



Qualification Specification

OAL Level 2 Apprenticeship Assessment for ST1472 Administration Assistant

Qualification Number 610/8041/X
Version 2.0

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Introduction

OAL a leading not for profit industry-focused Awarding and Apprenticeship Assessment Organisation. We provide a wide range of qualification products and multi-sector apprenticeship assessment for over 60 apprenticeship standards. We are very experienced in designing, delivering and apprenticeship assessment activities to meet apprentice, employer, and customer needs. We are sector specialists in Food and Drink, Engineering and Manufacturing, Marine, Retail and Trade Supply, Furniture and wider Creative Industries, Process and Improvement, Business and Management and a wide range of Specialist and Support Service standards.

Every product and service is created and delivered by true industry experts. Our service combines the rigour, authority, and expertise of an awarding organisation with the flexibility, efficiency, and commercial awareness of a private commercial business. We work collaboratively with our customers and employers to provide relevant occupational specific qualifications and apprenticeship assessments.

OAL is fully recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England for all their regulated qualifications and apprenticeship assessments.

Please visit our website www.oawards.co.uk for more information on all our qualifications and apprentice standards.

Apprenticeship Assessment Specification

Each qualification and apprenticeship assessment offered by OAL is supported by a specification containing all the information required for delivery. This Apprenticeship Assessment Qualification Specification includes assessment outcomes, knowledge, skills and behaviours, and details of how the apprenticeship standard assessment has been designed and how it will be graded.

The assessment for this standard has been developed in line with the 2025/26 apprenticeship assessment reforms, which place greater emphasis on holistic and synoptic assessment, proportionality, and occupational competence. The aim of the specification is to provide an overview for the training provider/employer/centre of the requirements of the assessment for this standard.

Further guidance is available to OAL Customers/Centres on our Creatio Platform. Centres must ensure they are using the most recent PDF version of the apprenticeship standard specification for planning and delivery purposes.

Apprentice Registration

Once approved to offer an Apprenticeship Assessment, centres must follow OALs procedures for registering apprentices on the Creatio Platform. All apprentices must be registered, as soon as possible, following the start of their programme with their training provider as per the DWP funding rules.

Apprenticeship Assessment can take place at different points in a programme of delivery. All assessments must be completed before the apprentice can be certificated for their apprenticeship. Therefore, all apprentices must be registered **before** any assessment can take place.

Key Standard Information

The OAL Level 2 Administration Assistant Apprenticeship Assessment is regulated by Ofqual. The apprenticeship assessment has been developed in line with the relevant occupational standard, apprenticeship assessment plan and following all guidance published by Skills England and Ofqual Regulations for Apprenticeship Assessment.

Occupation Summary

Administrative Assistants are found in all sectors and industries and includes all sizes of organisations from small to large businesses. Assistant administrators have a highly transferable set of knowledge, skills and behaviours that can be applied across the public, private and third sector.

The broad purpose of the occupation is to carry out routine administration tasks that support day to day operations. The work is conducted under supervision following set procedures for tasks. An assistant administrator is an integral part of the team and organisation responsible for supporting the efficient organisational functions and operations. The assistant administrator is responsible for assisting colleagues with routine duties. These can vary depending on the team structure and size of business. They use digital systems and tools to collate, extract, and enter data. An assistant administrator's work can include tasks such as routine data entry and providing support to team members to help ensure that daily activities are carried out within agreed timescales and quality expectations. They may also work, under supervision, more widely in the organisation to meet organisational priorities. They may represent the organisation when dealing with internal and or external stakeholders.

In their daily work, an employee in this occupation interacts with colleagues, supervisors, senior managers, clients, customers, contractors, suppliers, service users, and government agencies. Within their organisation they may be asked to work with or act as a point of contact for other departments and colleagues within the organisation such as IT departments, finance, and

human resources. They must be able to take and respond to feedback from their supervisor in order to meet the needs of the organisation. Assistant administrators are flexible responding to organisational priorities and changing needs. They may have access to sensitive information respecting organisational and personal information.

An employee in this occupation will be responsible for routine administration tasks directed by supervisors providing support to meet the needs of the organisation. Areas of work will be unique to each organisation and to the nature of the role.

Typical Job Titles

- Admin assistant
- Administrative officer
- Administrative clerk
- Business support
- Clerical assistant
- Data clerk
- Office assistant
- Receptionist
- Records clerk
- Secretary

Entry Requirements

There are no mandatory qualifications for this apprenticeship assessment.

Apprentices must meet the national eligibility requirements for apprenticeship programmes, including that they are aged under 25 at the start of their apprenticeship training, live in England, and are not in full-time education.

Reference:	ST1472
Version:	V2.0
Level:	2
Route:	Business Administration
Qualification Number:	Q 610/8041/X

Assessment

Assessment Delivery Models

Although Ofqual regulations require OAL to have a single assessment strategy for each standard, our approach will, for this standard, support two options for an assessment delivery model. These are illustrated below.

It is essential that all apprentices are assessed in English, unless the qualification specification specifically states that another language may be accepted. This requirement also applies to all apprentice evidence presented for assessment and external quality assurance.

This qualification is assessed using a structured assessment model designed by OAL, in line with the requirements of the occupational standard and associated apprenticeship assessment plan. Assessment is based on defined assessment outcomes that reflect the knowledge and skills required for occupational competence.

Assessment Methods

Type	Assessment Method	Brief Overview
Assessment 1 Mandatory Assessment	Portfolio	The Portfolio and Presentation with Question and Answer (Q&A) are assessment methods that are designed to work together to provide valid, reliable, and synoptic assessment of the full standard whilst minimising duplication. The portfolio provides breadth and supporting evidence and is the main evidence of competence.
Assessment 2 Additional Assessment	Presentation with Question and Answer	

Simulation is not permitted for either assessment method.

Assessment Order

Apprentices may be assessed after their first 4 months on programme for this standard if they have completed all the required skills and knowledge for the relevant assessment and are ready for the assessment. The assessments for this standard may be taken in any order.

Assessment 1 – Portfolio

The portfolio is assessed and provides evidence of the apprentice's application of knowledge and skills in the workplace over time. It demonstrates the breadth and depth of occupational competence through naturally occurring workplace evidence and complements the presentation and Q&A by evidencing practical performance that may not be fully demonstrated through those methods.

The portfolio will typically contain **15-20 pieces of evidence**. Evidence may include, but is not limited to:

- written documents
- video recordings or recorded observations - maximum 5 minutes; the apprentice must be in view and identifiable at all times clearly mapped to relevant knowledge and skills for this assessment method
- audio recordings - maximum of 5 minutes clearly mapped to relevant knowledge and skills for this assessment method
- annotated photographic evidence
- artefacts – e.g. minutes of meetings, excerpts of documents, reports, presentations
- observation reports/witness testimony

- records of completing particular tasks
- any other naturally occurring workplace evidence.

This is not a definitive list; other evidence sources can be included.

Each item of evidence must be valid, authentic, and clearly mapped to the relevant assessment outcomes and associated knowledge and skills. Individual pieces of evidence may be mapped to more than one knowledge or skill statement. Evidence presented in the portfolio must be current, valid, reliable and sufficient and be clearly attributed to the apprentice. Valid and current evidence is unlikely to be produced in the first 4 months on programme and must be from the final 4-6 months of the apprentices training programme.

A portfolio mapping document and declaration must be submitted alongside the completed portfolio. The declaration can be found at the end of the portfolio mapping document. A copy of this document can be found on the OAL Creatio Portal. An alternative mapping document and declaration can be used as long as it contains the correct requirements, which can be checked against the OAL template.

The IA will assess the portfolio and apply grading accordingly using OALs assessment grading documentation.

Assessment 2 – Presentation with Question and Answer (Q&A)

The presentation is assessed as a standalone assessment method and enables the apprentice to demonstrate the application of knowledge and skills through a significant workplace activity or piece of work. It provides an opportunity to evidence planning, communication, decision-making, reflection, and professional practice, complementing the portfolio.

The presentation enables the apprentice to demonstrate a deeper learning of the subject matter contained in the knowledge and skill requirements of the standard. It is also a comprehensive and dynamic way to assess apprentice learning and knowledge. Along with a Q&A, it enables synoptic, authentic, holistic assessment.

The presentation will typically last **15 minutes (+10%)**. The presentation should be supported by presentation materials where appropriate. As a guide, presentation materials would normally comprise of **5 to 8 slides** (excluding title and reference slides), although apprentices may use fewer or more slides provided, they remain within the permitted presentation time.

Question and Answer

The presentation is followed by a question-and-answer session that will typically last **20 minutes for the IA to ask a minimum of 5 structured questions** and allow the apprentice to demonstrate the application of knowledge and skills through a significant piece of work. The 5 questions will be taken from each assessment outcome. This will provide an opportunity to

cover all requirements of the assessment outcomes and effectively cover evidence planning, communication, security, CPD and professional practice, complementing the portfolio assessment method. The IA will focus on the Knowledge and Skills statements, linked to the presentation and Q&A assessment method, to ensure all requirements are met and to give the apprentice the opportunity to meet the pass and/or distinction criteria.

Grading

Portfolio	Interview	Overall Grade
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction
A fail grade in any component will result in a fail overall.		

OAL Assessment Options

The portfolio can be centre assessed if the provider is approved to do this by OAL



Option 1: OAL Assessed

A complete assessment solution, delivered by independent expert assessors.

OAL Assessed provides a fully managed approach to apprenticeship assessment, giving you a single, trusted partner from start to finish. From assessment planning and booking through to delivery, moderation, quality assurance and results, our experienced teams manage every aspect of the process on your behalf.



Option 2: OAL Assured

A partnership model that enables you to do one assessment, which OAL Quality Assure and OAL does the other assessment.

OAL Assured is designed for organisations that want to play a more active role in **some** assessment delivery while retaining the confidence that comes from expert oversight and support.

Under this model, providers can undertake selected assessment activities where these

Designed for providers and employers who want certainty, consistency, and minimal administration, **OAL Assessed** removes the operational and regulatory burden associated with assessment delivery. There is no need to recruit additional staff, manage assessor independence requirements or maintain complex quality assurance arrangements—we do it all for you.

With OAL Assessed, you can focus on what matters most: delivering exceptional training and supporting apprentice success.

Key benefits:

- Lower staffing, training, and assessment administration costs.
- Full confidence in compliance, quality, and regulatory requirements.
- A seamless, end-to-end assessment service managed by assessment specialists.
- Consistent apprentice, employer, and provider experience across all stages of assessment.
- Reduced operational burden and greater organisational efficiency.

are permitted within the assessment plan. OAL will independently deliver at least 50% of the assessment, in line with Ofqual requirements for apprenticeship assessment, while also providing external quality assurance and regulatory oversight of any assessment activities undertaken by the provider. This creates a balanced approach, giving organisations greater flexibility while maintaining the confidence and assurance that come from working with a trusted awarding and assessment organisation.

Key benefits:

- Potentially some reduction in assessment costs while maintaining robust quality and compliance.
- Greater flexibility to deploy and manage your own assessment resources.
- External EQA of your assessment by OAL and oversight from OAL's assessment specialists.
- Confidence that assessment decisions remain rigorous, consistent, and externally assured.

Centre Delivered Assessment (CDA) Guidance

OAL will provide the assessment materials for this apprenticeship assessment. To ensure consistency, validity and fairness, centres must use the assessment materials provided by OAL if they are going to conduct any of the assessment. Centres are not permitted to develop or use their own assessments. This is to ensure we have in place a standard assessment process. The assessment materials have been designed to meet the qualification requirements and support consistent assessment decisions across all centres. Centres should ensure assessments are delivered in line with the published guidance by OAL, Skills England and Ofqual and assessment instructions.

Assessor Requirements for Centre Assessed Methods

The Apprenticeship Assessment, for this standard, may be completed by OAL in full or partly by an approved centre assessor. Where assessment is undertaken by a centre assessor, OAL will provide external quality assurance before any grades are awarded. All centre led assessment

must be conducted by an independent assessor who has not delivered training to the apprentices as per the funding rule guidance. All centre led assessment is subject to OAL External Quality Assurance requirements (EQA) in accordance with the regulations for Apprenticeship Assessment provided by Ofqual.

As a minimum, OAL requires all assessors to:

- be an experienced apprenticeship assessor.
- be independent of the apprentice training delivery.
- have no conflict of interest as defined by Ofqual and the funding rules in carrying out the assessment.
- have significant and relevant occupational or sector experience, with this experience having been gained or maintained within the last three years.
- have sufficient occupational knowledge and expertise to make valid, reliable, consistent, and fair assessment decisions.
- fully understand the requirements of the relevant Apprenticeship Assessment for the standard as designed by OAL, including the assessment methods, assessment criteria, and grading requirements.
- participate in required training, standardisation, and ongoing quality assurance activities; and
- maintain their occupational competence through appropriate continuing professional development (CPD).

It is desirable that assessors:

Are fully experienced competent assessors with over 3 years' experience in apprenticeship assessment. Hold a recognised and appropriate assessor qualification, such as a Level 3 assessor qualification, A1 or an equivalent or successor qualification.

Where an assessor does not currently hold a recognised assessor qualification, this does not prevent them from undertaking assessment where they can demonstrate significant and appropriate occupational experience and assessment competence. In these circumstances, assessors would be expected to commit to working towards a suitable assessor qualification and to engage with any additional support, monitoring or quality assurance arrangements required by OAL.

Any additional assessor requirements specific to an apprenticeship occupation or assessment method will be detailed within the relevant qualification and assessment documentation.

External Quality Assurance

External Quality Assurance (EQA) will be carried out by OAL to ensure that centres comply with the quality assurance requirements associated with their recognised centre status and formal agreement. This will involve scheduled face-to-face or remote quality assurance activity, during which the EQA will review the assessments carried out and the controls in place for safe, fair, reliable, valid assessment. We will also review that any assessment has been conducted by approved assessors for this standard. All the centre's policies and procedures will be reviewed and checked we will also speak with staff and apprentices, and sample apprentices work where required.

To support successful delivery, centres should ensure that the following are available during EQA activity:

- apprentice assessment evidence and recordings

- observation records
- professional discussions and/or case studies
- assessment plans and assessment records
- evidence of assessment decisions
- internal quality assurance records
- employer declarations and gateway evidence (where applicable).

Gateway to Completion

Before an apprentice can complete the apprenticeship, the gateway to completion requirements for this occupational standard must be met. This process can all be completed electronically on the OAL Creatio on-line platform.

These are:

- A signed declaration, by the employer, to confirm that the apprentice has sufficiently demonstrated the required behaviours.
- A declaration to confirm that the English and maths requirements have been met in line with the current
- Confirmation, by the training provider, that the apprentice has completed the minimum duration for this apprenticeship standard.
- The required portfolio of evidence for this standard

Once OAL has confirmed that all relevant completion requirements have been met, we will apply to the apprenticeship certificate issuing authority to arrange for the apprentice's certificate to be issued.

Resits and Retakes

Apprentices are eligible for resits, resubmissions or retakes.

A resit is an additional attempt at the same assessment, offered when no further learning is deemed necessary and the apprentice is simply given another opportunity to achieve a higher grade.

A resubmission is a type of resit in which the apprentice submits an improved version of previously submitted assessment evidence in order to achieve a higher grade, without the need for further learning.

Both resubmissions and resits are intended for apprentices who were close to either a pass or distinction grade boundary and are typically taken within six to eight weeks of the second assessment.

A retake is a further assessment attempt that only applies where the apprentice has failed their initial attempt. The centre makes the decision as to whether an apprentice requires a retake. A retake is completed after the apprentice has undertaken further additional learning or training, and the apprentice must complete structured development before attempting the assessment again. Additional learning must be planned, delivered, and evidenced by the employer or training provider. Retakes are intended for apprentices where there are significant gaps in

knowledge and skills and are typically taken within 10-12 weeks (depending on how much retraining is required) of the second assessment.

All resit, retake and resubmitted evidence will be re-marked against the full grading criteria (fail, pass, and distinction).

Apprentices who achieve:

Fail: may have up to three further attempts at the failed assessment method through a resit, resubmission, or retake, as appropriate. Each attempt provides an opportunity to achieve a pass or distinction.

Pass: may have one further attempt for each assessment method in which a pass grade has been achieved through a resit or resubmission to improve the grade to a distinction.

Distinction: once a distinction has been achieved for an assessment method, no further attempts for that assessment method will be permitted.

Where an apprentice undertakes a resit, resubmission, or retake to improve their grade and either achieves a lower grade than previously awarded or reaches the maximum number of permitted attempts, the highest grade achieved across all valid assessment attempts will stand and be recorded as the final grade.

Appeals

OALs Appeals Policy, including time limits, can be found on our website under our policies and procedures section.

Progression

Successful apprentices could progress to other qualifications and apprenticeships such as:

- Business Administrator
- Customer Service Specialist
- Improvement Technician
- Retail
- Process Leader
- Procurement and Supply Chain
- Data Technician

Successful apprentices can apply for administrative support roles across a range of organisations, supporting business such as food and drink, retail, data management, customer service, project delivery, and other organisational functions.