VTCT Skills

APPRENTICESHIP ASSESSMENT



APPRENTICESHIP ASSESSMENT GUIDEBOOK

VTCT Skills Level 2 Apprenticeship Assessment for ST1472 Administration Assistant

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Administration Assistant Apprenticeship Standard

This guidebook outlines the format and requirements for the VTCT Skills Level 2 Apprenticeship Assessment for ST1472 Administration Assistant.

Government funding for this apprenticeship is available where the Apprentice is aged under 25 at the start of their apprenticeship training, subject to the applicable apprenticeship funding rules.

Occupational Profile

The administration assistant occupation can be found across a wide range of sectors, industries and organisations, from small businesses to large employers in the public, private and voluntary sectors. The role develops highly transferable knowledge, skills and behaviours that can be applied in many different workplace settings.

The primary purpose of the role is to carry out routine administrative activities that support the effective operation of the organisation. Working under supervision and following established procedures, administration assistants contribute to the smooth running of day-to-day business functions and provide support to colleagues across the organisation.

Typical responsibilities may include:

- Using digital systems and software to collect, input, update and retrieve information
- Undertaking routine data entry and record keeping activities
- Supporting team members with administrative tasks to ensure work is completed within agreed timescales and quality standards
- Assisting with organisational priorities as directed by supervisors or managers
- Communicating professionally with internal and external stakeholders and acting as a representative of the organisation when required

Administration assistants regularly interact with colleagues, supervisors, managers, customers, clients, contractors, suppliers, service users and external agencies. They may also liaise with departments such as Information Technology (IT), Finance and Human Resources (HR), and may act as a point of contact between teams.

The role requires flexibility and the ability to respond to changing business priorities. Administration assistants must be receptive to feedback, maintain professionalism at all times and handle organisational or personal information appropriately, including information that may be sensitive or confidential.

The specific duties of an administration assistant will vary depending on the organisation, sector and individual job role. However, all administration assistants are responsible for completing routine administrative tasks and providing effective support to help meet organisational objectives.

Typical job titles associated with this occupation include administrative assistant, administrative officer, administrative clerk, business support assistant, clerical assistant, data clerk, office assistant, receptionist, records clerk and secretary.

Assessment and Grading Overview

The apprenticeship assessment consists of two assessment methods designed to assess the Knowledge and Skills required for occupational competence. The following section explains the grading approach, assessment methods and overall grade determination.

Performance descriptors describe the level of performance required to achieve a Pass or Distinction grade.		
Performance Category	**Pass**	**Distinction**
Applied Knowledge	Applies knowledge of administrative duties and procedures to complete well defined tasks and solve straightforward problems across routine and some varied work activities, consistently.	Applies accurate, insightful, and efficient knowledge of administrative duties, and procedures to solve straightforward problems adapting to well-defined tasks.
Applied Skills	Selects and uses cognitive and practical administrative skills to carry out mostly routine tasks with consistency and purpose, applying methods that are appropriate for familiar situations and established processes.	Integrates cognitive and practical administrative skills to execute mostly routine tasks with precision, maintaining accuracy even when subtle complexities or shifting requirements arise within familiar duties.
Regulatory and Procedural Awareness	Applies legislation, regulation, and organisational procedures relevant to administrative work without error, following well defined expectations although adaptability or depth of interpretation may be limited.	Demonstrates proactive and confident interpretation of legislation, regulation, and organisational procedures relevant to administrative work.
Communication and Collaboration	Communicates and collaborates effectively in routine team situations, showing reliable service delivery and appropriate interaction with colleagues and stakeholders in familiar administrative contexts.	Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully across a range of team and service delivery scenarios within well defined administrative environments.
Information Use and Decision Making	Gathers and interprets relevant information to inform decisions and actions that are fit for purpose within the administrative work context, addressing straightforward problems in familiar situations.	Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.
Responsibility and Autonomy	Takes responsibility for completing administrative tasks, demonstrating autonomy within familiar situations and working appropriately within well defined parameters.	Exercises informed judgement and self-direction in administrative tasks, often anticipating the needs of the task or team while still operating within familiar and well defined work settings.

The apprenticeship assessment consists of two assessment methods:

1. Portfolio
2. Interview

One or both assessment methods may be conducted by a VTCT Skills Independent Assessor. Where an assessment is delivered by the apprenticeship provider, it must be conducted by an assessor employed by the apprenticeship provider.

Apprentices can achieve one of three grades for the overall apprenticeship assessment: Fail, Pass, or Distinction.

Assessment Method 1: Portfolio

Delivered by the apprenticeship provider or a VTCT Skills Independent Assessor and graded Fail, Pass or Distinction.

Assessment Method 2: Interview

Delivered by either the apprenticeship provider or a VTCT Skills Independent Assessor and graded Fail, Pass or Distinction.

The assessment methods can be completed in any order. The outcome of one assessment method does not need to be known before the other is undertaken.

Assessment Method	Purpose	Duration	Grade
Assessment Method 1: Portfolio	Direct assessment of Knowledge and Skills applied through workplace practice.	Portfolio assessment period	Fail/Pass/Distinction
Assessment Method 2: Interview	Assessor-led questioning to assess Knowledge, Skills, reasoning, application and decision-making.	60 minutes	Fail/Pass/Distinction

The Apprentice must complete the portfolio and the interview.

Overall Grading

Both assessment methods are graded against the assessment grading criteria and awarded a Fail, Pass, or Distinction. To achieve a Pass in an assessment method, the Apprentice must achieve all Pass grading criteria for that assessment method. To achieve a Distinction in an assessment method, the Apprentice must achieve all Pass grading criteria and at least 70% of the available Distinction grading criteria for that assessment method.

Guidance on calculating the Distinction threshold will be provided separately by VTCT Skills. Assessors will use approved assessment documentation and grading tools to determine whether the Distinction requirements have been met.

The overall apprenticeship assessment grade is determined by combining the grades achieved across both assessment methods. Apprentices can achieve an overall grade of Fail, Pass, or Distinction.

To achieve the apprenticeship assessment overall, both assessment methods must be passed. An apprentice who Fails one or more assessment methods will receive an overall Fail.

To achieve an overall Pass, the Apprentice must achieve a Pass in both assessment methods. To achieve an overall Distinction, the Apprentice must achieve a Distinction in both assessment methods.

Distinction grading criteria are allocated to the Knowledge and Skills where performance above the Pass standard can be validly and reliably demonstrated. A separate Distinction criterion is therefore not included under every assessment outcome within each assessment method. The assessment method grade is determined using the total available Distinction grading criteria for that method.

Assessment Outcomes (AOs)

Assessment outcomes (AOs) group related Knowledge and Skills into broad areas of occupational competence, providing a clear framework for assessing whether the Apprentice can perform effectively and consistently in all key aspects of the administration assistant role.

The assessments assess the following outcomes:

- AO1: Information Management and Data Handling
- AO2: Administrative Task Delivery and Workflow Management
- AO3: Stakeholder Communication and Relationship Management
- AO4: Compliance, Security, and Risk Awareness
- AO5: Professionalism, Wellbeing, and Continuous Development

Assessment Outcome	Portfolio	Interview
AO1	✓	✓
AO2	✓	✓
AO3	✓	✓
AO4	✓	✓
AO5	✓	✓

Apprenticeship Standard Summary

On-programme Stage (a minimum of 8 months):

- Apprentices receive training to develop the Knowledge, Skills and Behaviours (KSBs) required by the occupational standard

Gateway to Completion:

To progress to gateway, apprentices must:

- Complete a minimum of 8 months on-programme (typically 12 months for a full-time apprentice)
- Complete all apprenticeship assessment requirements and evidence the required Knowledge and Skills
- Be confirmed by their employer as occupationally competent
- Achieve English and maths qualifications in line with apprenticeship funding rules

Assessment Delivery

This section outlines the arrangements for assessment delivery, including apprentice registration, booking procedures, delivery methods, assessment planning, identification requirements, and assessment conditions.

Registering an Apprentice

Apprentices should be registered on Proficient at the start of their apprenticeship programme. The following information is required:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further registration guidance will be provided once VTCT Skills has received the signed Apprenticeship Assessment Organisation Agreement.

Booking Assessments

If you wish to secure a specific date, VTCT Skills advise that a **20-working day** period of notice is given. Apprenticeship providers or employers must:

- Submit preferred assessment dates through Proficient
- Wait for an Independent Assessor to be allocated by the apprenticeship assessment team, where the assessment will be delivered by VTCT Skills
- Receive formal booking confirmation via Proficient

Remote Assessments

- Assessments can be conducted via video conferencing
- Apprentices will receive an automated email with joining instructions within 72 hours of the assessment being booked

Assessment Planning

Before the assessment, the apprenticeship providers and employers will receive details of:

- Assessment start times and expected duration
- Access to relevant systems and resources

ID Requirements

VTCT Skills will verify the Apprentice's identity before the assessment. Apprentices must present valid photo identification, such as:

- A valid passport
- A signed UK photocard driving licence
- Employee ID card or travel card

The Independent Assessor will confirm the Apprentice's identity and name before the assessment begins.

For quality assurance and consistency, a maximum of one apprentice may be assessed by the Independent Assessor for all of the assessment methods.

Assessment Method 1

Portfolio

The portfolio is a mandatory assessment method that enables apprentices to demonstrate occupational competence through evidence generated during their workplace practice. The portfolio provides evidence of the Apprentice's Knowledge and Skills developed and applied throughout the apprenticeship.

The portfolio is directly assessed against the grading criteria. Assessment decisions are based solely on the evidence contained within the completed portfolio. The portfolio must be supported by a completed assessment mapping document.

Assessment Environment

The portfolio must be completed during the apprenticeship and submitted electronically through Proficient. Portfolio evidence must be produced in the Apprentice's normal working environment and as part of their usual work activities. Evidence must be authentic, attributable to the Apprentice and generated during the apprenticeship. The assessor must have sufficient time and access to review the complete portfolio before making an assessment decision.

Evidence for the Portfolio

The portfolio should contain a range of evidence demonstrating effective administrative practice, information management, stakeholder support, compliance, and professional behaviour and reflective practice. Suitable evidence may include:

- Workplace documentation and records
- Reports, schedules and planning documents
- Screenshots or examples of digital systems and software used
- Examples of data entry and information processing
- Communication records or correspondence
- Meeting, calendar or diary management records
- Process maps or workflow documentation
- Policies, procedures or guidance documents
- Records relating to resources, materials, equipment or supplies
- Records of training and continuing professional development activities
- Feedback from managers, colleagues or stakeholders
- Witness testimonies
- Audio, video or photographic evidence
- Other evidence demonstrating the Apprentice's own contribution and workplace practice

The portfolio should contain evidence covering the following areas:

- Information management and digital systems
  - Examples of using digital systems, maintaining records and handling information securely and accurately
- Administrative task delivery
  - Examples of planning, organising and completing administrative tasks, supporting meetings or events, and managing workloads
- Stakeholder communication
  - Examples of communicating professionally with colleagues, customers and other stakeholders using a range of methods
- Compliance and security
  - Evidence of following organisational policies, procedures, data protection requirements and safe working practices

- Professional development
  - Records of training, CPD activities and actions taken to develop knowledge, skills and performance
- Feedback and reflective practice
  - Feedback from managers, colleagues or stakeholders, evidence of using an appropriate self-reflection model or technique, CPD records, development plans, and evidence of improvements made following feedback or learning

The portfolio should be concise and contain sufficient evidence to demonstrate competence across the assessment outcomes. Apprentices are not expected to submit evidence for every task they complete during the apprenticeship.

Wherever possible, evidence should demonstrate not only what was done, but also why decisions were made, how outcomes were achieved, how organisational requirements were met, and what improvements or learning resulted from the activity. This will support apprentices in demonstrating both their competence and their ability to reflect on and improve their professional practice.

Authenticity Requirements

The Apprentice is responsible for ensuring that all portfolio evidence submitted for assessment is their own work and accurately reflects their individual contribution. Where evidence has been produced as part of a team activity or wider organisational task, the Apprentice's individual contribution must be clearly identified.

Employer or manager authentication is required to confirm that all portfolio evidence is the Apprentice's own work. This must be evidenced through the authenticity declaration contained within the completed Portfolio Mapping Document, which must be signed by the Apprentice, employer and apprenticeship provider.

Assessment and quality assurance processes will also be used to confirm the authenticity and sufficiency of the evidence submitted.

Witness testimonies should support other forms of evidence and should not normally be used as the sole evidence of competence.

Delivery

The completed portfolio and the portfolio mapping document must be submitted through Proficient no later than two weeks before the booked portfolio assessment date.

The portfolio is directly assessed by either a VTCT Skills Independent Assessor or an apprenticeship provider assessor.

The assessor will review the evidence contained in the portfolio and make an assessment decision against the published grading criteria. The assessor may consider evidence from different parts of the portfolio together where this provides a valid and coherent demonstration of the relevant Knowledge and Skills.

There is no interview or other live questioning component within Assessment Method 1.

The portfolio must contain sufficient evidence for the assessor to make an independent assessment decision. Evidence generated through Assessment Method 2 must not be used to compensate for insufficient evidence within the portfolio.

Grading Criteria
Portfolio

The Apprentice's grade for the portfolio will be determined by the extent to which the evidence meets the Pass and Distinction grading criteria within the performance descriptors.

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.
Pass Grading Criteria
The Apprentice uses appropriate software packages and tools to receive, retrieve, input, process, record and store information and data accurately, in line with organisational policies and procedures. The Apprentice produces outputs that are complete, fit for purpose and suitable for the routine administration task being undertaken. (S1 S3)
The Apprentice handles and communicates information in accordance with organisational policies, procedures, confidentiality expectations and security requirements. The Apprentice uses cloud services appropriately to share documents for use or collaboration, applying suitable access, sharing or permission controls. (S4 S18)

AO2: 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.
Pass Grading Criteria
The Apprentice provides workplace evidence showing how a relevant sector development, such as a change in technology, finance or compliance, affected their administrative activities and how they adapted their work in response. (K4)
The Apprentice plans and reviews administration tasks allocated by their supervisor and uses appropriate time-management tools to organise their workload, monitor progress and complete tasks within agreed deadlines. (S6 S14)
The Apprentice monitors the use of materials, equipment or supplies and reports accurate and relevant information using the organisation's agreed processes or systems. (S8)
The Apprentice uses agreed organisational systems and protocols to manage calendars, diaries or booking systems accurately and maintains records that support the effective coordination of routine activities. (S9)
The Apprentice reviews and checks their own work before it is finalised or shared, identifying and correcting errors to ensure the finished work is accurate, complete and meets the requirements of the allocated task. (S17)

Distinction Grading Criteria
The Apprentice evaluates how a relevant sector development, for example a change in technology, finance or compliance, affects administrative delivery and applies this insight to make purposeful adaptations that improve the efficiency or effectiveness of their work. (K4)
The Apprentice integrates planning, time-management and organisational tools to coordinate administrative tasks with precision, adapting priorities or working arrangements effectively when requirements change and maintaining accurate outputs within agreed deadlines. (S6 S9 S14)
The Apprentice exercises informed judgement when monitoring resources and reviewing their own work, identifying subtle discrepancies or emerging requirements and taking appropriate action to maintain accuracy, quality and operational efficiency. (S8 S17)

AO3: 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.
Pass Grading Criteria
The Apprentice selects and uses appropriate types of written communication when sourcing and sharing information requested by stakeholders. The Apprentice checks that the information is accurate, appropriate and shareable and explains how the type and frequency of communication affect the quality, accuracy or effectiveness of the resulting output. (K12 S10)
The Apprentice receives and handles feedback using professional language and organisational etiquette and shows how they have responded appropriately or used the feedback to support their work. (S15)
Distinction Grading Criteria
The Apprentice gathers, checks and interprets relevant information and uses informed judgement to select and adapt the written communication method, content and frequency to meet differing stakeholder needs. The Apprentice evaluates how these decisions improve the accuracy, accessibility, efficiency or effectiveness of the information provided. (K12 S10)
The Apprentice handles feedback professionally and resourcefully, interpreting its relevance and using it to make purposeful improvements to their work, communication or approach to stakeholder service. (S15)

AO4: 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.
Pass Grading Criteria
The Apprentice completes administrative activities in accordance with relevant legislation, regulations, codes of practice and organisational policies, standards and procedures. The Apprentice maintains confidentiality and adapts their work appropriately when operational requirements change. (K1 S2)
The Apprentice explains how online activity and a digital footprint can create vulnerabilities for an individual or organisation and applies appropriate organisational requirements when completing online or digital administrative activities. (K23)
The Apprentice recognises issues within their work, takes appropriate action to rectify issues that are within their remit and escalates issues or concerns using the organisation's agreed processes when required. (S5)
The Apprentice provides workplace evidence showing how they identified and followed relevant health and safety requirements when completing administrative activities, including any action taken to prevent, report or escalate risks within their responsibility. (S13)
Distinction Grading Criteria
The Apprentice proactively and confidently interprets relevant legislation, regulations, codes of practice and organisational procedures, applying them accurately across administrative activities and adapting their approach effectively when operational requirements change. (K1 S2)
The Apprentice identifies and interprets risks arising from online activity and digital footprints and takes purposeful action within their responsibilities to reduce vulnerability, protect information and support secure organisational practice. (K23 S2)
The Apprentice exercises informed judgement to recognise and evaluate issues, including less obvious or emerging concerns, rectifying matters within their remit and escalating accurately and promptly when further action is required, while maintaining relevant health and safety standards. (S5 S13)

AO5: 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.
Pass Grading Criteria
The Apprentice uses an appropriate self-reflection model or technique to review their knowledge, skills and workplace performance, identify current and future training or development needs, and plan relevant continuing professional development activities. (K21 S11)
The Apprentice uses appropriate approaches to maintain up-to-date knowledge of existing and evolving tools and trends and shows how relevant learning has been, or will be, applied to their role and future development. (K14 S11)

Assessment Method 2

Interview

The interview is the second assessment method. The Apprentice must complete both the portfolio and the interview.

The interview is an assessor-led assessment method that enables the Apprentice to demonstrate the Knowledge and Skills allocated to Assessment Method 2 through structured and targeted questions.

The interview is assessed independently from the portfolio. The Apprentice's portfolio and any other workplace evidence must not be used to inform the interview assessment decision.

During the interview, the assessor asks the Apprentice specific questions to verify their achievement of the assessment outcomes against the published grading criteria. Questions must be targeted and specific to the assessment outcomes. The interview allows the Apprentice to explain:

- Their knowledge and understanding
- How they have applied their Knowledge and Skills in the workplace
- The reasons for their decisions and actions
- How they responded to particular situations
- The outcomes of their work
- What they learnt from their workplace experiences
- How they would apply their Knowledge and Skills in different contexts

The Apprentice may use examples from their own workplace experiences when answering questions. These examples are provided verbally and do not constitute additional supporting evidence.

Assessment Environment

The interview should take place in a quiet and suitable environment that is free from distractions, interruptions and influence.

The Apprentice must have access to:

- A reliable internet connection
- A suitable device with audio and video capability
- Any systems or software required for the assessment
- A private and appropriate assessment environment

The assessor must verify the Apprentice's identity before the interview begins.

A maximum of one Apprentice may be assessed by the assessor during the interview.

The interview will be conducted under conditions that allow the Apprentice to respond independently. The Apprentice must not receive assistance or prompting from another person during the assessment.

No supporting evidence is required or permitted for the interview.

The interview is a separate assessment method. Assessment decisions must be based solely on the Apprentice's verbal responses to the assessor's questions.

The Apprentice may prepare by reviewing the assessment outcomes and reflecting on relevant workplace experiences. During the interview, they must respond independently and must not read from a prepared script, access pre-written answers or receive assistance from another person.

Delivery

The interview is conducted as a one-to-one conversation between the assessor and Apprentice in an appropriate assessment environment. It must be led by the assessor and structured around the assessment outcomes and grading criteria allocated to Assessment Method 2.

The interview will normally last for up to **60 minutes**. The assessment may be concluded earlier if the Apprentice feels they have nothing further to add and the assessor is satisfied that no further questioning is required. The timing of the assessment is not an indication of the outcome or grade achieved. At the assessor's discretion, the duration may be increased by up to 10% if required to allow the Apprentice to fully respond to a question.

The assessor will use a consistent set of planned and standardised questions. The interview must be recorded in line with VTCT Skills quality assurance requirements.

Follow-up questions may be used where necessary to clarify a response, explore an example in greater detail, confirm the Apprentice's individual contribution or assess their underpinning knowledge. They may also be used to explore the reasons for a decision or action and to provide the Apprentice with an opportunity to demonstrate the requirements of the Distinction grading criteria.

The interview will provide the Apprentice with the opportunity to demonstrate the Knowledge and Skills required for occupational competence. Questions will explore:

- How organisational structures, priorities and functions influence the Apprentice's role and responsibilities
- How the Apprentice's work contributes to organisational deliverables, stakeholder requirements and key performance indicators
- How sector developments may affect the organisation and the administrative role
- Corporate social responsibility, ethical working practices, diversity, equity and inclusion
- Sustainability and environmental good practice
- Safe and secure working practices, including security threats, digital footprints and escalation processes
- Professional communication and stakeholder relationships
- Feedback mechanisms and how feedback is received and handled
- Wellbeing and organisational support
- Self-reflection and continuing professional development

The Apprentice may use examples from their workplace experience when responding to questions. These examples must be provided verbally and must not be supported by additional documents or evidence.

Assessment decisions must be based solely on the Apprentice's responses during the interview and judged against the published grading criteria.

Grading Criteria
Interview

The Apprentice's grade for the interview will be determined by the extent to which the evidence meets the Pass and Distinction grading criteria within the performance descriptors.

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.
Pass Grading Criteria
The Apprentice describes the technical applications of software packages used for routine administrative tasks and identifies how databases, spreadsheets, presentation tools and communication tools can be selected and used to process information and data accurately. (K8)
The Apprentice outlines how information and data are retrieved, maintained and stored in line with organisational policies and relevant legislation, including the requirements for confidentiality, retention, deletion, systematic filing and back-up arrangements. (K9 K11 K16)
The Apprentice identifies the benefits of cloud services and platforms when accessing, sharing or collaborating on documents and illustrates how their use can support routine administrative activities. (K24)
Distinction Grading Criteria
The Apprentice evaluates the technical applications of different software packages and selects appropriate tools to process, retrieve, maintain and store information efficiently, explaining how the selected approach maintains accuracy when requirements or circumstances change. (K8 K9)
The Apprentice confidently interprets organisational and legislative requirements for confidentiality, retention, deletion, systematic storage, filing and back-up and explains how they apply informed judgement to maintain the security, integrity and availability of information. (K11 K16)
The Apprentice evaluates the benefits of cloud services and platforms and identifies how these can be used purposefully to improve the efficiency, accessibility or effectiveness of document sharing and collaboration while maintaining appropriate controls. (K24)

AO2: 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.
Pass Grading Criteria
The Apprentice describes how the organisation's structure, vision and function affect the role and shows how their responsibilities impact deliverables, stakeholders and relevant key performance indicators. (K2 K3)
The Apprentice outlines the principles of time management and selects appropriate tools for organising and prioritising a workload, monitoring progress and meeting agreed deadlines. (K15)
The Apprentice describes the quality assurance processes relevant to the role and explains how these processes support accurate outputs, organisational requirements and the quality of administrative work. (K17)
The Apprentice identifies when clarification or help is required and explains, using relevant examples, how they seek appropriate support in sufficient time to complete assigned tasks within agreed timeframes. (K25 S20)

AO3: 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.
Pass Grading Criteria
The Apprentice explains the principles of verbal communication and how they apply these in their work when communicating information and responding to questions, using language, tone and methods appropriate to the audience and context. (K13)
The Apprentice identifies appropriate sources of information and describes the methods used to fact-check information and ensure it is accurate, suitable and lawful to use or share. (K18)
The Apprentice outlines the different mechanisms through which feedback may be received and describes how feedback should be considered and responded to appropriately in the workplace. (K19)
The Apprentice explains how they use professional language and organisational etiquette when responding to stakeholders and how their communication approach supports professional working relationships. (S7 S12)
Distinction Grading Criteria
The Apprentice describes how they communicate with clarity and sensitivity, adapting verbal communication, language, tone and approach to the audience and context and responding resourcefully to questions or changing communication needs. (K13)
The Apprentice evaluates information sources and fact-checking methods, using informed judgement to determine whether information is accurate, relevant and suitable to use or share in line with processes, legislation or policy. (K18)
The Apprentice explains how they interpret feedback and stakeholder needs and adapt their response using professional language and organisational etiquette, and how their approach supports professional relationships and leads to purposeful improvements in service, communication or outcomes. (K19 S7 S12)

AO4: 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.
Pass Grading Criteria
The Apprentice describes appropriate approaches to diversity, equity and inclusion and identifies how inclusive, sustainable and environmentally responsible working practices affect stakeholders and organisational activities. (K6 K7)
The Apprentice outlines the principles of working safely online, on site, at venues and on organisational premises and explains how they apply appropriate measures to protect against security threats, including strong passwords, two-step verification, access controls and the appropriate display of security passes or clothing identifying secure workplaces. (K10 S19)
The Apprentice describes the organisational escalation processes used for security, software, customer service and complaint-related issues and identifies when an issue should be escalated, who it should be escalated to and the information that should be provided. (K22)
Distinction Grading Criteria
The Apprentice evaluates approaches to diversity, equity, inclusion, sustainability and environmental good practice, demonstrating insight into how these approaches can be adapted to meet stakeholder needs and support responsible organisational activity. (K6 K7)
The Apprentice confidently interprets safe-working requirements across online, on-site, venue and organisational settings and evaluates how they select and apply appropriate measures to protect against physical and digital security threats, including when less obvious risks or changing circumstances arise. (K10 S19)

AO5: 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.
Pass Grading Criteria
The Apprentice outlines the principles of corporate social responsibility and ethics relevant to the role and illustrates how these principles influence administrative activities, decisions and workplace conduct. (K5)
The Apprentice describes the benefits of wellbeing and good working practices and shows how these support safe, reliable and effective workplace performance. (K20)
The Apprentice identifies appropriate strategies for maintaining their wellbeing and the organisational support mechanisms they could access when required. (S16)

Additional Information

Quality Assurance

Apprenticeship providers assessing their own apprentices will also be subject to External Quality Assurance (EQA) in line with VTCT Skills CASS strategy.

Where an apprenticeship provider has elected to deliver and assess an assessment method, they must upload the Apprentice's assessment evidence and associated grading documentation to Proficient. VTCT Skills conducts robust quality assurance checks before apprenticeship results are published.

To ensure fairness, validity and consistency, all assessment decisions are made against the published grading criteria and performance descriptors. Where assessments are delivered by apprenticeship providers, assessment evidence and grading decisions are reviewed by VTCT Skills to ensure standards are applied consistently across all apprenticeship providers and assessors, ensuring apprentices are assessed against the same requirements regardless of where the assessment is delivered.

Policies and Procedures

Reasonable Adjustments

Apprenticeship providers and employers are responsible for requesting reasonable adjustments or access arrangements before assessments take place. Full details are available in the VTCT Skills Reasonable Adjustments and Special Considerations Policy on Proficient.

Appeals

Appeals relating to assessment outcomes are managed by VTCT Skills, whose decision is final. Further information can be found in the Complaints and Appeals Policy for Apprenticeship Assessment, which is available on Proficient.

Cancellation

If an assessment needs to be cancelled, providers or employers must notify VTCT Skills:

- Before the assessment date: email (epa@vtctskills.org.uk)
- On the assessment day: telephone +44 (0) 23 8068 4500

Cancellations made within 10 working days of the assessment will incur the full assessment fee in line with the VTCT Skills Cancellation Policy. Further details are available on Proficient and the VTCT Skills website.

Re-sits and Re-takes

- Re-sit: typically within two months
- Re-take: typically within three months

Re-sits and re-takes **must** be taken within six months of the first assessment attempt.

Appendix 1 – Occupational Duties

Duty	Knowledge, Skills and Behaviours Covered
Duty 1 – Communicate with stakeholders, such as internal teams and external organisations, using appropriate methods and professional language. This may include letters, phone, face-to-face, email, video call, online chat functions or digital platforms.	K1 K3 K4 K5 K7 K8 K9 K10 K12 K13 K15 K18 K19 K20 K21 K22 K23 K24 K25 S1 S2 S3 S6 S7 S9 S10 S12 S15 S16 S20 B1 B2 B3 B4 B5 B6 B8
Duty 2 – Support internal or external events or meetings, in person or online, following organisational policies and procedures.	K1 K2 K3 K4 K6 K12 K13 K15 K20 K23 S2 S7 S15 S16 S20 B4 B5 B6
Duty 3 – Access and store information securely in line with organisational requirements for future use and recovery. For example, physical and or digital filing systems.	K1 K5 K8 K9 K10 K11 K16 K23 K24 S1 S2 S3 S4 S5 S10 S11 S18 B1 B4 B5 B6
Duty 4 – Use software packages to collate, input and extract data and information in line with organisational requirements. For example, updating office databases, stakeholder records or notes, finance records, CRM systems or sending mailshots.	K1 K2 K5 K8 K9 K10 K11 K14 K16 K22 K23 K24 S1 S2 S3 S4 S10 S17 S18 B2 B4 B5 B6
Duty 5 – Format and input data in line with organisational requirements. For example, redacting information, stakeholder details, expenses, travel and routine reports. Report or escalate errors, breaches or concerns to supervisor or line manager.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K11 K12 K16 K17 K23 K24 S1 S2 S3 S4 S5 S6 S10 S17 S18 S20 B1 B2 B4 B5 B6
Duty 6 – Provide support to team members to help ensure that activities are carried out within agreed timescales, budgets and quality expectations. For example, ordering and reporting on office resources or sourcing information. Inform line manager or supervisor on any changes, anomalies or concerns.	K2 K3 K5 K6 K12 K14 K15 K17 K21 K24 S2 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 B1 B2 B3 B4 B5 B6 B7 B8
Duty 7 – Identify, collate and handle data and information from different sources such as business, stakeholder records and delivery notes. Share securely, confidentially and in line with organisational expectations and requirements	K1 K3 K4 K5 K6 K7 K9 K12 K16 K18 S1 S2 S3 S4 S5 S10 S11 S17 S18 B1 B2 B3 B4 B5 B6
Duty 8 – Be aware of the organisation's priorities and activities, and how the role supports these. For example, undertaking routine tasks such as presenting information and producing documents.	K1 K2 K3 K4 K5 K6 K7 K12 K14 K15 K18 K19 K20 K21 K22 K23 S1 S2 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S19 S20 B1 B2 B3 B4 B5 B6 B7 B8
Duty 9 – Identify issues and escalate problems to others when beyond remit.	K1 K3 K5 K7 K12 K13 K19 K20 K22 K25 S2 S4 S5 S11 S15 S16 S19 S20 B1 B3 B4 B5 B6 B8

Duty 10 – Plan and review workload with supervisor to ensure best use of time to complete allocated tasks to deadlines.	K2 K3 K9 K15 K19 K20 K21 K25 S2 S6 S7 S8 S9 S12 S14 S15 S16 S20 B1 B2 B3 B4 B5 B6 B8
Duty 11 – Keep up to date with sector developments to enhance skills and follow a continuous professional development plan.	K1 K3 K4 K5 K6 K9 K12 K14 K19 K21 S2 S11 S15 S16 B3 B5 B6 B8

Document History

Version	Issue Date	Changes	Role
v1	03/11/2026	First published	Development Administrator