

Transitioning to the Business Administrator apprenticeship standard

Presenters:

Mandy Slaney, Industry Manager

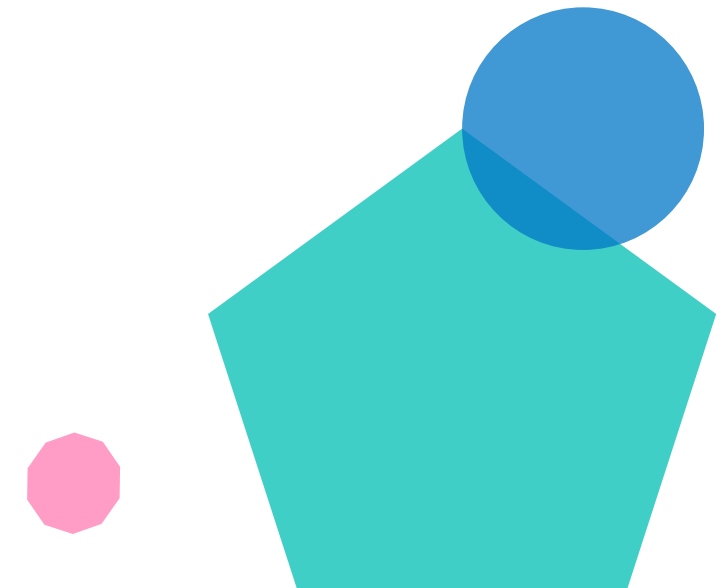
Dominic Green, Technical Advisor

14 June 2018

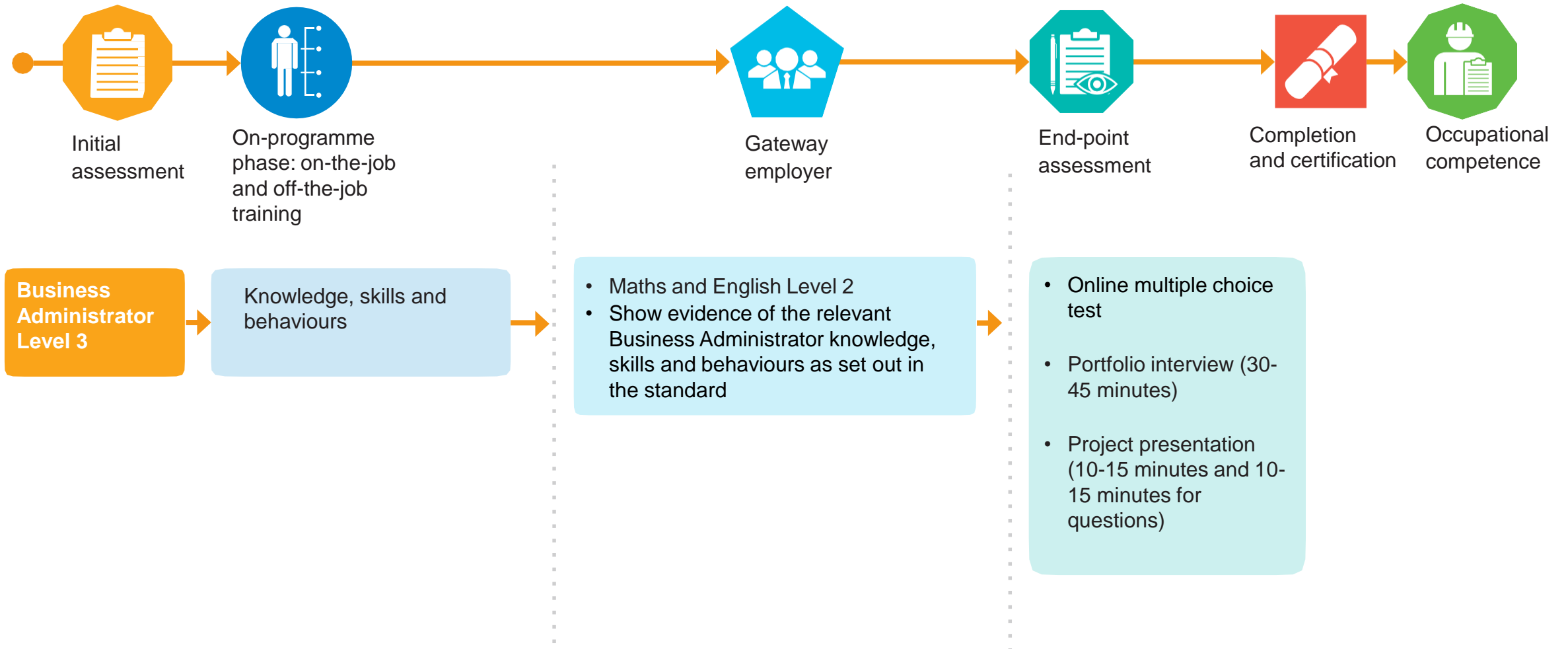


Contents

- A re-cap of the Business Administrator apprenticeship standard – what you need to know.
- How we can support your 20% off-the-job learning – a range of teaching and learning resources to support on-programme.
- Our EPA service for Business Administrator.
- Next steps.
- Question and answers.



The Business Administrator apprenticeship standard



Entry requirements for EPA

- A business administrator must have achieved Level 2 maths and English before taking EPA.
- Gateway can be triggered after 12 months of starting the apprenticeship.
- Complete gateway declaration form.
- Book EPA 60-90 days in advance of EPA taking place.
- Pre-gateway – learning progress to be supported by regular one-to-ones between the apprentice and the employer. Typically meet every six weeks for 30 minutes to review progress. These sessions should:
 - set learning goals
 - track apprentice progress
 - create a forum on coaching and guidance
 - co-ordinate 20% of apprentice time spent in off-the-job training.

Learning objectives for Business Administrator apprenticeship standard

Knowledge “know it”

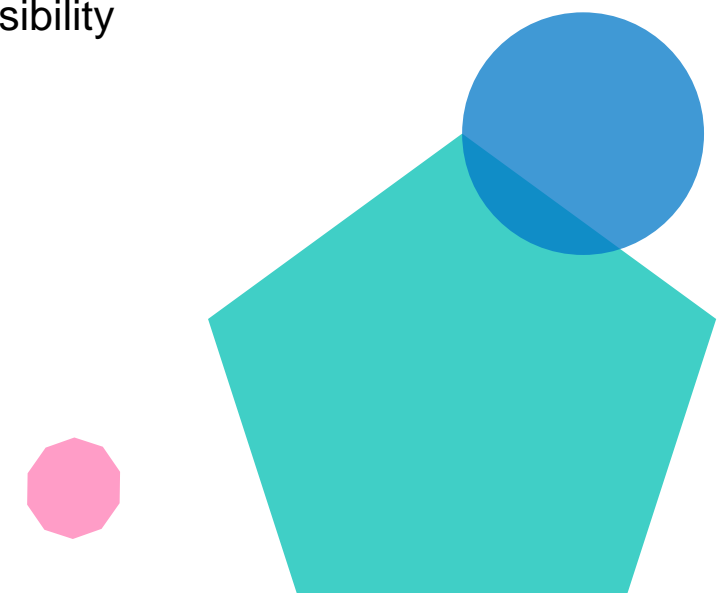
- The organisation
- Value of their skills
- Stakeholders
- Relevant regulation
- Policies
- Business fundamentals
- External environment factors

Skills “show it”

- IT
- Record and document production
- Decision making
- Interpersonal skills
- Communication
- Quality
- Planning and organisation
- Project management

Behaviours “live it”

- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility



What's being looked for?

Section	Item	Requirement
Skills	Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
	Interpersonal skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
Knowledge	The organisation	Understands organisational purpose, activities, aims, values, vision for the future, resources and the way that the political/economic environment affects the organisation.
	Relevant regulation	Understands laws and regulations that apply to their role including data protection, health and safety, compliance etc. Supports the company in applying the regulations.
Behaviours	Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and a positive attitude. Motivates others where responsibility is shared.
	Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.

Key documents for this standard

The Business Administrator apprenticeship standard

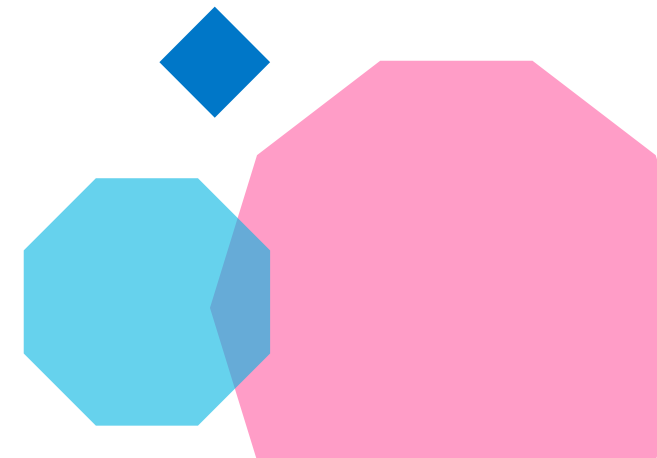
- Short, easy to understand document that describes the competencies required to undertake that occupation well.
- Designed by the employer group.
- Approved by IfA

The assessment plan

- Describes the apprentice journey and EPA for that particular apprenticeship standard.
- What will be assessed; how it will be assessed; who it will be assessed by.

The EPA customer pack

- Available to customers who have registered for Business Administrator EPA
- Describes the EPA process in detail.
- Contains the requirements to prepare for EPA.



Off-the-job training, the vital 20%

Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours. It can include:



Teaching of theory - lectures



Simulated exercises and role play



Attendance at competitions



Manufacturer training
e.g. new equipment or technologies



Learning support provided by employer or the provider



Some online learning
e.g. webinars or blended learning



Shadowing or being mentored



Practical training



Visiting the employer's other departments

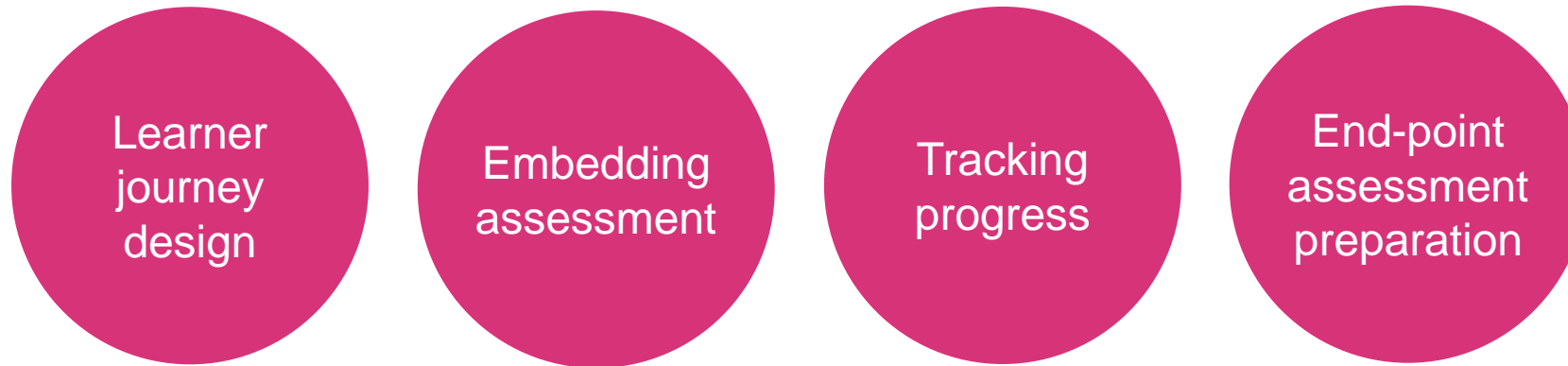


Time spent by the apprentice writing assessments/assignments



Industry visits or visiting other companies or suppliers

Our offer designed around centres, employers and apprentices



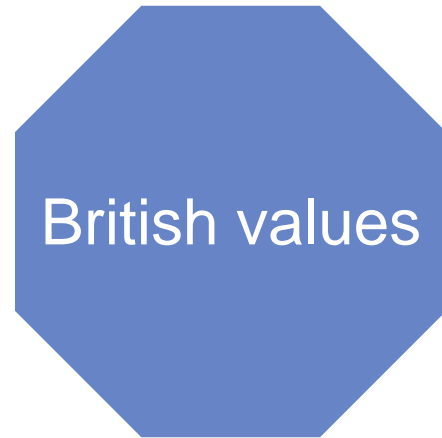
Improving the delivery and success of
your apprenticeships,
particularly when focused on...

Portability and visibility
Learner experience
Learner motivation

Essential content

Learner
journey
design

Our blend of e-learning and core content covers:



Apprenticeship training manual

Learner
journey
design



Apprenticeship training manual

Task 1:
Induction part one –
Understanding organisation types

To complete this task you need to carry out research into the organisation you work in. Your organisation will form part of one of three sectors: the public sector, the private sector or the third sector. There are major differences between these three sectors, mainly in their purpose, the way they are run and financed as well as what they do with any profits.

To understand how your organisation's policies and procedures affect your customer service role, it is important to recognise how the customer service offered differs between the three sectors. Talk to your employ colleagues about your organisation – they will have an insight into the way it aims to relate to its sector.

When completing this task, you will:

- research the purpose of your organisation
- find out what is meant by 'brand promise'
- consider how your organisation's core values link to their service customers

Task 1:
Induction part one –
Understanding organisation types

Key terms

Brand promise – the statement that identifies what customers from the organisation's people, products and services. For example, brand promise is: "To give everyone the power to create and do it information instantly, without barriers".

Core values – the basic features of how an organisation goes about its business. The practices the organisation follows every day in everything it does. BMW's core values are: 'Integrity, Respect, Responsibility'.

Private sector – the part of a country's economic system that consists of individuals and companies, rather than the government. Most organisations are run with the intention of making profit for the owners and their shareholders.

Public sector – for instance the police, military, public roads, public education and healthcare. These are usually financed by things like tax, VAT or council tax. The public sector provides services such as collection which benefit everyone rather than just the individuals that encourage equal opportunity.

Service culture – a customer-centric approach to activities. Customers are put first. Employees ensure customers get a positive experience. For example, the service culture of Four Seasons Hotels Ltd. is that interactions with our guests, customers, business associates and employees we seek to deal with others as we would have them deal with us.

SWOT analysis – SWOT is an acronym for Strengths, Weaknesses, Opportunities and Threats. Strengths and weaknesses are internal factors over which you have essentially no control. Opportunities and threats are external factors over which you have essentially no control.

Third sector – for instance, charities. These are a range of organisations that are neither public sector nor private sector, and are:

- independent of government
- motivated by the desire to achieve social goals
- sometimes called 'not-for-profit organisations'.




30 Customer Service Practitioner Apprenticeship Training Manual

Task 1:
Induction part one –
Understanding organisation types

Preparatory activities

1. Explain one key similarity and one key difference between public and private sector businesses.

Similarity:

Difference:

2. Explain one key similarity and one key difference between public and third sector businesses.

Similarity:

Difference:



32 Customer Service Practitioner Apprenticeship Training Manual

English skills grid



Some of the language and communication skills that you might develop	Task 1 Induction 1 – Understanding organisation types	Task 2 Induction 2 – Understanding customer expectations	Task 3 Creating a Personal Development Plan	Task 4 Presenting professional image	Task 5 Using feedback from colleagues	Task 6 Organising, prioritising and monitoring your workload	Task 7 Using organisational systems and resources	Task 8 Meeting legislation and regulations	Task 9 Treating all customers with equality and as individuals	Task 10 Interacting effectively with customers	Task 11 Providing customer focused experience	Task 12 Knowing your products and services	Task 13 Using digital media	Task 14 Improving your customer service offer	Task 15 Dealing with conflict
Where could you develop and/or demonstrate these skills?	T	E	T	E	T	E	T	E	T	E	T	E	T	E	T
Speaking and listening															
Listen for relevant information		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Listen to and respond to questions		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Listen/respond to criticism and constructive feedback					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use strategies to check and confirm understanding; ask questions, use facial expressions and body language		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Follow discussions					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Make useful contributions to discussions		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ask questions to obtain information		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Express yourself clearly		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Present your ideas clearly and logically		✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Reading															
Use different reading strategies – skimming, scanning, detailed reading		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Identify and understand the main points of what you are reading		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Identify and understand the important details in what you are reading		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use organisational features to help you find the information you need		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use knowledge of grammar and punctuation to help you understand what the text means		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Read and understand unfamiliar words and technical terms – check the meaning		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Writing															
Plan and draft writing		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Present information in a logical way		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Write in complete sentences		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use paragraphs		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use suitable language for purpose and audience		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use the right layout/format and structure for the text you are producing		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Check and proofread writing for accuracy and sense		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use correct grammar and punctuation		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Spell familiar and technical words correctly		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Produce clear and legible text		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

T – opportunity to practise and develop skills in task E – opportunity to produce evidence of skills in action when completing task

Tutor support in SmartScreen



City & Guilds | SmartScreen

Search all courses

MY SUBJECTS CENTRE ADMIN REPORTS LOGOUT

My Subjects > Customer Service > Level 2 Diploma for Customer Service Practitioners > Recognition of regulations and legislation within own organisation

QUALIFICATIONS

Customer Service

2794

201
Developing self to achieve targets and goals

202
Recognition of regulations and legislation within own organisation

203
Principles of business

204
Contribute to a customer-focused experience

205
Provide customer service

206
Manage customer expectations

207
Working in a sales environment

208
Working in an administrative environment

209
Working in a contact centre environment

210
Customer service principles

BUSINESS SKILLS
CUSTOMER SERVICE

2794 Level 2 Diploma for Customer Service Practitioners
202 Recognition of regulations and legislation within own organisation

Introduction

Scheme of work

DOC Scheme of work (tutor only) PDF Scheme of work (tutor only)

Sample lesson plan

PowerPoints

PowerPoints

Worksheets

Level 2 Diploma for Customer Service Practitioners

City & Guilds | SmartScreen

Unit 202 Scheme of work

Session	Objectives/learning outcomes	Activities and resources	Assessment
1 3 hours	<ul style="list-style-type: none"> Be aware of the content of Unit 202 Be able to locate the SmartScreen webpage <p>Learning outcome 1: 1.1 Identify the different regulations and legislation that affect own organisation</p>	<p>Activities:</p> <ul style="list-style-type: none"> Discussion on the range of legislation and regulations that have an impact on customer service provision Completion of Worksheet 1 Completion of Worksheet 2, Task 1 Presentation of PowerPoint 1 including equality legislation video https://www.youtube.com/watch?v=UcuS5qlhNto Discussion of all legislation Discussion of customer charter examples Learners to review worksheets in pairs and make any amendments on basis of the other's experience and presentation <p>Resources:</p> <ul style="list-style-type: none"> Sample lesson plan 1 PowerPoint presentation 1 Worksheet 1 Worksheet 2 	<p>Worksheet 1 Worksheet 2</p>
2 3 hours	<p>Recap previous session</p> <p>Learning outcome 1: 1.1 Identify the different regulations and legislation that affect own organisation</p>	<p>Activities:</p> <ul style="list-style-type: none"> Review worksheets completed by learners during Session 1 Discuss any issues raised Discussion on customer charters, service level agreements, ethics and morals, and codes of practice Presentation of PowerPoint 2 Introduction of role play – Worksheet 3 (customer and employee briefs) 	<p>Worksheet 3</p>

Enhanced SmartScreen



My Subjects ► Customer Service ► Level 2 Customer Service Practitioner

MY SUBJECTS CENTRE ADMIN REPORTS LOGOUT

SUBJECTS

Customer Service

9794 Enhanced

9065
Intermediate Apprenticeship in Customer Service

9065
Advanced Apprenticeship in Customer Service

9065
Intermediate and Advanced Apprenticeship in Customer Service

9794 Enhanced
Level 2 Customer Service Practitioner

BUSINESS SKILLS
CUSTOMER SERVICE

9794 Enhanced Level 2 Customer Service Practitioner

This package contains a complete set of learner-facing materials as well as tutor materials.

9794 Level 2 Customer Service Practitioner

These learner-facing materials are based around the tasks in the Apprenticeship Training Manual (which are around the apprenticeship standard) but also contain video-based e-learning quizzes and knowledge content for learners to work through independently. They are made up of:

- dedicated content covering underpinning knowledge requirements
- structured tasks for learners to complete
- over 30 video-based e-learning quizzes on key concepts and which give learner feedback.

2794 Level 2 Diploma for Customer Service Practitioners

These tutor materials, which will be available in May 2018, have been designed to help tutors deliver either from non-mandatory qualification or directly from the apprenticeship standard. They offer:

- comprehensive schemes of work
- detailed PowerPoints
- worksheets
- practice questions
- a skills scan to check/ensure that each apprentice's job description matches the programme.

9794 Level 2 Customer Service Practitioner

2794 Level 2 Diploma for Customer Service Practitioners

201 Developing self to achieve targets and goals

202 Recognition of regulations and legislation within own organisation

203 Principles of business

Customer service - Treating customers as individuals

Welcome to 'Treating customers as individuals'. The objective of this lesson is to understand how to treat customers as individuals, as well as how to provide a personalised customer service experience.

This is an important thing to learn because, as well as recognising and responding to individual needs, you must also ensure you are treating all customers equally and addressing their specific needs. Sometimes customers do not always give us the information we need in order to provide a personalised service. It is therefore important to know how to put customers at ease and give them the opportunity to 'open up' to you. It is also important to listen them - to their needs, desires and concerns and tailor your service to meet these.

Finding out what they want

Video index

► Play all

© Video Arts Limited 2015. All rights reserved.

I have watched this video and want to take the quiz.

Quiz progress

1 2 3

Customer service - Treating customers as individuals

► Play all

Quiz progress

1 2 3

... will help you to identify a customer's individual needs?

One correct answer.

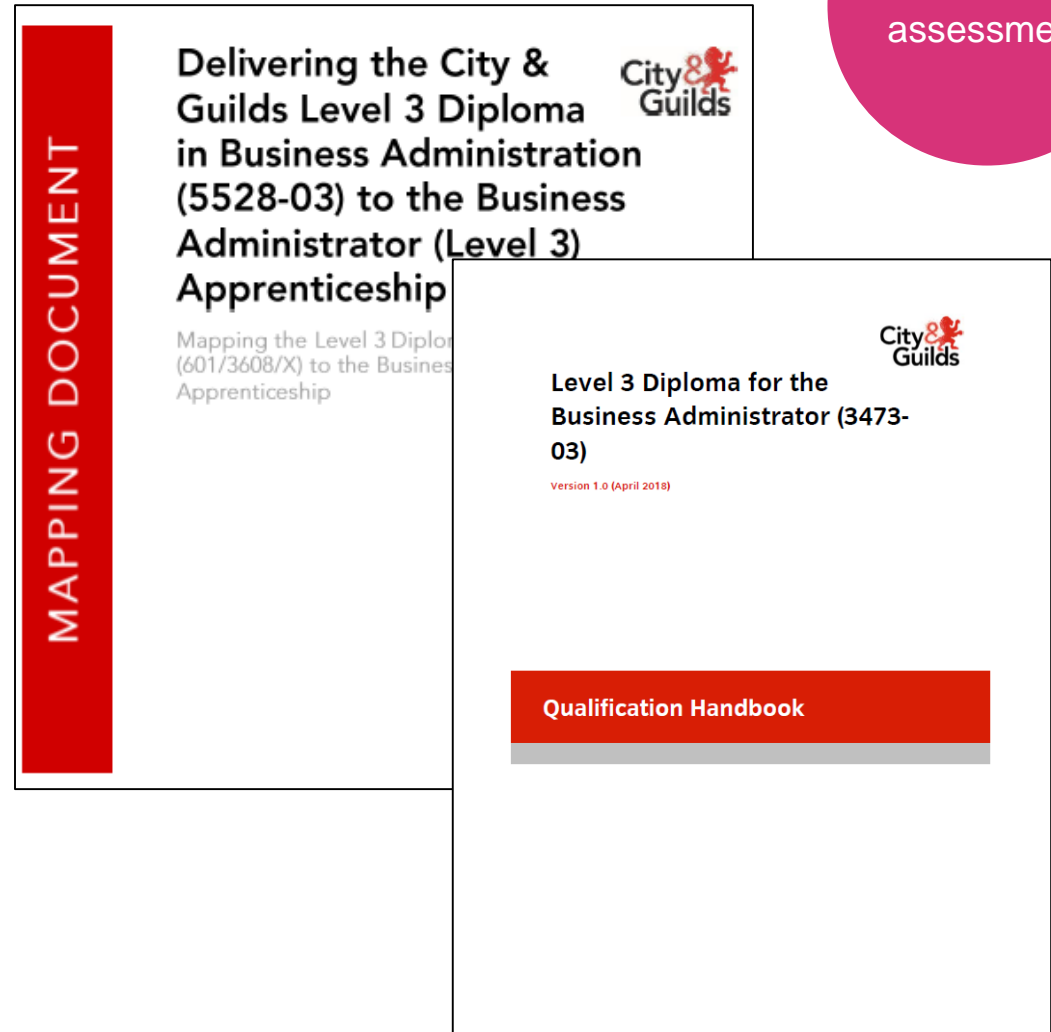
... judge ... g skills ... d listening skills ... availability of products

Submit

Level 3 Diploma

Qualifications to support on-programme learning

- City & Guilds Level 3 Diploma in Business Administration (5528)
- New – City & Guilds Level 3 Diploma for Business Administrators (3473)



New qualification – 3473 Level 3 Diploma for Business Administrators (not fundable from levy)



- Mapped to the apprenticeship standards.
- Graded pass or fail.
- Can use evidence that may have been gathered for the project/portfolio – but can not be the same.

Seven mandatory units – 301 to 207

City & Guilds number	Unit title	GLH
301	Principles of business administration (online e-volve knowledge MCQ test)	90
302	Personal and professional development	15
303	Managing performance	15
304	Your organisation	10
305	Communication in a business environment	20
306	Project management	20
307	ICT for business	60

New qualification – 3473 Level 3 Diploma for Business Administrators (optional)



- Must complete one optional unit – 308 to 314.

City & Guilds number	Unit title	GLH
308	Providing services in an administrative environment (online e-volve test)	30
309	Legal administration	30
310	Medical administration	30
311	Social media for business	30
312	Marketing and sales	40
313	Human resource environment	40
314	Providing administration in the educational environment	40

Maths and English – what can we offer?



Embedding
assessment

Qualifications

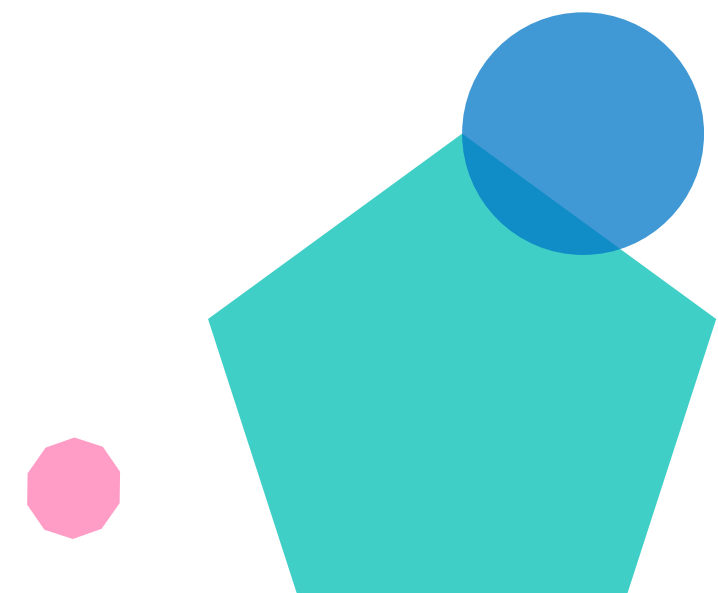
- Full suite of Functional Skills qualifications (3748).
- ‘Bite-sized’ maths qualifications (3847 and 3844)
 - can be used to support progression towards Functional Skills or GCSE.

Learning resources

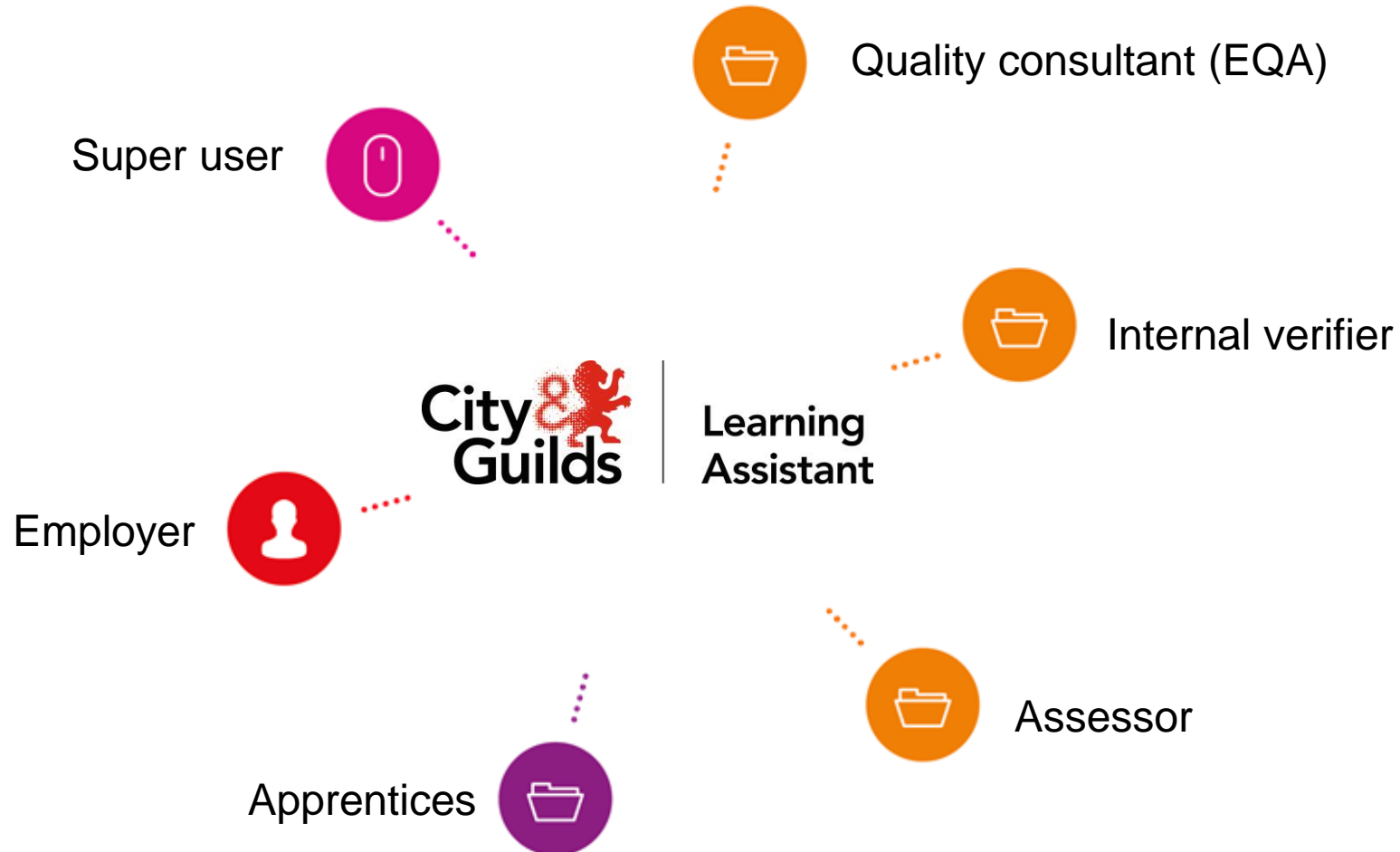
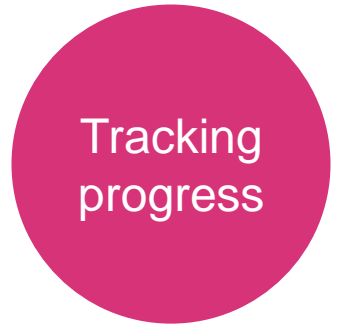
- e-Functional Skills.
- Maths and English e-Toolkit.
- Functional Skills SmartScreen resources.

Workforce support

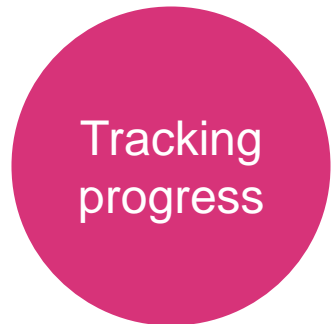
- Qualifications for literacy and numeracy practitioners.
- Specialist support, especially with maths and English integration.




Embedding assessment and monitoring progress with our e-portfolio



Our e-portfolio






CleverCollege

LA Demo 6 ePortfolio

Login

[Reset Password](#) [Contact Administrator](#) [Learning Assistant Support](#)



Henry Smith

City & Guilds

5528-02 - Level 2 Diploma in Business Administration (601/3607/8)

Started 50%

Official Start Date: 10 Oct 2014

Completed 13%

Anticipated End Date: 31 Oct 2015

25 per page 1 of 1

LEARNER / COURSE	UNITS	RAG	STARTED	COMPLETED	ACTIONS
Smith, Henry					Courses: 3
600/4175/4 - Award - 60041754 Level 1 Extended Award in Employability and Personal Development SH 25.10.12 (7546-11)	303 304 307	●	Started 61%	Completed 46%	ⓘ Edit Comment
601/3607/8 - Diploma - Level 2 Diploma in Business Administration (5528-02)	103 104 222 224 225 226 239 240	●	Started 50%	Completed 13%	ⓘ Edit Comment
3748 - QCF - FUNCTIONAL SKILLS JUNE 2012 (FS)	EL2 FML2 ICL2	●	Started 100%	Completed 100%	ⓘ Edit Comment

e-portfolio – embedded resources

Tracking progress

Your Learning Assistant licence lets you have access to some of the most popular City & Guilds apprenticeship training manuals **for no additional charge.**

Using this manual	4
How the Customer Service Practitioner programme works	6
Customer Service Practitioner standards	9
How the standards map to the tasks	16
Task progress checklist	18
Reflective practice – making the most of your learning	19
Task 1: Induction part one – Understanding organisation types	29
Task 2: Induction part two – Understanding customer expectations	39
Task 3: Creating a Personal Development Plan	51
Task 4: Presenting a professional image	69
Task 5: Using feedback from colleagues	83
Task 6: Organising, prioritising and monitoring your workload	93
Task 7: Using organisational systems and resources	107
Task 8: Meeting legislation and regulations	117
Task 9: Treating all customers with equality and as individuals	135
Task 10: Interacting effectively with customers	147
Task 11: Providing a customer-focused experience	169
Task 12: Knowing your products and services	183
Task 13: Using digital media	199
Task 14: Improving your customer service offer	207
Task 15: Dealing with conflict	221
Glossary of key terms	241

The screenshot displays the e-portfolio interface for the Business Administrator apprenticeship standard. It shows a list of tasks on the left and a detailed view of 'Task 1: Induction part one - Understanding organisation types' on the right.

Task Progress Summary:

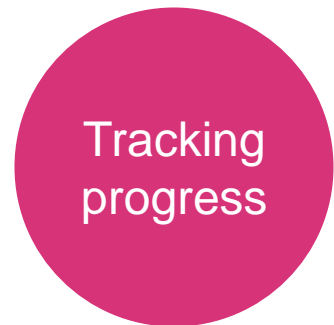
- Task 1 - Induction part one - Understanding your organisation: NOT STARTED (Total Docs: 0)
- Task 2.1 - Induction part two - Understanding customer expectations: Started (Total Docs: 1)
- Task 3 - Creating a personal development plan: NOT STARTED (Total Docs: 0)

Task 1: Induction part one - Understanding organisation types (Detailed View):

Preparatory activities:

1. Explain one key similarity and one key difference between public and private sector businesses.
 - Similarity:
 - Difference:
2. Explain one key similarity and one key difference between public and third sector businesses.
 - Similarity:
 - Difference:
3. Explain one key similarity and one key difference between private and third sector businesses.
 - Similarity:
 - Difference:
4. Identify which one of the sectors listed your organisation exists in.
 - Similarity:
 - Difference:
5. Based on your answers to the above, and by taking account of current events, carry out a SWOT analysis on your organisation's sector:
 - Strengths:
 - Weaknesses:
 - Opportunities:
 - Threats:

e-portfolio – reporting and tracking



Home Candidates News & Events Appointments Forums PDR Sampling Summary Messages 2 Processes

Candidate Manager

Review the progress of candidates on their courses, assess coursework and create entries in their contact diary.

Cohort Manager
Create & manage your Cohorts

Your options

Search
Use the categories to search for specific candidate information. Pull down tabs to set search criteria. When search criteria are set press Search to produce results.

Completed?

Course

Company -- Any Company --

Assessor -- Any Assessor --

Find courses | assess, Verify or WBR

Package

Candidate

Reset Search Form Print Results Search

Total Candidates Shown: 140 Detailed Results

Candidate	Units	Not Started	Started	Completed	Verified	Referred	RAG	Completed	Comment
Ball, Robert BA L3 - QCF - Apprenticeship in Business and Administration L3 (BA L3) Last Login: 14 Nov 2013 12:11 PM d1	Induction 228 243 301 302 303 304 305 306 307						●	1%	[edit]
Banks, Marvin 601/0717/0 - Diploma - Level 2 Diploma in Professional Cookery (7100-12) Last Login: 28 Feb 2014 4:02 PM T4	702 703 704 705 707 708 709 710 711 712 713 714 715 716 717						●	10%	[edit]
Bloggs, Sallu TEST! Last Login: 20 Nov 2014 3:11 PM CGKneo									

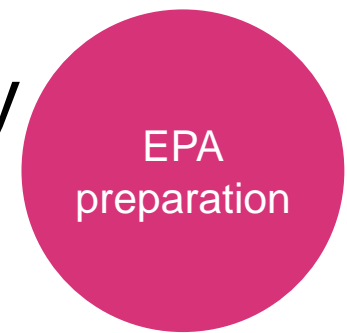
Course Folder Evidence Folder Registration Contact Diary Reviews Processes Course Metrics Journey

Progress view for 601/3607/8 - Level 2 Diploma in Business Administration (Incomplete)

Unit	Completion (%)			
101 Health and safety in a business environment	100%			
102 Use a telephone and voicemail system	100%			
103 Meet and welcome visitors in a business environment	100%			
201 Manage diary systems	0%			
202 Produce business documents				
202.1 - Understand how to prepare business documents				
All criteria have been met.				
202.2 - Be able to prepare business documents				
Assessment Criteria				
2.1a - Identify the purpose of a document				
2.1e - Identify the format of a document	67%			
2.1f - Identify the deadlines of a document				
2.3d - Use correct sentence structure				
2.4 - Produce documents that meet the requirements within the agreed timescale				
202.3 - Be able to distribute business documents				
Assessment Criteria				
3.2 - Specify restrictions and distribution lists in accordance with the requirements				



EPA preparation tool – helping your apprentice calmly approach EPA



Personalised to each apprentice with up to six hours of generic content per standard

Useful and relevant learning resources relevant to the standard and assessment method

Organised by assessment skills most relevant to the apprentice and to the standard

Apprentices can gain confidence in areas like interviews, presentation skills, writing and exam revision

The collage displays various components of the EPA preparation tool. It includes a 'Which?' article about portfolio presentation, the 'SmartScreen' interface for 'APPRENTICESHIPS END-POINT ASSESSMENT PREPARATION' for 'CG0483 Customer Service Practitioner', and a '3 TIPS TO BOOST YOUR CONFIDENCE' graphic. Other elements include a 'LAUNCH' button, a 'DASHBOARD', and a 'FAVOURITES' section.

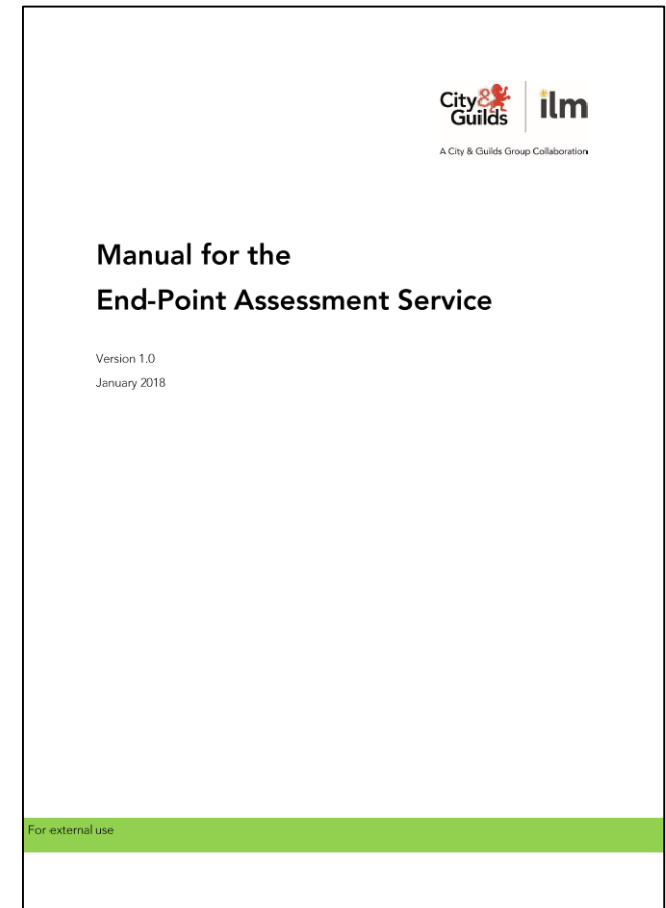
Our EPA service

- The Manual for City & Guilds and ILM EPA service is [available on our website](#).
- Catch up on [our recent webinar](#) about the EPA booking process and support on assessment methods.

Calibre and expertise of assessors

Preparation to pass first time

Smooth process with clear structure



EPA for Business Administrator



Online multiple choice test
(e-volve test)



Portfolio interview



Project presentation

Conducted remotely.
The events can be on the same occasion or separate.
Our EPA team will work with you to agree.

EPA and overall grading

Each assessment method is graded as follows:

Assessment method	Grade and boundaries			Weighting to overall grade
Knowledge test	Fail (less than 60%)	Pass (60-79%)	Distinction (80% and over)	20%
Portfolio-based interview	Fail (less than 60%)	Pass (60-79%)	Distinction (80% and over)	40%
Project/presentation	Fail (less than 60%)	Pass (60-79%)	Distinction (80% and over)	40%

- Each assessment has a pass mark of 60% and must be passed in order to achieve an overall pass for the apprenticeship.
- The achievement in each assessment is aggregated based on the weighting and grading boundaries, in order to give the overall grade for the apprenticeship.

Our EPA service

- Simple pricing – two charging points:
 - EPA registration fee – non-refundable £25 when the apprentice is registered for EPA on City & Guilds system
 - balance – after assessor enters results.
- The registration fee releases our EPA preparation tool and any related materials during the on-programme learning phase.
- You'll have received nearly all of your funding from employers by this point so helps cash flow.
- No hidden charges – includes any third-party fees related to external quality assurance.



Preparation at the heart of our service

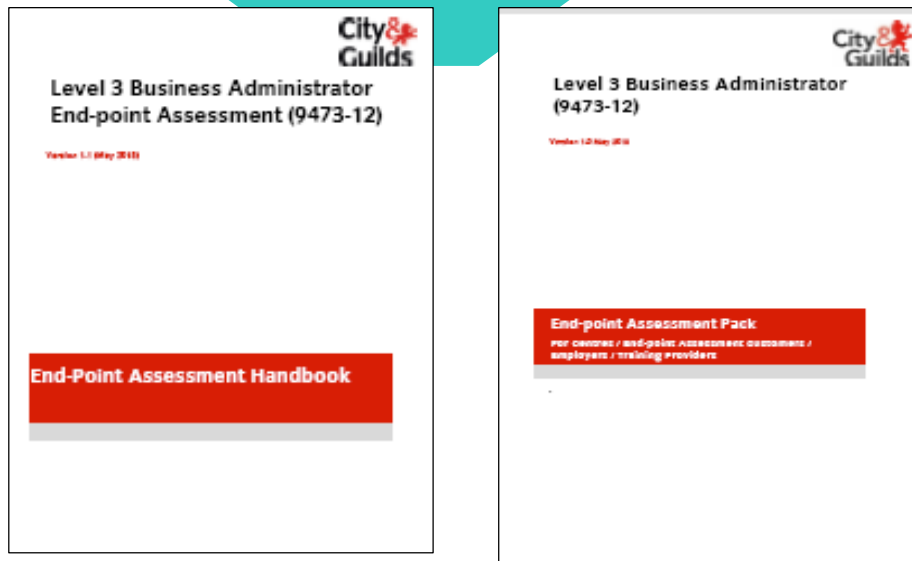
EPA customer packs for every standard

Key document for centres/customers/employers for the planning and delivery of the apprenticeship.

It will include:

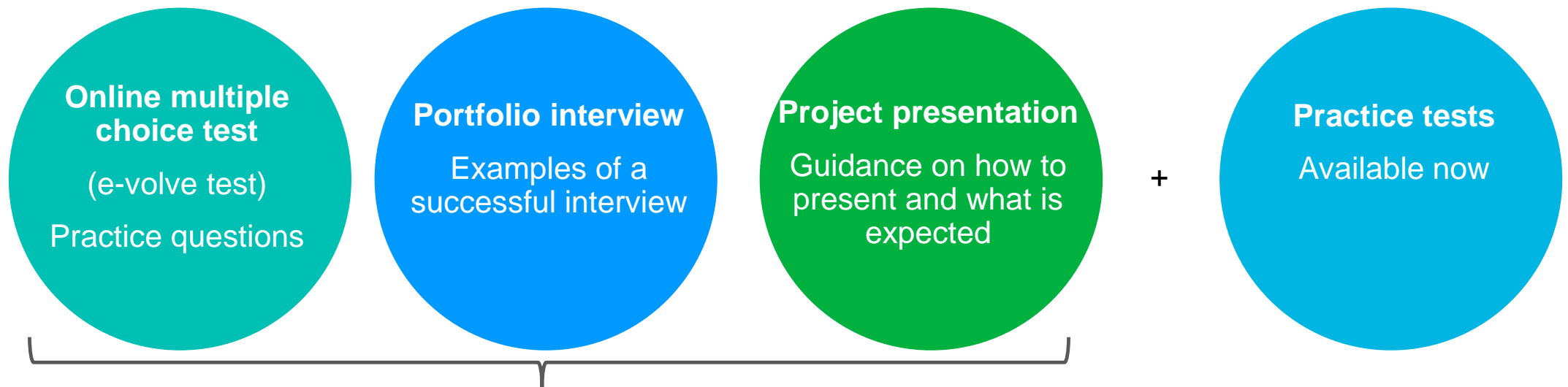
- the standard
- guidance on how to book EPA
- guidance on how to prepare for the portfolio-based interview and project/improvement presentation and how they will be assessed – against relevant sections of the assessment methods and grading criteria (annex)
- guidance on examples of possible evidence
- separate pack with recording forms.

We can also support with subject specific on-programme learning. Find out more at <https://www.cityandguilds.com/apprenticeships/on-programme-learning>



EPA exemplar material – Available August 2018

- Aimed at the assessor/tutor.
- Easy to access.
- Standard specific.
- Best practice guidance for relevant EPA components.



Underpinned by overarching tutor notes to pull all the different elements together.

Results and resits

- If the apprentice passes, then we will issue a ‘Statement of Achievement’ to the customer.
- We then claim the apprentice certificate from the Institute of Apprenticeships who in turn, post certificates to the employer.
- If the apprentice fails, we will issue a formal notification and feedback to the customer on which areas were failed.
- Booked through Walled Garden on a component by component basis. City & Guilds reopens access for the apprentice’s EPA portal record or gives them a resit course.

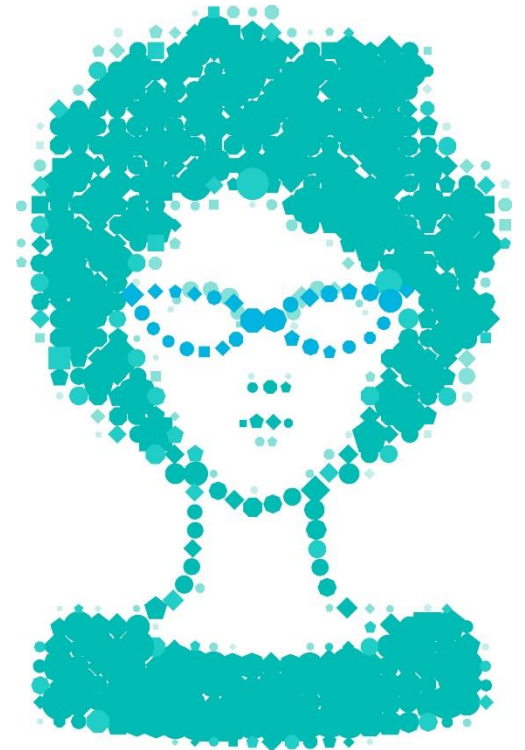


Our assessors

- We've recruited over 100 high-quality assessors across a range of standards.
- Our assessors are industry experts.
- We train them to help apprentices feel relaxed and show their best in assessment.

Join our assessor team:

- For a list of standards that we're recruiting in, visit our [IEPA assessor page](#).



Further support and events from us

Mandy.Slaney@cityandguilds.com

Dominic.Green@cityandguilds.com

Sign up for our new events and watch our pre-recorded webinars on EPA, funding, on-programme resources:

<https://www.cityandguilds.com/apprenticeships/events-and-webinars>

Network events

We are always looking for centres to help us host a network event. Please contact us if you're interested.



- Connect with Mandy on LinkedIn [here](#).

Thank you

Customer queries

Please contact your local business manager.

General apprenticeship enquiries

Please contact apprenticeships@cityandguilds.com.

Keep up to date – register for email updates:

<http://www.cityandguilds.com/what-we-offer/centres/email-updates>.

For more information on the new standards, our learning resources (including demos), and how we can support your business: directsales@cityandguilds.com.



Any questions?

