. • Where AI or automation is used, this should be appropriate to the task and comply with organisational requirements (e.g. in relation to security/privacy, permitted functions/models, malpractice, copyright, intellectual property etc.) for approved and responsible use.
<p>PO4.0 – Handling and communicating information accurately and securely</p> <ul style="list-style-type: none"> • May include checking accuracy and recipients; using approved systems and communication methods; applying appropriate access controls; protecting confidential or sensitive information; and following organisational policies, security procedures and relevant legal requirements. 	

<p>PO5.0 – Using cloud services to share documents</p> <ul style="list-style-type: none"> • May include uploading or locating documents, selecting appropriate recipients, setting or checking access permissions, sharing links or files and using collaboration features such as collaborative editing or comments in line with organisational requirements. 	
<p>PO6.0 – Planning and reviewing allocated administrative tasks</p> <ul style="list-style-type: none"> • May include confirming allocated task requirements, priorities and deadlines; identifying straightforward steps and resources needed to complete the task; using appropriate planning tools; monitoring progress; and reviewing the task to ensure it remains on track and meets requirements. 	<p>PO6.1 – Planning and reviewing with informed judgement and self-direction</p> <ul style="list-style-type: none"> • May include using available information and experience to organise and adjust allocated work with limited routine direction; anticipating foreseeable requirements, dependencies, deadlines or straightforward workflow issues; and taking appropriate action within own remit to support successful completion.
<p>PO7.0 – Monitoring and reporting resource use</p> <ul style="list-style-type: none"> • May include recording the use, availability or stock levels of materials, equipment or supplies; identifying straightforward shortages or requirements; and reporting accurate information through agreed systems, records or organisational processes. 	
<p>PO8.0 – Maintaining calendars, diaries and booking systems</p> <ul style="list-style-type: none"> • May include creating, amending and cancelling entries; checking availability and relevant details; avoiding or resolving straightforward clashes; communicating changes; and following agreed protocols for appointments, meetings, rooms, resources or other bookings. 	
<p>PO9.0 – Using time-management tools</p> <ul style="list-style-type: none"> • May include calendars, diaries, task lists, reminders, scheduling or other workplace tools to organise tasks, track deadlines and monitor progress. • Adjusting planned work appropriately when operational priorities change, including updating schedules or task priorities within own remit. 	

<p>PO10.0 – Reviewing and checking own work</p> <ul style="list-style-type: none"> • May include checking accuracy, spelling, calculations, formatting, completeness and compliance with task or organisational requirements; comparing work with source information where appropriate; and correcting straightforward errors or omissions before completion. 	<p>PO10.1 – Systematic review and checking of own work</p> <ul style="list-style-type: none"> • Systematic review may include using an organised or methodical approach to checking work against task requirements, source information or expected outputs, enabling a less obvious error or inconsistency to be identified and corrected before completion.
<p>PO11.0 – Seeking clarification and help when required</p> <ul style="list-style-type: none"> • May include recognising unclear instructions, missing information or issues outside own remit; checking available guidance; and contacting an appropriate supervisor, colleague or support function in sufficient time to complete the task. 	
<p>PO12.0 – Types and frequency of written communication</p> <ul style="list-style-type: none"> • A range of types, for example emails, letters, messages, reports, mailshots or other workplace communications. • Understanding how the type, style and frequency of written communication should be appropriate to the audience and purpose, and how these can affect clarity, response, service or other required outputs. 	
<p>PO13.0 – Sources of information and fact-checking methods</p> <ul style="list-style-type: none"> • Organisational records and systems, policies and procedures, official or trusted external sources and information provided by appropriate stakeholders. • Understanding appropriate methods of fact-checking, including checking accuracy, currency and source reliability, and comparing information with other appropriate sources before it is used or shared. 	
<p>PO14.0 – Maintaining professional working relationships</p> <ul style="list-style-type: none"> • May include communicating respectfully, being reliable, collaborating and sharing information appropriately, recognising the needs of others and maintaining professional boundaries and conduct with colleagues and other stakeholders. 	<p>PO14.1 – Adapting to differing needs or perspectives</p> <ul style="list-style-type: none"> • May include recognising differing needs, expectations or perspectives in a familiar team or stakeholder situation and adapting communication or collaboration appropriately. • Resourceful responses may include using available information, agreed approaches or appropriate support to address the

	situation within own remit and help maintain the working relationship and support an effective outcome.
PO15.0 – Sourcing information for stakeholders <ul style="list-style-type: none"> • May include identifying what information is required, locating it from appropriate records, systems, reports or service information, checking accuracy and relevance and ensuring it can be shared in line with confidentiality, data protection and organisational requirements. 	
PO16.0 – Communication methods and tools <ul style="list-style-type: none"> • A range of methods and tools, for example, email, telephone, messaging, face-to-face or online meetings and other approved workplace tools. • Professional language and organisational etiquette may include appropriate tone, clarity, timeliness, conduct and communication conventions for the stakeholder and context. 	PO16.1 – Consistently clear and sensitive communication <ul style="list-style-type: none"> • Across a range of familiar service-delivery scenarios, communication should demonstrate consistent clarity and appropriate sensitivity to the stakeholder, purpose and circumstances. • This may include adapting tone, language, method or approach appropriately while maintaining professional and organisational standards.
PO17.0 – Handling feedback professionally <ul style="list-style-type: none"> • For example, listening and responding appropriately, clarifying the feedback where necessary, recognising what action is required and acting within own remit or referring matters appropriately in line with organisational expectations. 	
PO18.0 – Operating within organisational and legal requirements <ul style="list-style-type: none"> • Following relevant policies, procedures, standards and applicable legislation; protecting confidentiality; using approved systems and working practices; and responding appropriately when processes, priorities or other operational requirements change. 	PO18.1 – Proactively checking compliance and confidentiality <ul style="list-style-type: none"> • May include proactively checking own or relevant administrative working practices against applicable organisational policies, procedures or legislative requirements; identifying where an adjustment or action is needed; and taking proportionate action within own remit or referring the matter appropriately. • Actions should support continued compliance, confidentiality and appropriate administrative practice.

<p>PO19.0 – Operating within agreed health and safety standards</p> <ul style="list-style-type: none"> • Following agreed safe working practices, using workstations and equipment appropriately, keeping work areas safe and reporting hazards, incidents or concerns through the correct organisational routes. 	
<p>PO20.0 – Continuing professional development (CPD) and self-reflection</p> <ul style="list-style-type: none"> • May include using feedback, reflection, performance discussions or skills reviews to identify current and future development needs; undertaking relevant learning, training or workplace development; and recording appropriate development needs and actions. 	<p>PO20.1 – Applying CPD and self-reflection to improve practice</p> <ul style="list-style-type: none"> • May include using learning, feedback or self-reflection to make an identifiable change to knowledge, skills or working practice and demonstrating how this has improved effectiveness in the role. • Evidence of improvement may relate to, for example, greater accuracy, efficiency, confidence, consistency or effectiveness in an administrative task or outcome.

Interview

Knowledge and skills indicated with an * (**K11, K16, K24, K2, K4, K25, K7, K21**) may be sampled by BIIAB Qualifications Ltd and not feature in every assessment version. All other knowledge and skills will be assessed every time. Apprentices must still have acquired all the relevant knowledge and skills assigned to the assessment method before being put forward for their assessment.

The apprentice will be assessed against all pass grading and distinction criteria in the applicable version of the assessment. All pass grading criteria included in the applicable assessment version must be achieved for a Pass. All pass grading criteria included in the applicable assessment version and all Distinction grading criteria below must be achieved for Distinction.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
AO1: Information Management and Data Handling Uses organisational systems and software tools to process, secure, and share information and data. Follows legislation, confidentiality requirements, and organisational policies to maintain data integrity and accuracy	K9	Principles of information and data retrieval, maintaining records and respecting confidentiality, in line with organisational policies and legislation.	INT1.0: Explains the principles of information and data retrieval, maintaining records and respecting confidentiality and how they relate to administrative work in line with organisational policies and legislation	
	K11*	Principles of data and information handling and storage including the importance of retention dates, systematic storage, backing up and filing structure.	INT2.0: Explains the principles of data and information handling and storage including the importance of retention dates, systematic storage, backing up and filing structure.	
	K16*	Information and data retrieval. Required processes to undertake tasks for example compliance, GDPR, retention and deletion.	INT3.0: Describes the processes relating to information and data retrieval required to undertake tasks, for example compliance, GDPR, retention and deletion	
	K24*	The benefits of cloud services and platforms.	INT4.0: Identifies relevant benefits of cloud services and platforms for	

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
			routine administrative work, including how they support document use, sharing or collaboration in familiar contexts.	
A02: Administrative Task Delivery and Workflow Management Plans, organises, and delivers administrative tasks using organisational processes, digital tools, and resource management methods. Reviews work, adapts to operational changes, seeks clarification where needed, and maintains accurate records to support workflow.	K2*	How organisation structure, vision and function affect the role.	INT5.0: Describes how the organisation's structure, vision and function affect the role and routine administrative work.	
	K3	The role, responsibilities and impact this has on deliverables, stakeholders and key performance indicators.	INT6.0: Explains the role and its responsibilities and impact on deliverables, stakeholders and relevant key performance indicators.	
	K4*	The sector landscape and its impact on the organisation and role for example technology, finance or compliance.	INT7.0: Describes the sector landscape and its impact on the organisation and role, for example technology, finance or compliance.	
	K15	Principles of time management and tools used to organise workload to meet deadlines.	INT8.0: Describes the principles of time management and relevant tools and how they are used to organise workload to meet deadlines	INT8.1: Justifies how time-management principles and tools are used proactively to reprioritise a familiar workload in response to changing demands while maintaining agreed deadlines.
	K17	Quality assurance processes and how they impact on the role and organisation.	INT9.0: Describes quality assurance processes and how they impact on the role and organisation	
	K25*	Methods to seek clarification and help to complete assigned tasks within agreed timeframes.	INT10.0: Describes appropriate methods for seeking clarification and help and when and how to use them to complete assigned tasks within agreed timeframes.	

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
A03: Stakeholder Communication and Relationship Management Uses written, verbal, and digital communication methods to provide information, respond to stakeholders, and maintain professional working relationships. Supports organisational delivery following expected standards, guidelines or procedures and acting on feedback.	K13	Principles of verbal communication. For example, over the phone, in a meeting both online and virtual, formal presentations.	INT11.0: Explains the principles of effective verbal communication and how they apply to familiar stakeholder contexts using channels such as telephone calls, meetings or presentations.	INT11.1: Justifies how verbal communication should be adapted to maintain clarity and sensitivity for the audience and purpose across different stakeholder situations.
	K19	Feedback mechanisms. How to receive feedback.	INT12.0: Explains the feedback mechanisms relevant to the role and how to receive feedback using expected professional etiquette.	INT12.1: Explains how feedback is proactively sought and used to take purposeful action that improves the efficiency, quality or outcome of an administrative task, service or stakeholder response.
A04: Compliance, Security, and Risk Awareness Applies organisational policies, legislation, and sector requirements to work safely and securely. Identifies risks, protects against security threats, and follows escalation processes.	K1	Industry regulations, codes of practice, organisational policies, workplace practices, confidentiality, licences and legal requirements that might affect the organisation such as social media guidelines, security threats, data protection and GDPR.	INT13.0: Describes industry regulations, codes of practice, organisational policies, workplace practices, confidentiality, licences and legal requirements that might affect the organisation, such as social media guidelines, security threats, data protection and GDPR.	INT13.1: Demonstrates accurate and confident interpretation of relevant policies, practices and legislation and explains how they apply to the role and organisation and inform decision-making in familiar contexts
	K6	Approaches to diversity, equity, inclusion and the impact on stakeholders and organisational activity.	INT14.0: Describes approaches to diversity, equity and inclusion and their impact on stakeholders and organisational activity	

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
	K7*	The impact of sustainability and environmental good practice on organisational activity.	INT15.0: Explains how sustainability and environmental good practice affect organisational activity.	
	K10	Principles of working safely, such as online, on site, venues and organisational premises, to meet requirements.	INT16.0: Explains the principles of working safely, such as online, on site, venues and organisational premises, to meet requirements.	
	K22	Escalation processes such as security, software, customer service and complaints.	INT17.0: Describes the appropriate escalation processes for security, software, customer service and complaints issues, including when and how to use them	
	K23	Digital footprint. The impact of online activity and how this can make an individual or organisation vulnerable.	INT18.0: Explains what a digital footprint is and how online activity can make an individual or organisation vulnerable.	
	S5	Recognise and rectify issues and escalate as required. For example, stakeholder documents and reports, safeguarding concerns or abusive behaviour.	INT19.0: Recognises and rectifies straightforward issues and escalates as required, for example, issues with stakeholder documents and reports, safeguarding concerns or abusive behaviour.	INT19.1: Justifies an appropriate approach to responding to an issue, demonstrating informed judgement and explaining how the actions are appropriate, timely and in line with organisational requirements.
	S19	Protect against security threats for example, strong passwords, two step verification, office tailgating and display of security passes or clothing that identifies secure workplaces.	INT20.0: Applies appropriate actions to protect against security threats, such as using strong passwords and two-step verification, and responding to tailgating and identification-related risks in line with organisational procedures	INT20.1: Anticipates security risks and applies appropriate organisational controls confidently to protect information, people or premises.

Assessment Outcome	K/S ref.	Knowledge or skill statement	Pass grading criteria	Distinction grading criteria
A05: Professionalism, Wellbeing, and Continuous Development Uses self-reflection, implements CPD activities, and wellbeing strategies to support development and workplace conduct. Maintains knowledge of sector, and ethical working practices.	K5	Principles of corporate social responsibility (CSR) and ethics relating to the role.	INT21.0: Explains the principles of corporate social responsibility (CSR) and ethics and how they apply to the role	
	K14	Approaches to maintaining up-to-date knowledge of existing and evolving tools and trends.	INT22.0: Describes approaches to maintaining up-to-date knowledge of existing and evolving tools and sector trends relevant to the role	
	K20	The benefits of wellbeing and good working practices.	INT23.0: Describes the benefits of maintaining wellbeing and good working practices in an administrative workplace.	
	K21*	Self-reflection models and techniques.	INT24.0: Explains self-reflection models and techniques and how they can be used to review performance and identify development needs.	
	S16	Maintain wellbeing, accessing organisational support mechanisms if required.	INT25.0: Acts to maintain wellbeing, accessing organisational support mechanisms if required.	

Amplification for Interview Grading Criteria

The purpose of amplification is to provide further clarity on the key parts of an assessment criterion and its intended scope. It supports consistent interpretation without replacing or adding to the requirements of the criterion.

Pass Grading Criteria - Amplification	Distinction Grading Criteria – Amplification
INT1.0 – Principles of information and data retrieval, maintaining records and confidentiality <ul style="list-style-type: none"> Retrieving the correct information from authorised sources; keeping records accurate, complete and current; controlling access and sharing; and protecting confidential, personal or sensitive information. Relevant requirements, for example, organisational policies and procedures, UK GDPR/data protection, confidentiality and information security requirements. 	
INT2.0 – Principles of data and information handling and storage <ul style="list-style-type: none"> Retention periods and appropriate disposal; logical file/folder structures and naming conventions; systematic filing; version control where relevant; secure access; and back-up arrangements to protect information and support recovery. 	
INT3.0 – Processes relating to information and data retrieval <ul style="list-style-type: none"> Locating, identifying and accessing information or data from appropriate sources, using relevant search or retrieval methods; checking that the information is accurate and relevant; following authorised access and sharing processes; and applying relevant requirements for data protection, confidentiality, retention and secure deletion. 	

INT4.0 – Benefits of cloud services and platforms <ul style="list-style-type: none"> • May include benefits such as access to current documents from approved locations or devices, easier secure sharing, collaboration or co-authoring, version management and supporting efficient remote or shared working. Appropriate access and permissions should be considered when using cloud services. 	
INT5.0 – Organisation structure, vision and function <ul style="list-style-type: none"> • The organisation's purpose and main activities; how teams, departments or functions fit together; reporting and working relationships; and key organisational priorities or objectives. • How these influence the administrative role and routine work. 	
INT6.0 – Role, responsibilities and impact <ul style="list-style-type: none"> • Own duties, remit and expected deliverables; key internal and external stakeholders; how the accuracy, quality or timeliness of administrative work affects others. • Relevant KPIs, for example, service levels, response times, deadlines, accuracy or other performance measures relevant to the workplace. 	
INT7.0 – Sector landscape <ul style="list-style-type: none"> • For example, relevant developments in technology, regulation/compliance, economic or financial factors, customer/stakeholder expectations or ways of working. • Understanding should focus on factors relevant to the organisation and how they may affect routine administrative work. 	

<p>INT8.0 – Time-management principles and tools</p> <ul style="list-style-type: none"> • Prioritising work according to urgency, importance and deadlines; planning and reviewing workload; allowing sufficient time for completion and checking; and using calendars, diaries, task lists, reminders or other workplace planning tools. 	<p>INT8.1 – Proactive reprioritisation of workload</p> <ul style="list-style-type: none"> • May include reviewing priorities when a familiar workload changes; considering urgency, importance, dependencies and deadlines; and adjusting the order or timing of work appropriately. • This may involve planning ahead and explaining why a particular approach to reprioritising work was suitable while maintaining agreed deadlines. Agreed deadlines may be the original deadlines or agreed amended/extended deadlines.
<p>INT9.0 – Quality assurance processes</p> <ul style="list-style-type: none"> • For example, checking work against instructions, templates, standards or agreed requirements; proofreading and accuracy/completeness checks; approval or sign-off processes; and document or version controls. • Understanding how quality affects reliable service, stakeholders and the organisation. 	
<p>INT10.0 – Methods for seeking clarification and help</p> <ul style="list-style-type: none"> • For example, checking available instructions or guidance; asking a supervisor, manager or appropriate colleague; and using relevant support routes, for example, IT or HR. • Recognising when help is needed and seeking it early enough to meet agreed timescales. 	
<p>INT11.0 – Principles of effective verbal communication</p> <ul style="list-style-type: none"> • Clear and appropriate language, tone, pace and level of detail; active listening; questioning and checking understanding; and professional etiquette. • Application may include telephone calls, face-to-face or online meetings and routine presentations. 	<p>INT11.1 – Adapting verbal communication</p> <ul style="list-style-type: none"> • May include adapting language, tone, pace, level of detail, questioning or communication approach according to the audience, purpose and circumstances. • Sensitivity may include recognising the needs of the stakeholder and responding appropriately while maintaining clarity and professional standards.

INT12.0 – Feedback mechanisms <ul style="list-style-type: none"> • For example, informal feedback, one-to-ones, reviews, customer/stakeholder feedback, surveys or other workplace mechanisms. • Receiving feedback professionally may include listening, acknowledging the feedback, asking appropriate questions to clarify understanding and responding constructively in line with workplace expectations. 	INT12.1 – Proactively seeking and using feedback <ul style="list-style-type: none"> • May include identifying an appropriate opportunity or person from whom to seek feedback, asking for relevant feedback and using it to make a purposeful change to an administrative task, service or stakeholder response. • This may include explaining how the feedback led to an improvement in efficiency, quality or the outcome.
INT13.0 – Relevant regulations, codes of practice, policies, workplace practices and legal requirements <ul style="list-style-type: none"> • Data protection and confidentiality, information and cyber security, social media/acceptable use, equality and health and safety key legislation, plus sector-specific requirements where relevant to their organisation/role. • Understanding should focus on how these affect the organisation and the apprentice's role. 	INT13.1 – Interpretation and application of requirements <ul style="list-style-type: none"> • May include interpreting relevant organisational policies, procedures, workplace practices or legislative requirements and relating them to the apprentice's role and organisation. • This may include explaining how relevant requirements informed an appropriate decision or action in a familiar situation. • This does not require specialist legal or compliance knowledge.
INT14.0 – Approaches to diversity, equity and inclusion <ul style="list-style-type: none"> • For example, treating people fairly and respectfully; inclusive and accessible communication; recognising different needs and perspectives; reasonable adjustments where relevant; and recognising or avoiding discrimination and bias. 	
INT15.0 – Sustainability and environmental good practice <ul style="list-style-type: none"> • For example, reducing unnecessary printing and waste, recycling, responsible use of energy and resources and using digital or other sustainable alternatives where appropriate. 	
INT16.0 – Principles of working safely <ul style="list-style-type: none"> • Following organisational health and safety procedures; safe use of workstations, equipment and premises; identifying and reporting hazards or incidents; and following relevant safety arrangements when working remotely, online, on site or at other venues. 	

INT17.0 – Escalation processes <ul style="list-style-type: none"> ● Recognising when an issue cannot or should not be resolved within own remit; identifying the appropriate person, team or reporting route; providing accurate and relevant information; and escalating according to urgency and organisational procedure. 	
INT18.0 – How online activity can make an individual or organisation vulnerable. <ul style="list-style-type: none"> ● A digital footprint is the information or trace created through online activity, for example posts, comments, accounts, online interactions or information shared digitally. ● Vulnerabilities may include privacy and reputational risks, phishing or social engineering, exposure of personal or organisational information and other security risks. 	
INT19.0 – Straightforward issues <ul style="list-style-type: none"> ● For example, identifying and correcting errors, omissions or inconsistencies in documents, records or reports within own remit. ● May include recognising and correcting straightforward issues where these are within own remit, and recognising when an issue requires escalation. Issues requiring escalation may include matters outside own authority or competence, safeguarding concerns, abusive behaviour or other issues requiring organisational support or intervention. 	INT19.1 – Informed response to an issue <ul style="list-style-type: none"> ● May include considering the nature, urgency and potential impact of an issue; identifying what can appropriately be resolved within own remit and what should be escalated; and selecting a timely and proportionate response. ● This may include explaining why the chosen response was appropriate and in line with relevant organisational requirements.
INT20.0 – Protecting against security threats <ul style="list-style-type: none"> ● For example, strong passwords/passphrases and multi-factor authentication/two-step verification; locking and protecting devices; recognising suspicious emails, links or requests; secure handling of information; and following physical security controls, for example, passes, visitor arrangements and procedures to prevent unauthorised people following authorised individuals into restricted areas (tailgating). 	INT20.1 – Anticipating and controlling security risks <ul style="list-style-type: none"> ● May include recognising foreseeable information, cyber, people or premises security risks relevant to the apprentice's role before they result in an issue and selecting appropriate organisational controls to reduce or manage the risk. ● Controls may include access or identity checks, secure information handling, device or account security, physical security procedures or appropriate reporting and escalation.

<p>INT21.0 – Principles of corporate social responsibility (CSR) and ethics</p> <ul style="list-style-type: none"> • Acting honestly, fairly and responsibly; appropriate use of information and organisational resources; responsible treatment of stakeholders; and considering organisational impacts on employees, communities or the environment. • Understanding should relate these principles to everyday administrative practice. 	
<p>INT22.0 – Sector trends</p> <ul style="list-style-type: none"> • For example, developments such as digital, AI or automation tools that may affect the role or other relevant trends that impact work or organisation. • Approaches to keeping up-to-date with these may include workplace updates, training or CPD, guidance from managers or colleagues, trusted organisational or sector sources, professional updates and exploring approved new tools or ways of working. 	
<p>INT23.0 – Wellbeing and good working practices</p> <ul style="list-style-type: none"> • Good practices that support wellbeing may include appropriate workload management, breaks, healthy workstation practices, respectful working relationships and recognising when support may be needed. 	
<p>INT24.0 – Self-reflection models and techniques</p> <ul style="list-style-type: none"> • Models may include a recognised self-reflection model or another structured workplace approach/model that enables an individual to consider what happened, evaluate their performance, identify learning or development needs, and decide what they will do differently or continue doing. Examples include Gibbs’ Reflective Cycle and What? So What? Now What? • Techniques may include reviewing what went well and what could improve, using feedback, reflective notes or learning logs, 	

<p>identifying strengths or development needs and setting actions for improvement.</p>	
<p>INT25.0 – Actions to maintain wellbeing</p> <ul style="list-style-type: none"> • Maintaining wellbeing may include managing workload, taking appropriate breaks, maintaining positive, ethical and inclusive working practices and recognising when support is required. • Organisational support may include a manager or supervisor, HR, employee support or wellbeing services, or other available workplace support mechanisms. 	