A2A Qualifications

Turning Aspiration to Achievement

QUALIFICATION SPECIFICATION

Administration Assistant Level 2

ST1472 · Assessment plan version 2.0 · Ofqual 610/7861/X



2	60	7	Grading
assessment methods Portfolio of evidence Live question and answer	**minute live question and answer session**	**working days to receive results**	**Distinction, Pass or Fail**

Which version applies

This specification is for apprentices on **ST1472 assessment plan version 2.0** who started on or after 1 August 2026, until a new version is released. The version is set by the apprentice's start date, not by the current version. **The assessment plan takes precedence** over this specification and all A2A guidance materials, and apprentices and training providers should use it as their first port of call for guidance. Read it at https://skillsengland.education.gov.uk/apprenticeships/st1472-v2-0

The assessment at a glance

1 Portfolio of evidence

WHAT IT IS

Real evidence from the apprentice's job role, with a completed mapping document

COVERS

All five outcomes and **all 45 statements**

WHEN

Submitted **at least 14 calendar days** before the live assessment

2 Live question and answer

WHAT IT IS

A live online session with an independent A2A assessor

COVERS

Every mandatory statement, plus a selection of the others

WHEN

After the portfolio has been marked. Lasts **60 minutes** (54 to 66 minutes)

Both methods are set and delivered by A2A. The apprentice must pass both. A distinction overall needs a distinction in both.

OVERVIEW

Your assessment journey

ST1472 • Assessment plan v2.0 • Starts from 1 August 2026

Four stages from building your portfolio to completing your apprenticeship. Each card shows who is responsible.

1 Build your portfolio

APPRENTICE

During your apprenticeship, collect real evidence from your job role and complete the mapping document, covering **all 45 statements**.

2 Submit your evidence

TRAINING PROVIDER

Your portfolio and mapping document reach A2A **at least 14 calendar days** before your live assessment.

3 Your assessments

APPRENTICE AND A2A ASSESSOR

Your portfolio is **marked and graded first**, then you take a **60 minute live question and answer** session on Microsoft Teams or similar.

4 Results and completion

A2A AND EMPLOYER

Results **within 7 working days**. Your employer confirms your **behaviours** and the **Gateway to Completion Declaration** is signed before your certificate is requested.

Be ready for any statement

You will not know in advance which non-mandatory statements will come up in your question and answer session, so prepare examples for all of them.

Key information

Purpose	Confirms occupational competence as a Level 2 administration assistant
Qualification	A2A Qualifications Level 2 Apprenticeship Assessment for ST1472 Administration Assistant (610/7861/X)
Assessment plan	Version 2.0. https://skillsengland.education.gov.uk/apprenticeships/st1472-v2-0
Grading	Fail, Pass or Distinction
Delivery	Remote and online. Set and delivered by A2A Qualifications. Marked by A2A, or the portfolio by an A2A approved training provider
Funding	£4,000. Starts are for apprentices aged under 25 at the start of their apprenticeship
Behaviours	Confirmed by the employer. Not assessed or graded by A2A
Document	Document revision 2.0 Final, issued 22 November 2026

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01 About this specification

This specification sets out how A2A Qualifications assesses the Level 2 Administration Assistant apprenticeship (ST1472) for apprentices on assessment plan version 2.0. It is written for training providers, employers, apprentices and A2A assessors.

The assessment plan version tells you which apprentices this document applies to. The document revision is A2A's own version number for this specification, which changes when A2A updates the document. This is document revision 2.0 Final.

Disclaimer

The assessment plan published by Skills England takes precedence over this specification and over all A2A guidance materials. Where they differ, the assessment plan applies. Apprentices and training providers should refer to the assessment plan as their first port of call for guidance. The assessment plan is at https://skillsengland.education.gov.uk/apprenticeships/st1472-v2-0

Supporting documents, including example questions, the portfolio mapping document, apprentice guidance and the Employer Behaviour Approval Form, are available on the A2A Assessment Platform to training providers with apprentices registered with A2A.

A2A Qualifications Ltd is an Ofqual regulated awarding organisation (RN6096) and is on the register of apprenticeship assessment organisations (EPAO0889). All A2A assessment is delivered remotely.

02 Purpose of the assessment

The objective of this apprenticeship assessment is to confirm that the apprentice is occupationally competent as an administration assistant at Level 2. They must have shown the knowledge and skills in occupational standard ST1472 to the standard set out in assessment plan version 2.0.

In line with Ofqual's general purposes for apprenticeship assessment, it is designed to:

- show that the apprentice can apply their knowledge and skills in different but comparable contexts, for example with a different employer
- give employers reliable evidence of the apprentice's attainment, so they can be confident the expected performance standard has been reached
- build the apprentice's confidence in the workplace

03 The occupation

Administration assistants work in organisations of every size and sector, including public, private and third sector employers. They carry out routine administration under supervision, following set procedures. Typical work includes entering and retrieving data, keeping records, managing diaries and bookings, preparing documents and responding to colleagues, customers and suppliers.

They use digital systems and tools, including cloud services and, increasingly, AI and automation, and they often handle confidential or personal information. They act as a point of contact for other teams and represent the organisation when dealing with internal and external stakeholders.

04 Entry and completion requirements

Entry

Funding for this standard is available for apprentices aged under 25 at the start of their apprenticeship. Apprentices must follow the English and maths requirements in the Department for Education apprenticeship funding rules. There is no mandatory qualification for this standard.

When the apprentice can be assessed

There is no gateway before assessment. The apprentice can take their assessments at any appropriate point during their apprenticeship, once the training provider and employer agree the apprentice is ready and the portfolio is complete.

Language of assessment

All assessment is carried out in English. British Sign Language may be used as a reasonable adjustment.

Recognition of prior learning

Prior learning or experience cannot be used to exempt the apprentice from any part of this assessment. All evidence must be produced during the apprenticeship.

Completing the apprenticeship

Before A2A can request the apprenticeship certificate, all of the following must be confirmed:

- all assessment methods passed
- the minimum time on programme met (currently 8 months) and the off-the-job training requirements met (minimum 278 hours), as set out in the funding rules
- English and maths requirements met
- behaviours confirmed by the employer on the A2A Employer Behaviour Approval Form

The employer, the apprentice and the training provider confirm these requirements by signing the **A2A Gateway to Completion Declaration**. A2A requests the apprenticeship certificate once all the requirements of the assessment plan and A2A's requirements are met, and the signed declaration has been received.

05 The assessment methods

The apprentice completes two assessment methods: a portfolio of evidence and a live question and answer session. Both are set and delivered by A2A, and each is graded separately. The live question and answer session is always marked by A2A. The portfolio is marked by A2A unless a training provider has been approved to mark it, as explained below. Both methods use the same headings: what to prepare, what happens and how it is graded.

Synoptic assessment

The live question and answer session is the synoptic part of this assessment. It makes up half of the assessment, as one of the two methods, and covers every mandatory statement across all five assessment outcomes. The apprentice draws on their whole job role to show how they use their knowledge and skills together in real situations, rather than evidencing statements one at a time.

Training provider marking

In line with the apprenticeship assessment reforms, A2A Qualifications may approve a training provider to mark the portfolio on A2A's behalf. A training provider can only mark once A2A has approved it in writing and A2A Qualifications' external quality assurance (EQA) and Centre Assessment Standards Scrutiny (CASS) requirements are fully met. Provider markers must meet the same requirements as A2A assessors and take part in A2A standardisation. A2A samples provider marking and can change any grade. The live question and answer session is always marked by A2A. Unless a training provider has been approved, all marking is carried out by A2A.

06 Method 1: Portfolio of evidence

What to prepare

The portfolio is real, authentic evidence of the apprentice's own work, produced during the apprenticeship. It must evidence **all five assessment outcomes and all 45 knowledge and skills statements**. There is no set number of pieces. Quality matters more than quantity, and one piece of evidence can cover more than one statement.

The portfolio must be submitted electronically. It can contain:

- written work
- work-based product evidence, such as documents, spreadsheets, records, reports, emails and diary or booking entries
- reflective accounts written by the apprentice
- records of professional discussions

Employer contributions should describe what the apprentice did, rather than give opinions. Evidence must not contain personal data about customers, colleagues or other third parties: remove or blank out names and identifying details before submission.

The apprentice completes the **A2A mapping document**, showing where each statement is evidenced. The apprentice and employer sign its declaration to confirm the portfolio is the apprentice's own work.

Nobody else may write, rewrite or produce evidence for the apprentice. All evidence must be the apprentice's own work.

What happens

The training provider uploads the portfolio and mapping document to the A2A Assessment Platform **at least 14 calendar days before the live assessment**, so the assessor has time to mark it and prepare questions.

If the apprentice has not had the chance to show a statement in their job role, the employer and training provider should arrange a suitable opportunity at work before the portfolio is submitted. A mapping document

that does not cover every statement is returned before booking and does not count as an attempt. If evidence arrives late, the assessment is rebooked. Late evidence is not a fail.

How it is graded

The portfolio is marked by an independent A2A assessor, or by an A2A approved training provider where approval has been given. It is marked against the assessment outcomes, the statements and the six performance categories, and graded **Fail, Pass or Distinction**, using the rules in the Grading section.

07 Method 2: Live question and answer

What to prepare

The assessor asks about **every mandatory statement** and a selection of non-mandatory statements, which changes between assessments. The apprentice should be ready to give real examples from their own work for every statement. Example questions are available to training providers on the A2A Assessment Platform, to help apprentices prepare.

Before the session, the apprentice should have:

- their portfolio to hand, as they can refer to it and may be asked to share their screen
- their own notes, if they wish to use them
- photographic ID
- a quiet, private room and a working camera, microphone and internet connection

What happens

The session is a live, one to one session with an independent A2A assessor, held online on Microsoft Teams or a similar platform. It lasts **60 minutes**, with a 10% tolerance either way, so **between 54 and 66 minutes**. It takes place after the portfolio has been marked. Questions are based on the evidence in the portfolio, the apprentice's job role and other work they have done.

The apprentice can refer to their portfolio and their own notes. The assessor may rephrase a question and ask follow-up questions to explore an answer, but will not lead the apprentice towards an answer.

On the day:

- The apprentice shows photographic ID to the assessor before the recording starts. No copy is taken.
- The apprentice shows the assessor around the room before the session. This is done off the recording, for privacy.
- The apprentice is on their own, unless a support person has been agreed in advance as a reasonable adjustment.
- The camera stays on throughout. Smart watches and other wearable devices must not be worn.
- Internet searches, ChatGPT and other AI tools must not be used during the session.
- The session is recorded for quality assurance and assessor training.
- If technology fails and cannot be fixed, the session is rebooked and does not count as an attempt.
- Breaks of up to 15 minutes may be agreed with the assessor if needed.

How it is graded

The independent assessor grades the session **Fail, Pass or Distinction**, against the assessment outcomes, the statements and the six performance categories, using the rules in the Grading section.

08 Grading

Grading each method

- **Pass.** Every assessment outcome is demonstrated, every mandatory statement is evidenced, and the pass descriptors are met in all six performance categories. A shortfall in one category cannot be made up by strength in another.
- **Distinction.** The apprentice meets every pass requirement and shows **at least two of the three distinction criteria in each assessment outcome**, as set out in the Grading criteria by outcome section. This reflects consistently performing above the pass standard across the six performance categories.
- **Fail.** The pass requirements are not met.

Where the evidence for a statement is weak, the A2A assessor and internal quality assurer moderate the decision together and may award a Fail at their discretion.

The grading criteria for each assessment outcome, showing what is needed for a pass and for a distinction, are set out in the **Grading criteria by outcome** section at the back of this specification.

What pass and distinction look like

A simple guide, based on Bloom's taxonomy, to the difference between the two grades.

Remember › Understand › Apply › Analyse › Evaluate › Create

Pass

REMEMBER, UNDERSTAND, APPLY

- Explains what they do and why, using real examples from their own work
- Applies procedures and tools correctly in routine, familiar tasks
- Follows legislation and organisational rules accurately

Distinction

ANALYSE, EVALUATE, CREATE

- Analyses situations and explains the reasons behind their choices
- Evaluates what worked, adapts when requirements change and shows the difference their work made
- Uses judgement, anticipates needs and applies rules with confidence

This is a guide to the level expected. Assessors grade against the performance descriptors in the assessment plan, and a distinction is not guaranteed.

Overall grade

The apprentice must pass both methods to pass the apprenticeship. A distinction overall needs a distinction in both methods.

Portfolio	Question and answer	Overall grade
Fail in either method		**Fail**
Pass	Pass	**Pass**
Pass	Distinction	**Pass**
Distinction	Pass	**Pass**
Distinction	Distinction	**Distinction**

Performance descriptors

The assessment plan sets pass and distinction descriptors for six performance categories. A2A assessors use these descriptors to grade each method.

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.

Performance category	Pass	Distinction
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.

09 Results, feedback and appeals

Results are released **within 7 working days** of the assessment. Each assessment is internally quality assured before the result is released. The apprentice receives a feedback form for each method, and results are available to the training provider on the A2A Assessment Platform.

The feedback form confirms the result for each assessment method. It is not an apprenticeship certificate. A2A requests the apprenticeship certificate once all the requirements of the assessment plan and A2A's requirements are met. Apprentices then download their certificate from the GOV.UK website.

Appeals, complaints and other policies are published at www.a2aqualifications.co.uk/policies.

10 Resits and retakes

A resit is a further attempt without additional learning. A retake is a further attempt after additional learning. The employer and training provider must agree to any resit or retake.

- The apprentice only resits or retakes the method they did not pass.
- If one method is not passed and the apprentice does not complete or pass the other method, or does not resit or retake within the time allowed, A2A may award an **overall Fail** grade.
- Resit and retake grades are not capped, so a distinction is still possible.
- A question and answer resit or retake must be taken **within 3 months** of the result, unless A2A agrees more time. It lasts between 30 and 60 minutes, with different questions from the first attempt.
- An apprentice who has passed a method can resit it to try for a distinction. The apprentice must let A2A know **within 7 calendar days** of the result, by email to info@a2aqualifications.co.uk. Up to three improvement resits are allowed per method, and more only with A2A approval. The higher grade stands.
- Resits, retakes and improvement resits are **charged in full**. The training provider is responsible for paying and may pass the cost on to the employer if it wishes. Apprentices are never charged.

If the portfolio is not passed

The apprentice can either resubmit the whole portfolio or add further evidence to the existing portfolio, with an updated mapping document if needed. This is a resit if the apprentice only reorganises or improves existing evidence, or a retake if they add new evidence after further learning. The assessor then grades the portfolio again as a whole, including any new evidence.

The resubmission must be made **within 3 months** of the result, unless A2A agrees more time in line with its Reasonable Adjustments and Special Considerations Policy. All evidence must still be produced during the apprenticeship.

The apprentice can still take the live question and answer session while the portfolio resit is in progress. A passed question and answer session does not need to be taken again. If the portfolio is not resubmitted within the time allowed, or the apprentice does not complete or pass the question and answer session, A2A may award an overall Fail grade. If the portfolio was not passed because of a concern about authenticity, both methods are paused until A2A has completed its investigation.

11 Reasonable adjustments and special consideration

Reasonable adjustments are available so that apprentices can show what they know and can do on equal terms. A2A uses the Skills England reasonable adjustment matrix to decide which adjustments are suitable for each assessment method.

The training provider requests an adjustment by completing the **reasonable adjustment request form**, which is available with the support materials on the A2A Assessment Platform. The form should be submitted as early as possible, and before the assessment is booked, so the adjustment can be in place on the day.

Adjustments do not change the standard the apprentice must meet. Decisions are made by the A2A head office team in line with the A2A Reasonable Adjustments and Special Considerations Policy, and the assessor is told about any agreed adjustment before the assessment.

Special consideration

If something outside the apprentice's control affects their assessment, such as illness or bereavement, the training provider can apply for special consideration. Requests are considered in line with the A2A Reasonable Adjustments and Special Considerations Policy, published at www.a2aqualifications.co.uk/policies.

12 Use of AI

Apprentices can use AI tools, as long as the use is honest and the work remains their own. Any AI use must be declared on the mapping document, and the assessor may ask about it. It is good practice to save the prompts used and include them in an appendix to the portfolio. AI must not be used to produce evidence for the apprentice, to replace their own judgement or to answer questions during a live session.

13 Malpractice and maladministration

A2A Qualifications takes malpractice and maladministration seriously. Malpractice includes:

- submitting work that is not the apprentice's own
- using AI to produce evidence or answers without declaring it
- using AI to produce false records, or to answer questions during a live session
- copying, or receiving help that is not allowed
- impersonation

- a provider or employer completing or changing evidence for the apprentice

Training providers and employers must report any suspected malpractice or maladministration to compliance@a2aqualifications.co.uk straight away. A2A investigates in line with its Malpractice and Maladministration Policy, published at www.a2aqualifications.co.uk/policies. Results may be withheld while an investigation takes place.

14 Assessors and quality assurance

Assessors

Every A2A assessor:

- has relevant occupational experience and knowledge of administration, kept up to date through CPD, which is checked by the lead IQA at least once a year
- holds a recognised assessing qualification, such as CAVA or AVRA, or is registered and working towards one, completing it within 12 months
- completes A2A training and standardisation before their first assessment on the standard, and at least once a year after that
- has no conflict of interest and does not assess apprentices from an organisation they also work for

Internal quality assurance

Every A2A internal quality assurer holds a recognised internal quality assurance qualification and relevant occupational knowledge. A2A samples assessment decisions in line with its sampling policy, using recordings, recording forms and feedback forms, before results are released.

15 Assessment outcomes and statements

The assessment plan groups 25 knowledge and 20 skills statements into five assessment outcomes. All five outcomes must be assessed. Statements marked as mandatory (shaded) must be assessed in every version of the assessment. There are 32 mandatory and 13 non-mandatory statements.

At A2A, the portfolio must evidence every statement, mandatory and non-mandatory. In the question and answer session, the assessor asks about every mandatory statement and a selection of non-mandatory statements. The apprentice will not know in advance which non-mandatory statements will be covered, so they should be ready to give examples for all of them.

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.

DEPTH AT LEVEL 2: At Level 2, the apprentice uses existing systems and follows set procedures to handle information and data. They are expected to explain the main rules, such as data protection, retention and confidentiality, as they apply to their own work. They are not expected to set policy or manage systems.

Ref	Knowledge and skills statement	Mandatory
K8	Software packages and their technical applications such as databases, spreadsheets presentation and communication tools.	**Yes**
K9	Principles of information and data retrieval, maintaining records and respecting confidentiality, in line with organisational policies and legislation.	**Yes**
K11	Principles of data and information handling and storage including the importance of retention dates, systematic storage, backing-up and filing structure.	No
K16	Information and data retrieval. Required processes to undertake tasks for example compliance, GDPR, retention and deletion.	No
K24	The benefits of cloud services and platforms.	No
S1	Receive, retrieve, process, record and store information and data.	**Yes**
S3	Use software packages and tools for example AI or automation to input and process data and information, to contribute to routine administration tasks in line with organisational policies and procedures.	**Yes**
S4	Handle and communicate information in line with organisational policies, procedures and security requirements.	**Yes**
S18	Use cloud services to share documents for use and or collaboration.	No

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.

DEPTH AT LEVEL 2: Tasks are allocated by a supervisor. The apprentice plans, prioritises and checks their own routine work, and recognises when to ask for help. They are not expected to manage other people's workload or design processes.

Ref	Knowledge and skills statement	Mandatory
K2	How organisation structure, vision and function affect the role.	No
K3	The role, responsibilities and impact this has on deliverables, stakeholders and key performance indicators.	**Yes**
K4	The sector landscape and its impact on the organisation and role for example technology, finance or compliance.	No
K15	Principles of time management and tools used to organise workload to meet deadlines.	**Yes**
K17	Quality assurance processes and how they impact on the role and organisation.	**Yes**
K25	Methods to seek clarification and help to complete assigned tasks within agreed timeframes.	No
S6	Plan and review administration tasks allocated by supervisor.	**Yes**
S8	Monitor and report on the use of resources such as materials, equipment and supplies.	No
S9	Use agreed organisational systems and protocols to manage calendars, diaries and booking systems.	No
S14	Use time management tools to meet deadlines.	**Yes**
S17	Review and check own work.	**Yes**
S20	Seek clarification and help, when required, to complete assigned tasks within agreed timeframes.	**Yes**

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.

DEPTH AT LEVEL 2: Communication is with internal and external stakeholders in familiar situations. The apprentice uses the organisation's templates, tools and etiquette, handles routine enquiries and signposts more complex ones.

Ref	Knowledge and skills statement	Mandatory
K12	Types and frequency of written communication with stakeholders and the impact on outputs. For example mass texts, mailshots, formal letters or emails.	**Yes**
K13	Principles of verbal communication. For example over the phone, in a meeting both online and virtual, formal presentations.	**Yes**
K18	Sources of information. Methods to fact check, use and share information following processes, legislation or policy.	No
K19	Feedback mechanisms. How to receive feedback.	**Yes**
S7	Maintain professional relationships with stakeholders.	**Yes**
S10	Source information as requested by stakeholders, ensuring they are shareable. As examples client records, signpost to services or reports.	**Yes**
S12	Use communication tools to respond to stakeholders using professional language and organisational etiquette.	**Yes**
S15	Handle feedback following expected professional etiquette.	**Yes**

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.

DEPTH AT LEVEL 2: The apprentice follows existing policies, legislation and security practices and knows when and how to escalate. They are expected to understand how these apply to their own role. They are not expected to write policies or investigate incidents.

Ref	Knowledge and skills statement	Mandatory
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.	**Yes**
K6	Approaches to diversity, equity, inclusion and the impact on stakeholders and organisational activity.	**Yes**
K7	The impact of sustainability and environmental good practice on organisational activity.	No
K10	Principles of working safely, such as online, on site, venues and organisational premises, to meet requirements.	**Yes**
K22	Escalation processes such as security, software, customer service and complaints.	**Yes**
K23	Digital footprint. The impact of online activity and how this can make an individual or organisation vulnerable.	**Yes**
S2	Operate within organisational policies, standards and procedures and relevant legislation respecting confidentiality; adapting to operational changes as they occur.	**Yes**
S5	Recognise and rectify issues and escalate as required. For example stakeholder documents and reports, safeguarding concerns or abusive behaviour.	**Yes**
S13	Operate within agreed health and safety standards.	**Yes**
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.	**Yes**

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.

DEPTH AT LEVEL 2: The apprentice looks after their own wellbeing and development, and explains how the organisation's approach to corporate social responsibility and ethics affects their role.

Ref	Knowledge and skills statement	Mandatory
K5	Principles of corporate social responsibility (CSR) and ethics relating to the role.	**Yes**
K14	Approaches to maintaining up-to-date knowledge of existing and evolving tools and trends.	**Yes**
K20	The benefits of wellbeing and good working practices.	**Yes**
K21	Self-reflection models and techniques.	No
S11	Use continuing professional development including self-reflection to support current and future training and development needs.	**Yes**
S16	Maintain wellbeing, accessing organisational support mechanisms if required.	No

16 Grading criteria by outcome

These criteria show what the apprentice must demonstrate in each assessment outcome. They reflect the performance descriptors in the assessment plan and apply to both assessment methods. Statement references are shown in brackets.

Pass: every pass criterion for each outcome is met. **Distinction:** every pass criterion is met and the apprentice shows at least two of the three distinction criteria in each outcome. In the live question and answer session, the assessor grades against the statements covered in that session: every mandatory statement and the selection of non-mandatory statements asked about.

AO1: Information Management and Data Handling

Pass

- Receives, retrieves, processes, records and stores information accurately using organisational systems and software packages (S1, K8)
- Handles and communicates information securely and confidentially, in line with legislation and organisational procedures (S4, K9)
- Explains how information is handled, stored, retained, backed up and filed, and the processes for retrieval, retention and deletion (K11, K16)
- Uses software tools, including AI or automation where used, for routine tasks and checks the results, and uses cloud services to share documents (S3, S18, K24)

Distinction

- Explains clearly how legislation and policy shape decisions about retrieving, keeping and deleting information, using examples from their own work
- Chooses the most suitable tool or system for each task, such as cloud services for collaboration, and explains the benefits
- Shows how their handling of information has improved accuracy, security or efficiency

AO2: Administrative Task Delivery and Workflow Management

Pass

- Explains their role and responsibilities and how their work affects deliverables, stakeholders and key performance indicators, within the organisation's structure and sector (K3, K2, K4)
- Plans and reviews allocated tasks and uses time management tools to meet deadlines (S6, S14, K15)
- Manages calendars, diaries and booking systems, and monitors and reports on the use of resources (S9, S8)
- Follows quality assurance processes and reviews and checks their own work (K17, S17)
- Seeks clarification and help when needed to complete tasks within agreed timeframes (S20, K25)

Distinction

- Reviews and checks their own work thoroughly, finding and correcting errors before they affect others
- Adapts plans confidently when priorities or requirements change, and explains the reasons for their choices
- Explains how the organisation's structure, vision and wider sector shape their role, with examples

AO3: Stakeholder Communication and Relationship Management

Pass

- Uses communication tools to respond to stakeholders with professional language and etiquette, choosing suitable types of written communication (S12, K12)
- Communicates verbally in a clear, professional way, for example on the phone, in meetings or in presentations (K13)
- Sources information requested by stakeholders, checking it is accurate and shareable (S10, K18)
- Receives and handles feedback professionally and maintains positive working relationships with stakeholders (S15, K19, S7)

Distinction

- Chooses the right type and timing of written communication for the audience, and explains why
- Checks the reliability of information sources before using or sharing them
- Adapts their communication with sensitivity across different stakeholders and situations

AO4: Compliance, Security, and Risk Awareness

Pass

- Works within organisational policies, procedures and relevant legislation, respecting confidentiality and adapting to operational change (S2, K1)
- Works safely online and in the workplace, following agreed health and safety standards (K10, S13)
- Protects against security threats and explains how online activity can make an individual or organisation vulnerable (S19, K23)
- Recognises and rectifies issues and escalates them through the correct route, including complaints and safeguarding concerns (S5, K22)
- Explains approaches to diversity, equity and inclusion and to sustainable working, and their impact on the organisation (K6, K7)

Distinction

- Explains confidently how the main rules and policies apply to their own work, with real examples
- Spots risks, such as security threats, early and takes the right action within their role
- Explains the reasons for their escalation decisions and the consequences of getting them wrong

AO5: Professionalism, Wellbeing, and Continuous Development

Pass

- Explains the benefits of wellbeing and good working practices, and maintains their own wellbeing, using support where needed (K20, S16)
- Uses continuing professional development and self-reflection to support their training and development (S11, K21)
- Explains the principles of corporate social responsibility and ethics in their role (K5)
- Explains how they keep up to date with existing and evolving tools and trends (K14)

Distinction

- Uses a self-reflection technique and shows how reflecting has changed the way they work
- Explains how corporate social responsibility and ethical working affect decisions in their role, with examples
- Takes ownership of their development, identifying future needs and new tools or trends relevant to the role

17 Behaviours

The behaviours below are part of the occupational standard. They are not assessed or graded by A2A. The employer confirms the apprentice has shown them by completing the A2A Employer Behaviour Approval Form, which is required before the certificate can be requested.

Ref	Behaviour
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.

18 Glossary

Plain English meanings of the terms used in this specification.

A2A Assessment Platform	The online system training providers use to register apprentices, upload evidence and see results.
Apprenticeship assessment	The independent assessment that confirms the apprentice is competent in their occupation.
Assessment outcome	A group of related knowledge and skills statements from the assessment plan. Every outcome must be assessed.
Assessment plan	The document published by Skills England that sets out how the apprenticeship must be assessed. It takes precedence over this specification.
Gateway to Completion Declaration	The A2A form signed by the employer, apprentice and training provider to confirm all completion requirements are met before the certificate is requested.
Improvement resit	A further attempt at a method the apprentice has already passed, to try for a distinction.
Mandatory statement	A knowledge or skills statement shown in bold in the assessment plan, which must be assessed in every version of the assessment.

Non-mandatory statement	A knowledge or skills statement that is assessed across the assessment as a whole, but not necessarily in every assessment.
Performance descriptor	The plan's description of the level of performance needed for a pass or a distinction in each performance category.
Resit	A further attempt at a method that was not passed, without additional learning.
Retake	A further attempt at a method that was not passed, after a period of additional learning.
Synoptic assessment	Assessment in which the apprentice brings together knowledge and skills from across the standard to show they are competent in an integrated way.

19 Contact and document control

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Document control

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