Change lives through learning

Open Awards Level 2 Apprenticeship

Assessment for

ST1472 Administration Assistant

QAN: 610/7965/0

Qualification Guide

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About the Qualification

Title	Open Awards Level 2 Apprenticeship Assessment for ST1472 Administration Assistant
Qualification Accreditation Number	610/7965/0
Sector	15.2 Administration
Level	Level 2
Typical apprenticeship duration	12 months
Overall grading	Fail/ Pass/ Distinction
Qualification Risk Rating	Medium
Pricing Information	Please click here for more information
Review Date	31/07/2031

Skills England specifies 278 minimum hours for compliance for this apprenticeship. This is the published minimum off-the-job training requirement and is a provider/employer programme responsibility; it does not represent the duration of the Apprenticeship Assessment or prescribe when the Portfolio or Structured Interview must take place.

Age Range and Restrictions	
Pre -16	x
16 – 18	✓
18+	✓
Any other restrictions specific to the qualification(s)	None

Qualification Documentation

This Qualification Guide is intended for provider managers and curriculum leads, tutors/trainers, assessors, Internal Quality Assurers (IQAs), employers and other staff responsible for supporting apprentices through assessment and completion.

Document	Who should use it	Purpose
Qualification Guide	Providers, employers, assessors and IQAs	Qualification-specific delivery, assessment, grading and completion requirements.
Skills England Occupational Standard and Apprenticeship Assessment Plan	Providers, employers, assessors and IQAs	Defines the occupation, Assessment Outcomes, Knowledge and Skills, mandatory/sampled requirements and performance descriptors.
Portfolio Setting Specification and Mandatory KS Portfolio Matrix	Providers, assessors, IQAs	Mandatory controls for planning, generating, mapping and assessing Portfolio evidence.
Guide to Provider Assessment	Providers, assessors, IQAs	Generic Open Awards requirements for assessment planning, evidence, authenticity, feedback and records.
Guide to Internal Quality Assurance	Providers, IQAs	Generic Open Awards requirements for IQA, sampling, standardisation, assessor monitoring and records.
CASS Strategy	Providers, assessors, IQAs	Open Awards risk-based scrutiny of provider assessment decisions.
Structured Interview Sample Question and Scenario Bank	Providers, assessors, employers, apprentices	Provides illustrative questions, prompts and scenarios showing the style, breadth and level of the Structured Interview without disclosing live assessment material.
Preparing for your Structured Interview – Apprentice Guide	Providers, assessors, employers, apprentices	Explains the Structured Interview format, assessment structure, preparation requirements and what the apprentice can expect on the day.

Preparing your Portfolio of Evidence – Apprentice Guide	Providers, assessors, employers, apprentices	Explains how to prepare and organise the Portfolio, the types of evidence that may be used and what the apprentice can expect from the assessment process.
Occupational Context Summary Template and Guidance	Providers, assessors, employers, apprentices	Provides limited information about the apprentice's role and working environment before the Structured Interview. It is contextual information only and is not assessment evidence or graded.
Gateway to Completion form/guidance	Providers, assessors, employers, apprentices	Submitted before Gateway to Completion checks can be completed. This includes employer behaviour verification guidance and declarations.
Open Awards policies	All parties	Reasonable adjustments, special consideration, malpractice, appeals, complaints, conflicts of interest and data protection/retention.

Qualification Purpose

The broad purpose of the Administration Assistant occupation is to carry out routine administration activities that support organisational operations. The work is normally carried out under supervision and within defined procedures.

The purpose of this Apprenticeship Assessment is to determine, through valid and reliable assessment, whether an apprentice has achieved the knowledge and skills allocated to the Apprenticeship Assessment and can apply them to demonstrate occupational competence at Level 2, including applying that competence in different but comparable administrative contexts.

The assessment also provides employers with reliable evidence of attainment and gives apprentices an opportunity to recognise and articulate the competence they have developed in the workplace.

Occupational Overview

Administration Assistants work across public, private and third-sector organisations of different sizes. Typical activity includes routine administration, use of digital systems, handling and sharing information, supporting colleagues, responding to stakeholders, maintaining records and adapting to changing organisational priorities.

Typical job titles identified within the Occupational Standard include Admin Assistant, Administrative Officer, Administrative Clerk, Business Support, Clerical Assistant, Data Clerk, Office Assistant, Receptionist, Records Clerk and Secretary.

Any Specified Entry Requirements

The minimum age for this qualification at the point of registration is 16.

The apprentice must be registered on the Administration Assistant apprenticeship and with Open Awards before formal assessment takes place.

There are no additional Open Awards qualification-specific entry requirements for this Apprenticeship Assessment.

The employer and provider must ensure the apprentice has access to a workplace environment that gives sufficient opportunity to develop and demonstrate the required occupational knowledge and skills. Where the apprentice's role or workplace does not provide the required opportunities, the provider and employer must address the programme or workplace arrangements before affected assessment activity proceeds.

Initial assessment and ongoing review should identify support or reasonable-adjustment needs early enough (as soon as is practicable when an apprentice starts their programme) for arrangements to be approved before assessment.

English and mathematics, minimum apprenticeship duration, required off-the-job training and employer verification of behaviours are completion requirements checked at Gateway to Completion rather than additional Open Awards entry requirements.

Progression Opportunities

Successful completion confirms occupational competence at Level 2 and may support progression to roles with increased responsibility in administrative and business support functions. It may also support progression to higher-level apprenticeships, qualifications or professional development in areas such as business administration, project support, customer service, team leadership, HR, data, compliance or other specialist administrative functions.

Access and Inclusion

Open Awards and providers must ensure that assessment is accessible while preserving the Knowledge and Skills being assessed and the required occupational standard. Reasonable adjustments and special consideration are managed under current Open Awards policy.

- Support needs should be identified as early as possible.
- Alternative accessible formats or delivery arrangements may be used where they do not change the knowledge or skill being assessed or reduce the required standard.
- Assessment must not depend on a particular employer system, document style or business process unless that feature is integral to the KS being assessed.
- Reasonable adjustments may change how an apprentice accesses or undertakes assessment but must not remove a mandatory assessment requirement, change the assessment construct or provide an unfair advantage.
- Where an adjustment requires Open Awards approval, providers must follow the current Open Awards reasonable-adjustment process before the affected assessment takes place.

Qualification Content

Assessment Outcomes

AO	Title	Overview
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
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.
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.
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.
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.

Knowledge and Skills Coverage

The assessment covers the 45 Knowledge and Skills statements (KS).

32 are mandatory and must be assessed for every apprentice.

13 are non-mandatory and are sampled through the Structured Interview under Open Awards control.

Knowledge and Skills are allocated between the Portfolio of Evidence and Structured Interview according to the approved assessment design.

- The Portfolio of Evidence assesses 25 mandatory KS through authentic workplace evidence.
- The Structured Interview assesses seven mandatory knowledge statements in every assessment and five KS sampled from the thirteen non-mandatory KS in its assessment domain.

All five Assessment Outcomes are assessed in both assessment components.

Within the Structured Interview, all seven mandatory KS are assessed in every version. In addition, five of the 13 non-mandatory KS are allocated through Open Awards' controlled sampling strategy.

Once a non-mandatory KS has been allocated to an apprentice's assessment version, it forms part of the required assessment content for that version and must be sufficiently evidenced by the apprentice.

Component	Mandatory KS	Non-mandatory KS in component domain	Total KS domain
Portfolio of Evidence	25	0	25
Structured Interview	7	13	20
Total	**32**	**13**	**45**

Behaviours

Behaviours are not directly assessed by Open Awards within either assessment component. The employer verifies the required behaviours and the completed verification is checked as part of Gateway to Completion.

Qualification Duration and Timing

This is an Apprenticeship Assessment qualification rather than a credit-based unit qualification. Credit value, Guided Learning Hours and Total Qualification Time are therefore not used to determine the size, weighting or duration of the assessment components.

The apprenticeship has a typical duration of 12 months. Providers and employers must plan the apprentice's programme in accordance with the current apprenticeship funding and programme requirements.

The provider is responsible for supplying the apprentice's planned programme start and end dates when registering them with Open Awards and for ensuring that these remain accurate where the programme changes. Assessment activity should be planned so that the required assessment and completion activity can normally be completed within those recorded programme dates.

Open Awards does not prescribe an additional qualification-specific maximum assessment or registration period for ST1472. Where an apprentice does not complete within the expected timeframe, the provider and employer remain responsible for managing any extension, break in learning or revised programme arrangements in accordance with the applicable apprenticeship requirements. Open Awards monitors registrations against planned end dates and may follow up where an apprentice remains incomplete.

Portfolio evidence is generated over time through authentic workplace activity and assessment should only take place once the apprentice has had sufficient learning and workplace opportunity to demonstrate the relevant Knowledge and Skills.

The Portfolio must be completed and an assessment decision recorded before the Structured Interview takes place. The Structured Interview is available on demand once this requirement has been met.

Where an apprentice has not completed the Portfolio by their planned programme end date, the Portfolio does not automatically fail or expire. The provider and employer must determine how any further learning or workplace opportunity required for completion will be provided. Open Awards may review outstanding assessment arrangements where an extended delay creates a specific concern about the validity or currency of assessment evidence.

Following completion of both assessment components, the remaining apprenticeship completion requirements are checked through Gateway to Completion before the final apprenticeship result is confirmed and the apprentice certificate is claimed.

Delivering these Qualifications

Approved Delivery

Providers must be approved by Open Awards for the relevant delivery model before they begin delivering the qualification or registering apprentices for assessment.

Route	Approval requirement	Assessment responsibility
Approved Provider model	Full Open Awards provider approval for regulated qualification delivery.	Provider assesses and IQAs the Portfolio. Open Awards EQA of the provider's assessment decisions. Open Awards assesses the Structured Interview.
Fully Managed Open Awards model	Proportionate high-level due diligence.	Open Awards assesses both the Portfolio and Structured Interview. Provider supports evidence preparation and workplace access but makes no assessment decisions.

An Approved Provider may choose the Fully Managed Open Awards Portfolio service for individual apprentices.

As part of the approval process, Open Awards confirms that the provider has the appropriate:

- staffing and occupational expertise
- assessment and internal quality assurance arrangements
- specialist facilities, equipment and resources
- apprentice support arrangements
- policies and procedures required to deliver regulated qualifications.

Further information is available within the Open Awards Provider Handbook and Centre Assessment Standards Scrutiny (CASS) Strategy.

A provider working with Open Awards through the Fully Managed due-diligence route only cannot assess its own apprentices. It must complete full Open Awards provider approval before moving to internal provider assessment.

Assessment routes must not be changed informally. Any change must be approved and recorded so that the correct assessment and quality assurance controls apply. Please contact customerservices@openawards.org.uk if you need to discuss transferring an apprentice to a different assessment route.

Registering Apprentices

Once approved for the relevant delivery model, providers must register apprentices with Open Awards through the Portal before formal assessment takes place.

At registration, the provider must ensure that:

- the apprentice is registered against the correct qualification;
- the correct assessment delivery route is recorded;
- the apprentice's planned programme start and end dates are supplied; and
- the apprentice meets the applicable apprenticeship registration and programme requirements.

Providers are responsible for maintaining accurate registration information and notifying Open Awards of material changes, including changes to the planned completion date or assessment route.

Assessment Sequencing

Assessment is designed to integrate with the apprentice's learning and workplace development. Assessment may take place at appropriate points once the apprentice has had sufficient learning and workplace opportunity to generate valid evidence.

Required sequence

Stage	Requirement
1	Register the apprentice and confirm the assessment route.
2	Generate and prepare the Portfolio of Evidence; assessment is undertaken by the provider or Open Awards according to the registered assessment route.
3	Complete the Portfolio assessment and record the assessment decision. Under the Approved Provider model, the provider applies its approved risk-based IQA arrangements. Under the Fully Managed model, Open Awards internal quality assurance arrangements apply. The Portfolio must have a Pass decision recorded before the Structured Interview takes place.
4	Submit the Occupational Context Summary and book/undertake the Structured Interview.
5	Complete any required Open Awards internal or external quality assurance activity and resolve any outstanding assessment actions.
6	Complete Gateway to Completion checks.
7	Open Awards confirms the final result and claims the apprenticeship certificate.

The Portfolio does not normally need to have completed all Open Awards EQA activity before the Structured Interview takes place. Open Awards may require additional scrutiny before progression where provider or qualification risk status warrants this.

The Structured Interview assesses a separate allocation of KS. It must not be used to complete an incomplete Portfolio, reassess Portfolio KS, compensate for a Portfolio decision or generate retrospective Portfolio evidence.

Where the Portfolio has not been completed or a Pass decision cannot be confirmed, the Structured Interview must not proceed. Any existing booking must be rearranged.

Occupational Context Summary

After the Portfolio is completed and before the Structured Interview, the provider/apprentice must submit the Open Awards Occupational Context Summary.

This gives the assessor concise context such as the apprentice's role, sector/organisation type, typical duties, systems/tools and key stakeholder groups.

Important: The Occupational Context Summary is context only. It is not assessment evidence, is not graded and does not replace, underpin or contribute assessment evidence to the Structured Interview.

Assessment Overview

Component	Coverage	Assessor	Component grade	Purpose
Portfolio of Evidence	25 mandatory KS	Provider assessor (approved route) or Open Awards assessor (fully managed route)	Fail / Pass	Authentic workplace evidence of occupational competence.
Structured Interview 45 minutes (+/- 10%)	12 allocated KS: 7 mandatory knowledge statements + 5 sampled KS, plus one fixed scenario	Open Awards	Fail / Pass / Distinction	Application of knowledge, reasoning, judgement, decision making and transferability.

Component 1 – Portfolio of Evidence

The Portfolio of Evidence is a mandatory Pass/Fail assessment component designed to demonstrate the apprentice's occupational competence through authentic workplace performance.

The Portfolio assesses the 25 mandatory Knowledge and Skills (KS) allocated to workplace-based assessment. Evidence should be generated through the apprentice's normal administrative activities and must collectively demonstrate that all allocated KS have been achieved. The Portfolio is intended to be a structured assessment instrument rather than a record of everything completed during the apprenticeship.

Open Awards sets the requirements for the Portfolio, including the KS to be assessed, evidence parameters, acceptable evidence types and assessment decision requirements. Workplace evidence can be contextualised to reflect the apprentice's employer, role and administrative environment, but the assessment requirements and standard cannot be changed.

The Portfolio must contain 8–15 evidence sets and include an appropriate combination of authentic work products, direct observation and supporting evidence. Individual evidence sets may demonstrate more than one KS where this occurs naturally through integrated workplace activity.

The Portfolio can be assessed through either of the two approved delivery models:

- Approved Provider model: the provider assesses and internally quality assures the Portfolio. Assessment decisions are subject to Open Awards external quality assurance in accordance with the CASS arrangements.
- Fully Managed Open Awards model: Open Awards assesses the Portfolio directly, including undertaking the required observations. The provider supports the apprentice to generate and organise suitable workplace evidence but does not make assessment decisions.

A Pass requires sufficient valid, authentic, current and reliable evidence against every mandatory KS allocated to the Portfolio. There are no numerical marks and the Portfolio does not determine whether the apprentice achieves an overall Pass or Distinction.

Detailed requirements for evidence, observations, assessment, authenticity, confidentiality, AI, resubmission and quality assurance are set out in the ST1472 Portfolio of Evidence Assessment Setting Specification.

Component 2 – Structured Interview

The Structured Interview is set and assessed by Open Awards and is graded Fail, Pass or Distinction.

The Structured Interview is designed to assess occupational knowledge, application, reasoning, judgement and the apprentice's ability to apply their learning in different but comparable administrative situations.

The Structured Interview assesses a controlled domain of 20 Knowledge and Skills:

- seven mandatory knowledge statements, assessed in every version; and
- 13 non-mandatory Knowledge and Skills of which five are sampled in each live assessment version.

Each Structured Interview therefore contains 12 allocated KS questions (seven mandatory and five sampled) plus one fixed occupational scenario.

These cover the five Assessment Outcomes in every version.

The Structured Interview is conducted one-to-one by an Open Awards assessor, remotely or in person under controlled assessment conditions, and has a planned duration of 45 minutes. Open Awards controls the question, scenario and assessment-version allocation. Assessors may use approved prompts or drill-down questions to clarify or deepen evidence, but questioning will remain within the content allocated to the version.

Questions and scenarios are not individually marked or graded. The assessor determines whether each of the 12 allocated KS has been sufficiently evidenced and then considers the evidence generated within each Assessment Outcome against the approved Pass and Distinction descriptors.

One Fail, Pass or Distinction judgement is made for each of AO1–AO5.

To achieve an overall Pass:

- all 12 KS allocated to the assessment version must be sufficiently evidenced; and
- all five Assessment Outcomes must achieve at least the Pass standard.

To achieve an overall Distinction:

- all Pass requirements must first be met and
- at least four of the five Assessment Outcomes must achieve the Distinction standard. The remaining AO must achieve at least Pass.

An insufficient allocated KS or an AO below Pass cannot be compensated for by stronger performance elsewhere.

Overall Grading

The Portfolio must be passed to establish the workplace competence allocated to that component.

The Structured Interview determines whether the overall successful apprenticeship assessment outcome is Pass or Distinction.

There is no numerical aggregation between the two components.

Portfolio result	Structured Interview result	Overall result
Fail	Any outcome	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Distinction

Resits, Retakes and Portfolio Resubmission

Where an apprentice does not achieve the required standard in one component, they will normally repeat only the unsuccessful component.

A confirmed Pass in the other component remains valid unless Open Awards identifies a specific validity, authenticity, security, malpractice or other assessment-related reason requiring the previous decision to be reviewed.

Structured Interview

- Maximum of three attempts in total: the initial assessment plus up to two resit and/or retake attempts.
- Any exceptional further attempt requires formal approval by Open Awards in accordance with the applicable Open Awards procedure.
- A resit is a further assessment attempt where no additional learning is required. A retake follows additional learning, training or workplace development.
- An alternative assessment version is allocated for each subsequent attempt and previously used main questions/scenarios are avoided wherever practicable.
- Every subsequent attempt uses an equivalent assessment version containing all seven mandatory KS, five controlled sampled KS and the same grading standard.
- There is no automatic grade cap because the assessment is a resit or retake.

Feedback following an unsuccessful Structured Interview identifies the areas in which the required standard was not demonstrated but does not disclose secure assessment content or provide coaching that could compromise a later attempt.

Portfolio of Evidence

Where the initial Portfolio does not meet the required standard, the assessor identifies the KS or evidence gaps. The apprentice may make one Portfolio resubmission where the gaps can reasonably be addressed by providing, clarifying or strengthening authentic workplace evidence without substantial additional learning.

- Evidence already confirmed as meeting the standard does not need to be recreated.
- The resubmission focuses on unmet KS and may include additional or replacement workplace evidence.
- The Portfolio should remain within the normal evidence parameters unless additional evidence is expressly required to address an identified gap.
- Where deficiencies are substantial or occupational competence has not yet been achieved, the apprentice must undertake a retake following further learning/workplace development.
- Maximum of three Portfolio assessment attempts in total, including the initial submission.

Under the Approved Provider model, Portfolio resubmission and retake decisions are subject to provider IQA and Open Awards CASS. Under the Fully Managed model, Open Awards internal IQA applies.

Gateway to Completion

Gateway to Completion is a post-assessment control point. It is not a traditional pre-assessment gateway.

Before Open Awards confirms the final apprenticeship result and claims certification, the following must be confirmed:

- Portfolio of Evidence completed and confirmed as Pass.
- Structured Interview completed with a Pass or Distinction outcome.
- Employer-verified behaviours completed.
- English and mathematics requirements met in line with current apprenticeship funding rules.
- Required off-the-job training and minimum apprenticeship duration/compliance requirements met.
- Any other requirement specified by the current Occupational Standard, Apprenticeship Assessment Plan, funding rules or Open Awards qualification documentation is complete.
- Any outstanding quality-assurance, malpractice, appeal or reasonable-adjustment action that prevents result confirmation has been resolved.

The provider is responsible for ensuring the required completion evidence is submitted to Open Awards.

The employer is responsible for completing the behaviour verification.

Open Awards undertakes the Gateway to Completion checks and confirms whether all requirements have been satisfied.

Where both assessment components have been successfully completed but one or more Gateway to Completion requirements remain outstanding, the assessment outcomes are retained but the final apprenticeship result remains pending and certification is not claimed.

There is no ST1472-specific period after which a successfully completed assessment component automatically expires solely because a Gateway to Completion requirement remains outstanding. Open Awards may review the position where an extended delay creates a specific validity, quality assurance or regulatory concern.

Results and Certification

Results are confirmed on an ongoing basis; there is no end-of-window Awards Board for this qualification.

Open Awards confirms assessment and qualification results once the required assessment and quality assurance activity has been completed. The final apprenticeship result is confirmed only once Gateway to Completion requirements have also been satisfied.

Expected result-issuing timescales are set out in the applicable Open Awards provider guidance and service standards. Where additional quality assurance, investigation or evidence is required, a result may remain pending until Open Awards can be satisfied that it is accurate and reliable.

Once the overall result and completion requirements are confirmed, the apprenticeship certificate is claimed by Open Awards.

Provider Support, Quality Assurance and Standardisation

Staff Competence and Qualification Requirements

All personnel involved in assessment and internal quality assurance must be appropriately competent for the role they undertake. Providers are responsible for establishing and maintaining staff competence throughout delivery.

Portfolio assessors must:

- have current or recent occupational competence in administration, business support or a closely related occupational context at or above Level 2;
- have sufficient knowledge of the ST1472 Occupational Standard and Portfolio assessment requirements;
- hold, or be actively working towards, a recognised assessor qualification such as CAVA or an appropriate equivalent;
- participate in required induction, training and standardisation;
- maintain occupational and assessment competence through appropriate CPD; and
- identify and manage any conflict of interest.

Internal Quality Assurers must:

- have sufficient occupational understanding to quality assure Portfolio assessment effectively;
- understand the ST1472 Portfolio requirements and Pass standard;
- hold, or be actively working towards, an appropriate recognised internal quality assurance qualification or equivalent;
- be competent in risk-based IQA, assessor monitoring and standardisation;
- participate in required training, standardisation and CPD; and
- identify and manage any conflict of interest.

Where an assessor or IQA is working towards their qualification, the provider must evidence an active development plan and appropriate support and oversight. ST1472 does not impose an automatic countersignature requirement solely because a staff member is still working towards their qualification; the level of scrutiny should reflect risk and demonstrated competence.

An individual must not internally quality assure their own assessment decisions. Providers must retain appropriate evidence of staff qualifications, occupational competence, CPD and development arrangements.

Detailed assessment and IQA requirements are set out in the Open Awards Guide to Provider Assessment and Guide to Internal Quality Assurance.

Open Awards assessment personnel
Open Awards assessors and IQAs undertaking the Fully Managed Portfolio or Structured Interview are subject to equivalent competence, training, standardisation, conflict-of-interest and ongoing monitoring requirements under Open Awards' internal assessment and IQA arrangements.

Structured Interview assessors must additionally be trained and standardised in the controlled assessment model, mandatory and sampled KS requirements, scenario use, appropriate probing, AO sufficiency and application of the Pass and Distinction grading descriptors.

Provider IQA – Approved Provider Route

Where an approved provider assesses the Portfolio of Evidence, it is responsible for internally quality assuring its assessment decisions in accordance with the Open Awards Guide to Internal Quality Assurance.

Provider IQA must provide assurance that assessment decisions are valid, reliable and consistent and that the qualification-specific Portfolio requirements have been applied correctly. This includes appropriate scrutiny of KS coverage, evidence sufficiency and authenticity, assessor judgement, observation requirements, reasonable adjustments, resubmission/retake decisions and assessment records.

Providers must operate the risk-based IQA arrangements set out in the Guide to Internal Quality Assurance. This Qualification Guide does not prescribe an additional fixed sampling percentage for ST1472.

Where risk is identified, the provider must increase the level of IQA activity as appropriate. Examples may include new or developing assessors, new IQAs, first delivery of the qualification, changes to assessment staff, inconsistent assessment decisions, previous Open Awards quality assurance actions, complaints, appeals or concerns relating to authenticity or malpractice.

Provider IQA records must be retained and made available to Open Awards as part of EQA activity.

Provider Standardisation

Approved providers must standardise Portfolio assessors and IQAs before live assessment decisions are made and thereafter at appropriate points throughout delivery.

Standardisation must support a shared interpretation of:

- the 25 mandatory Portfolio KS and Mandatory KS Portfolio Matrix
- evidence sufficiency and holistic mapping
- Portfolio evidence parameters and direct-observation requirements
- authenticity and appropriate use of workplace AI
- the Portfolio Pass standard and assessment rationale
- resubmission and retake requirements.

Additional standardisation must take place where new staff join, requirements change or IQA/EQA findings indicate inconsistent practice. Providers must retain evidence of standardisation activity and resulting actions.

Detailed standardisation requirements are contained in the Portfolio Setting Specification and Guide to Internal Quality Assurance.

Open Awards IQA – Open Awards-Assessed Components

Open Awards is responsible for the internal quality assurance of assessment decisions made directly by Open Awards. This includes:

- the Structured Interview under both delivery models
- the Portfolio of Evidence under the Fully Managed Open Awards model.

Open Awards applies its controlled internal IQA, assessor monitoring and standardisation arrangements to ensure that assessment requirements and grading standards are applied consistently.

Open Awards-assessed and provider-assessed Portfolios are assessed against the same Portfolio requirements and Pass standard.

Structured Interview quality assurance includes monitoring consistent use of allocated assessment versions, KS requirements, AO grading descriptors and the approved overall grading methodology.

External Quality Assurance – Approved Provider Route

Where an approved provider makes the Portfolio assessment decision, that assessment is subject to Open Awards Centre Assessment Standards Scrutiny (CASS).

External Quality Assurance (EQA) is undertaken in accordance with the current Open Awards CASS Strategy. The CASS Strategy defines the organisation-wide risk-based approach to scrutiny, including how the nature and extent of EQA activity is determined.

For ST1472, EQA provides assurance that provider-assessed Portfolio decisions are being made consistently with the Open Awards requirements and to the same occupational standard as Portfolio decisions made directly by Open Awards.

EQA may consider, as appropriate:

- accuracy of Portfolio Pass/Fail decisions
- coverage of all mandatory Portfolio KS
- evidence sufficiency and authenticity
- application of the Portfolio evidence parameters
- quality of assessor judgement and rationale
- effectiveness of provider IQA
- provider standardisation activity
- assessor and IQA competence and continuing development
- application of resubmission and retake requirements
- reasonable adjustments
- conflicts of interest
- authenticity, AI and malpractice controls
- compliance with the qualification-specific requirements.

The level and frequency of EQA activities is risk-based and not determined through a fixed qualification-specific sampling percentage.

Where EQA identifies inconsistent or inaccurate assessment practice, Open Awards may require proportionate corrective action in accordance with the CASS Strategy. This may include additional evidence sampling, further standardisation, assessor or IQA development, reassessment or adjustment of decisions, increased monitoring or other quality assurance controls.

Provider Portfolio results remain subject to Open Awards confirmation following the required quality assurance activity.

Completion of EQA is not routinely required before the Structured Interview takes place, provided the Portfolio assessment has been completed and an assessment decision recorded. Open Awards may require additional scrutiny before progression where identified risk warrants this.

Any quality assurance activity required to confirm the Portfolio outcome must be satisfactorily completed before the final apprenticeship result is confirmed and certification is claimed.

Open Awards Standardisation Activity for Providers

Approved providers, assessors and IQAs must participate in Open Awards standardisation or development activity where required.

Open Awards standardisation supports a common interpretation of the Portfolio assessment standard across providers and between provider-assessed and Open Awards-assessed Portfolios. CASS/EQA findings, assessor/IQA feedback and qualification-performance evidence may be used to identify priorities for standardisation.

Where Open Awards identifies a standards risk, specified standardisation or development activity may be made a requirement of continued assessment or delivery.

Use of Artificial Intelligence (AI)

AI and automation may legitimately be used in routine administrative work and may therefore appear in Portfolio evidence where they are normal workplace tools. The assessment evidence must still demonstrate the apprentice's own competence, including their own checking, judgement and application of organisational requirements.

Generative AI must not be used by the apprentice to formulate responses during the live Structured Interview. Live questions, controlled scenarios, personal data and confidential assessment evidence must not be entered into unauthorised public AI systems.

For more information on acceptable use of AI, please refer to the Open Awards policy available on the Portal.

Training and Support

Open Awards provides qualification-specific guidance, assessment documentation and training to support providers in understanding the ST1472 requirements and the distinction between requirements that are fixed by Open Awards and areas that may be appropriately contextualised.

Approved Provider assessors and IQAs must complete or participate in any required qualification induction and standardisation activity before undertaking live assessment or quality assurance.

Information about available training, support and access arrangements is provided through the Open Awards website, Portal and provider approval process.

Appendices and Links

The following documents can be viewed on the Open Awards website:

1. Provider Handbook
2. Enquiries, Complaints and Appeals Policy
3. Equality and Diversity Policy
4. Invoicing Policy
5. Privacy Policy

Further supporting information can be found on the Open Awards Portal.

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