

The EPA journey: supporting you every step of the way

Alexandra O'Connor, Strategic EPA Assessment Manager, City & Guilds

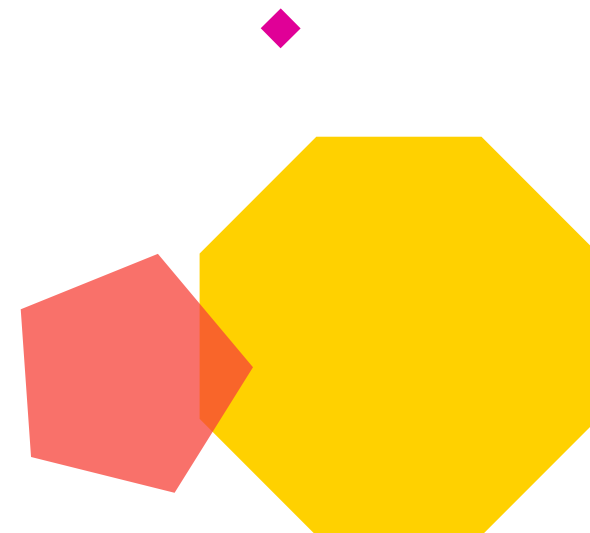
Maia Williams, Head of Assessment, ILM

31 May 2018



Focus for today

- What do providers and employers need from an EPA service.
- City & Guilds EPA service:
 - what we've achieved so far
 - the end-to-end process from registration to certification
 - helping you to prepare for EPA
 - pricing.
- Types of assessment methods and how to prepare for those.



The changing EPA landscape – we understand your challenges



Knowns

- How EPA works e.g. funding and assessment events
- Who's in the market
- Standards approved or coming soon
- Complexity in delivery
- The end-to-end journey for apprentices, providers and employers



Known unknowns

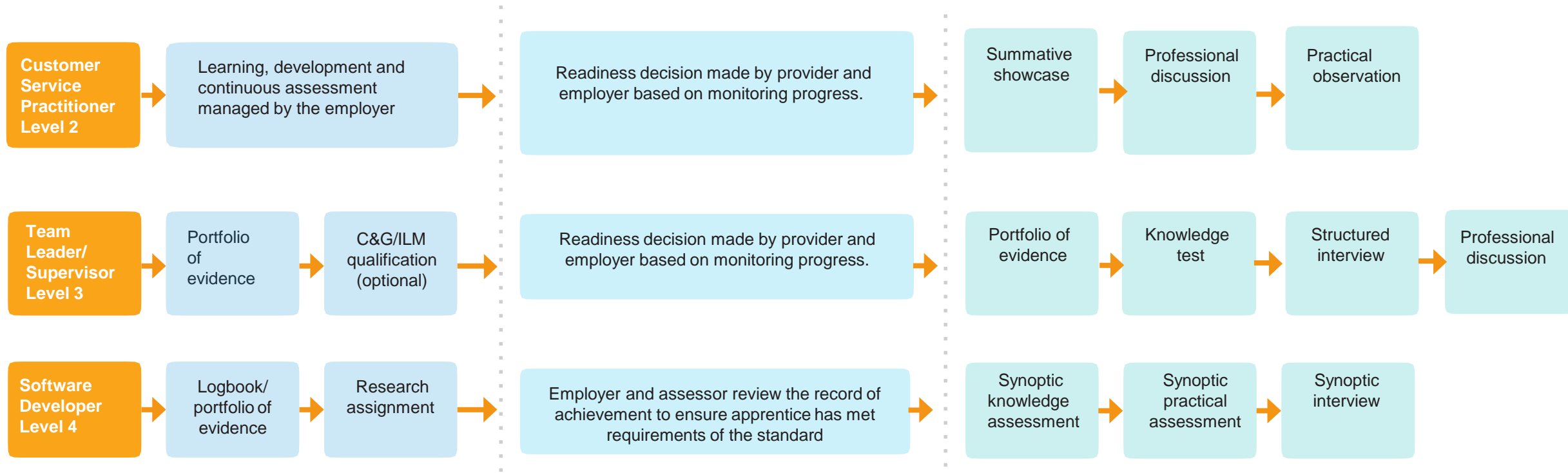
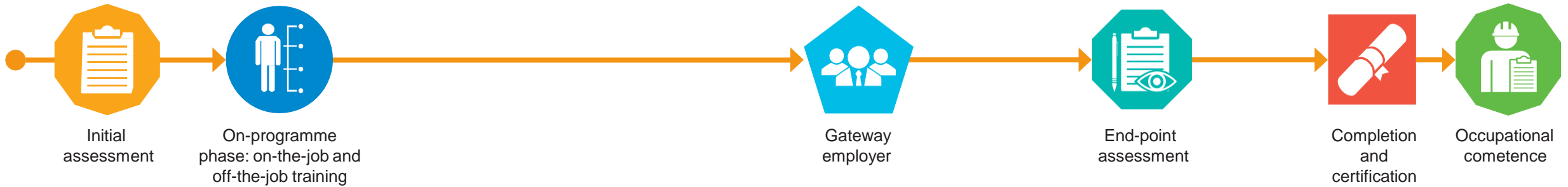
- Capability of EPAOs
- Employers vs providers
- Policy of encouraging new entrants of EPAOs
- Changes to funding to drive focus on starts
- Changes to regulatory models
- How providers survive the impact of funding



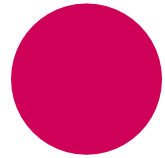
Unknown unknowns

- Future policy changes
- How employers will engage as their responsibilities increase
- More levy changes
- Impact of Sainsbury Review and T levels
- Profile of apprenticeships

So many shapes, sizes and variations

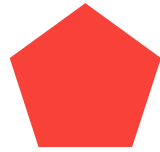


Importance of getting it right



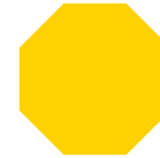
For the apprentice

- Managing rejection
- Further training and development
- Doing it again



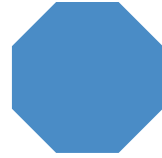
For the provider

- Success rates
- Rescheduling training and resits
- Costs
- Reputation with customers



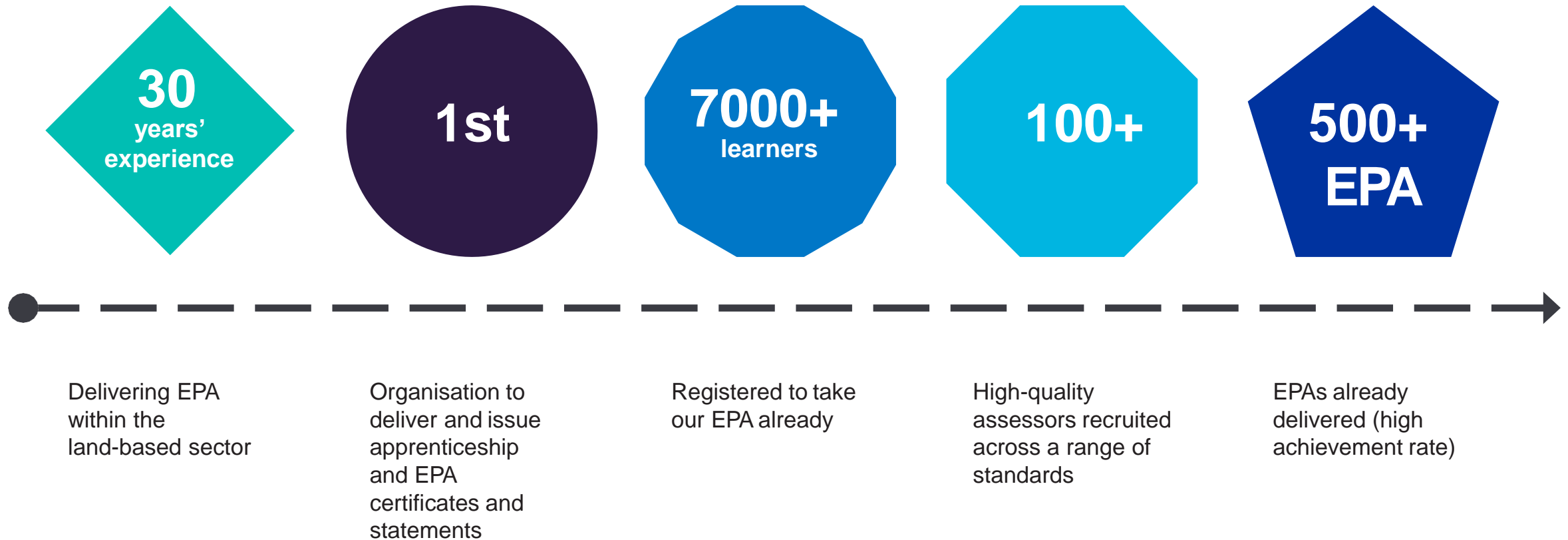
For the employer

- Business dependencies
- Reputational risk



A quality, supportive EPA service

Achievements to date



Institute for Apprenticeships – EQA feedback

- Comprehensive guidance and processes in the assessment, delivery and quality assurance of the standard.
- Clear signposting to relevant guidance and documentation for assessors, apprentices and employers.
- Transparent and robust process to ensure gateway requirements are achieved before EPA.
- Robust IQA processes.
- Apprentice feedback confirmed on completion of the apprenticeship: they were well prepared and competent to work in the field.
- Exceptionally well-presented and comprehensive guidance. The independent end-point assessor manual is a very full guide for independent end-point assessors (IEPAs).



Our evolving offer:

Which industries can City & Guilds help you with? We specialise in the following areas:



Business Services
Engineering



Business and Admin
including
public sector



Catering and
Hospitality



Childcare &
Education



Construction



Digital



Engineering &
Manufacturing



Hair and
Beauty



Health



Land based



Management
(ILM)



Social Care



Transport

Adjacent employer-led industries



Logistics



Security



Retail



Aviation &
Travel



Built



Justice

We can develop programmes quickly in these sectors for you when there's employer demand.

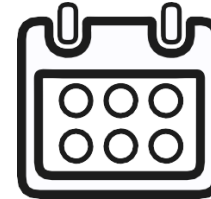
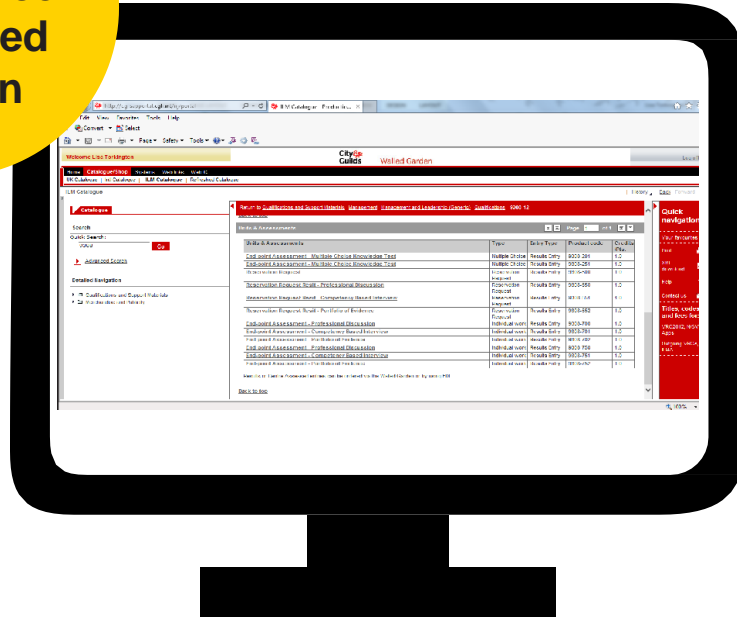
Our assessors

- We've recruited over 60 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.



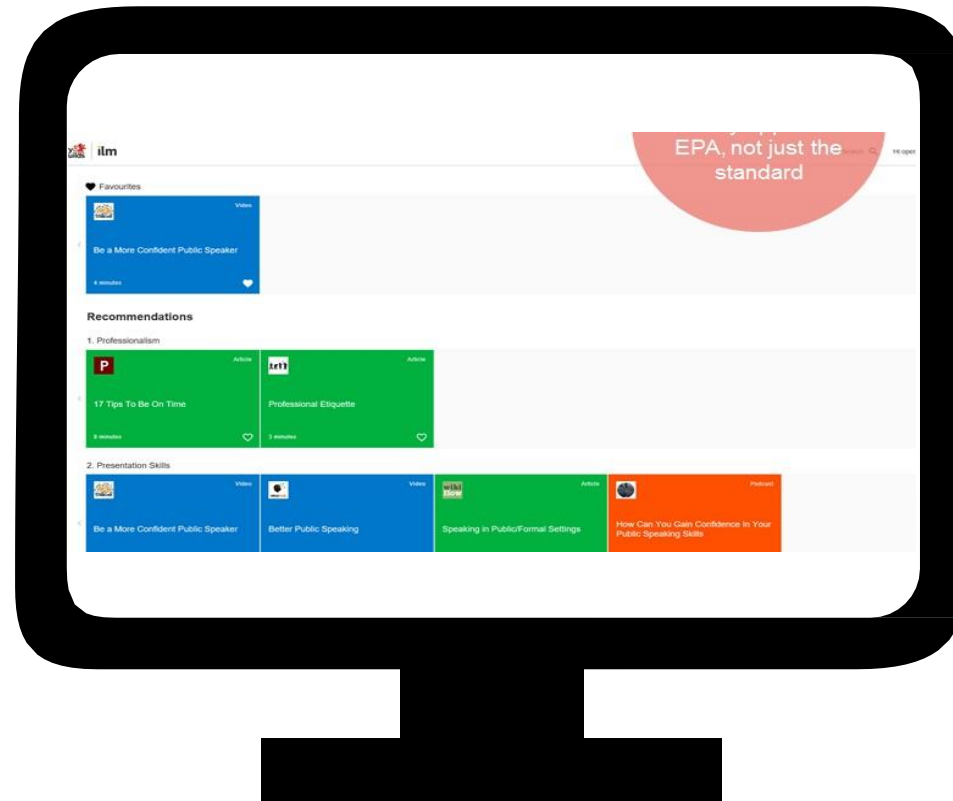
The EPA process

Register apprentice on Walled Garden

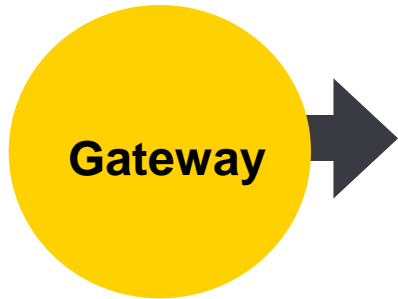


The customer decides the timing of EPA with the apprentice and employer.

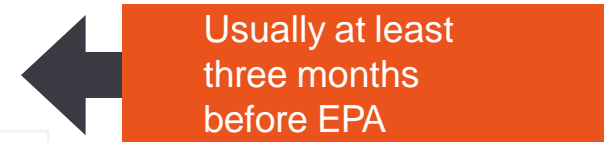
Access to the EPA preparation tool from point of registration




Apprentice completes on-programme activity (at least 12 months)



Customer confirms that the apprentice has met all gateway requirements and is ready for end-point assessment.





Gateway Declaration Form

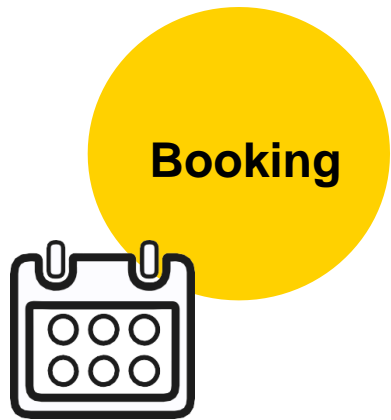
Completion of this Gateway Declaration Form confirms that the employer/training provider is satisfied the apprentice has fulfilled all requirements to request their consideration for end point assessment by City & Guilds.

Apprenticeship Standard	Property Maintenance Operative	Start date	DD/MM/YY
Apprentice name	Apprentice name	Enrolment number	1234567

Entry Requirement	Achieved (Yes/No)
Achievement of a minimum of a pass against two research assignments	
Portfolio and behaviours must have been signed off by the employer and training provider.	
Portfolio/Logbook and Assignments verified by the quality assurance process	
Achievement of a level 1 qualification (Functional Skills, GCSE or equivalent) in both English and Maths.	
Taken the assessment for level 2 English and Maths qualification (Functional Skills, GCSE or equivalent).	

City & Guilds could sample evidence of any of the above at any point either before or after the end point assessment. It is the Lead provider's responsibility to retain auditable evidence. Any non-disclosure of information requested could subsequently result in the end point assessment or FISS Standard certificate being withdrawn.

Any previous End-Point Assessments	
Has the Apprentice previously taken any assessments that form part of the EPA for this Apprenticeship Standard with any other Assessment Organisation?	Yes/No
If yes	
What Assessment Organisation was the End-Point Assessment carried out by?	
What date(s) was the End-Point	



Customer requests an EPA booking on Walled Garden.

City & Guilds contacts the customer via email to obtain further information for the ESFA certificate claim.

Customer provides City & Guilds with a date range for EPA.

← Usually at least three months before EPA

← Upon receipt of information for ESFA certificate claim



City & Guilds will provide the customer with access to the EPA portal to load supporting documents for gateway.

← Upon receipt of information for ESFA certificate claim

The customer must submit the following:

- signed gateway declaration
- English and maths certificates (or exemption if applicable)
- evidence from on-programme (if needed).

← Within **two weeks** after receipt of EPA Portal login

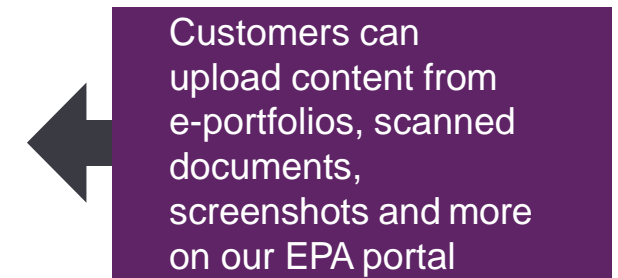
City & Guilds will check gateway requirements and confirm actual booking date(s) via email to the customer.

← Upon receipt and checking of the supporting documents



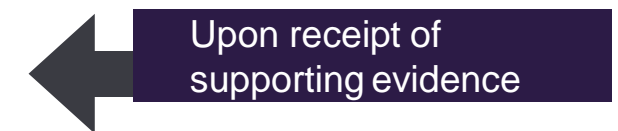
Assessment

Two weeks before EPA, the customer supplies all of the EPA evidence needed by the standard.



Customers can upload content from e-portfolios, scanned documents, screenshots and more on our EPA portal

City & Guilds will remove the apprentice from the customers's access to the EPA portal and send evidence to the independent assessors.



Upon receipt of supporting evidence

City & Guilds carries out the EPA events.



On agreed dates

Results

If the apprentice passes, then City & Guilds will issue a 'Statement of Achievement' to the customer.

Issued within 20 working days

City & Guilds claims the apprentice certificate from the Institute of Apprenticeships who in turn, post certificates to the employer.

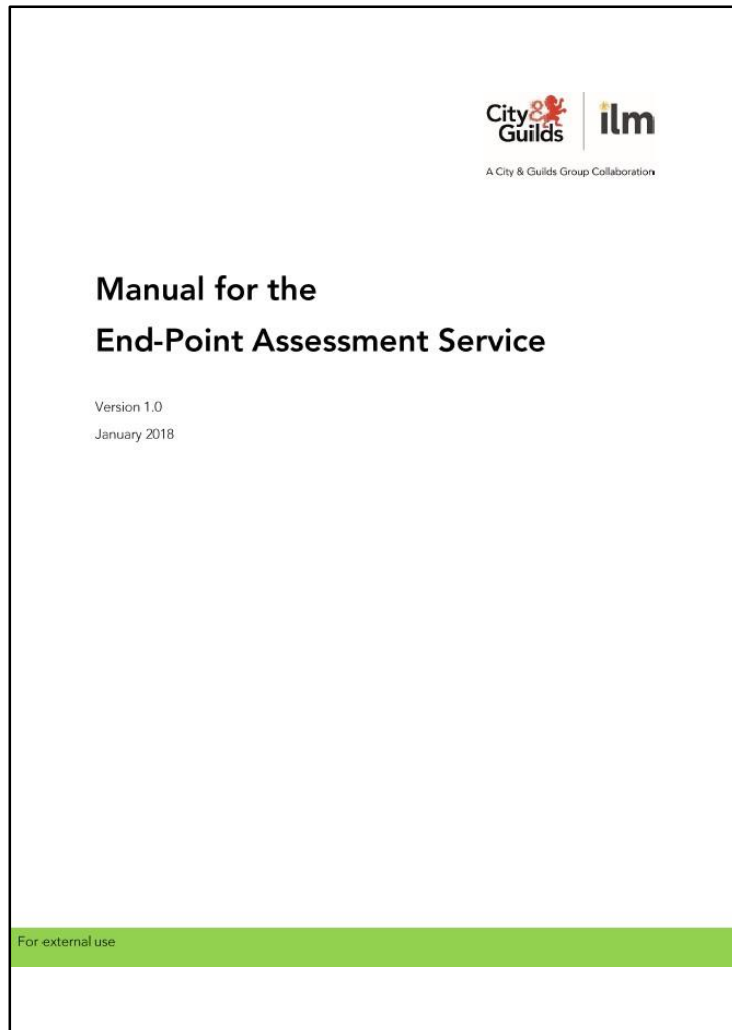
If the apprentice fails, then City & Guilds will issue a formal notification and feedback to the customer on which areas were failed.

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.

Resits

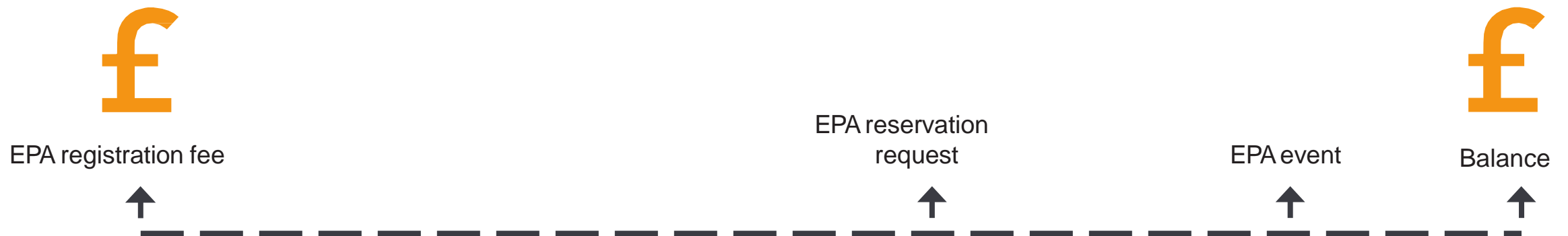


Manual for end-point assessment service



End-point assessment pricing

- Simple pricing – two charging points:
 - EPA registration fee – non-refundable £25 fee when the apprentice is registered for EPA on City & Guilds system
 - balance – after results are entered onto the system.
- 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.



Our customer-focused charging model

For Customer Service where you work with us for EPA and, for example, buy an apprenticeship training manual, your payments to us will be:

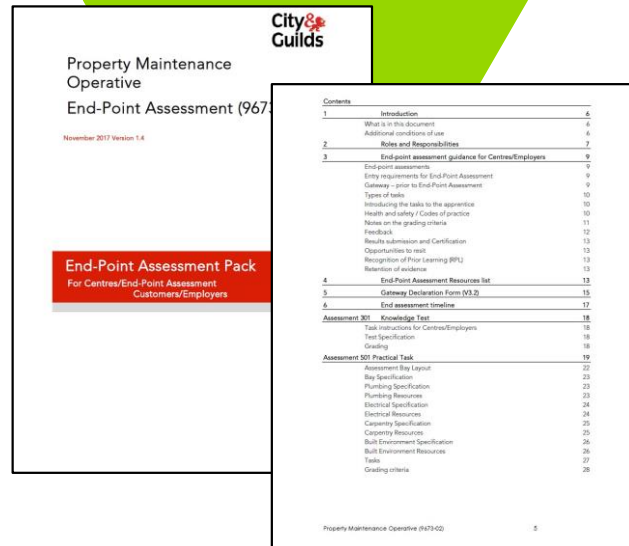
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 20	Month 21	Month 22	Month 23	Month 24	Point of EPA event
EPA	£25 registration	£0	£0	£0	£0	£0	£0	Book EPA £0	£0	£0	£0	£525
OP	£30	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

EPA registration can be made at your discretion but has to be before EPA booking



Preparation at the heart of our service

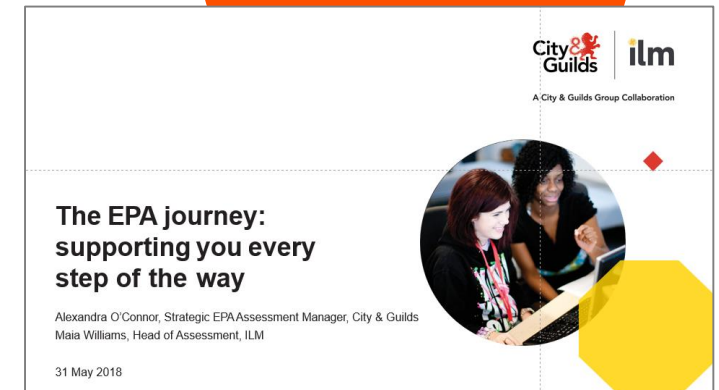
For the
apprentice



Our EPA
preparation tool



Webinars and
training events



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

EPA preparation tool video



EPA preparation tool

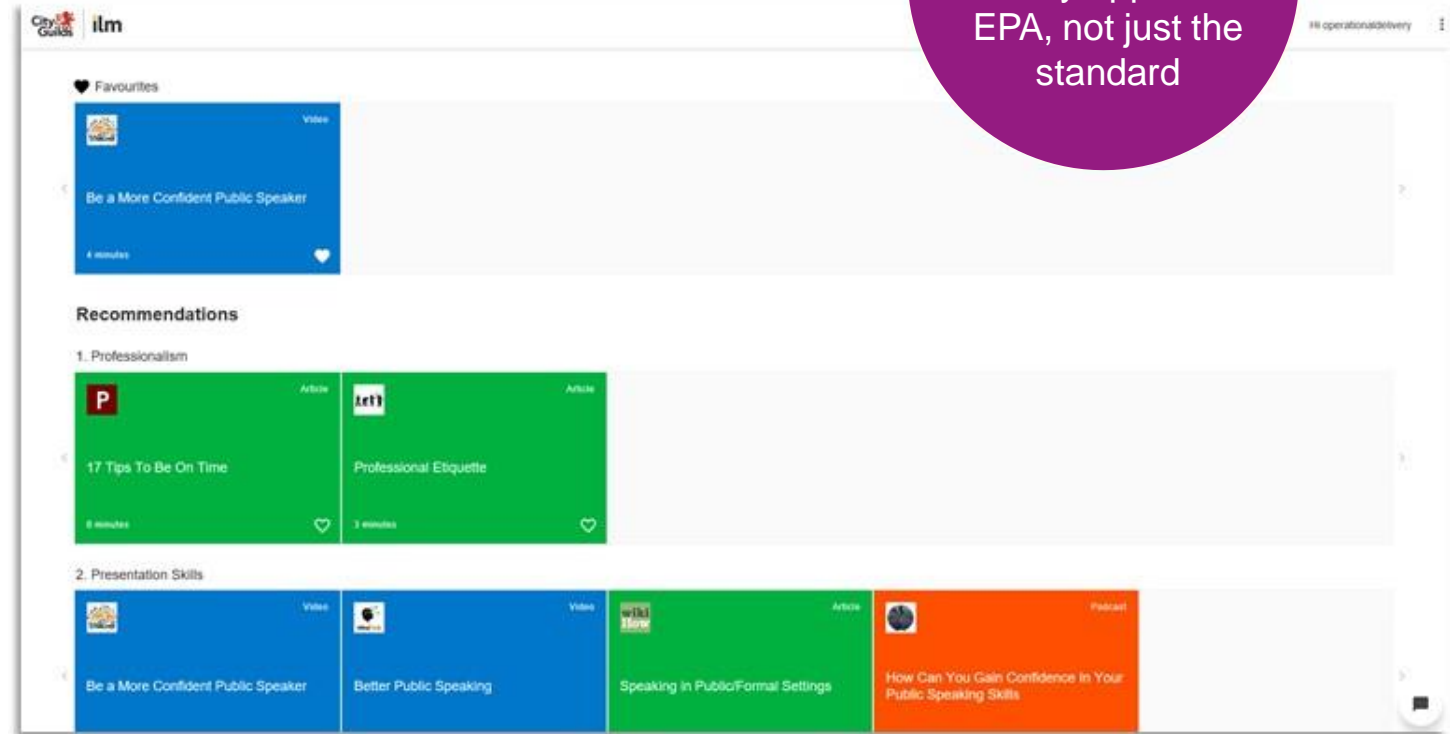
Personalised to each apprentice with up to six hours of generic content per standard

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

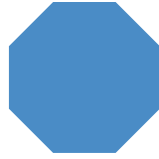
Apprentices can gain confidence in areas like interviews, presentation skills, writing and exam revision

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

Tools to support your apprentice calmly approach EPA, not just the standard



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

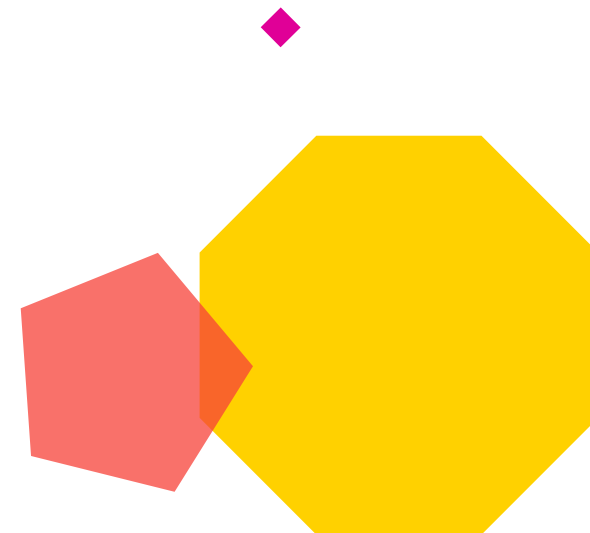


Types of assessment – what you need to know

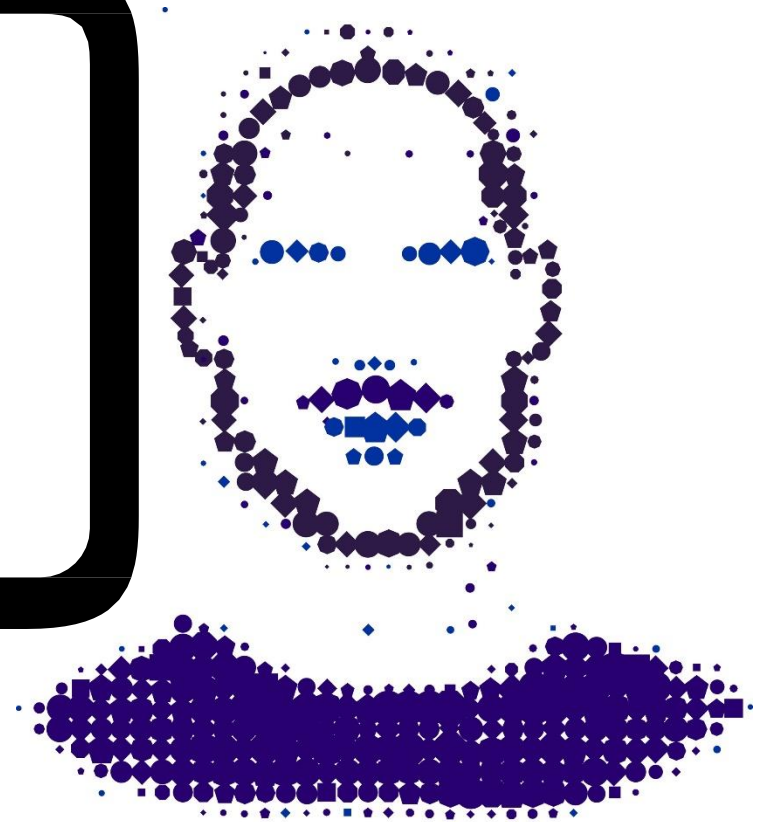
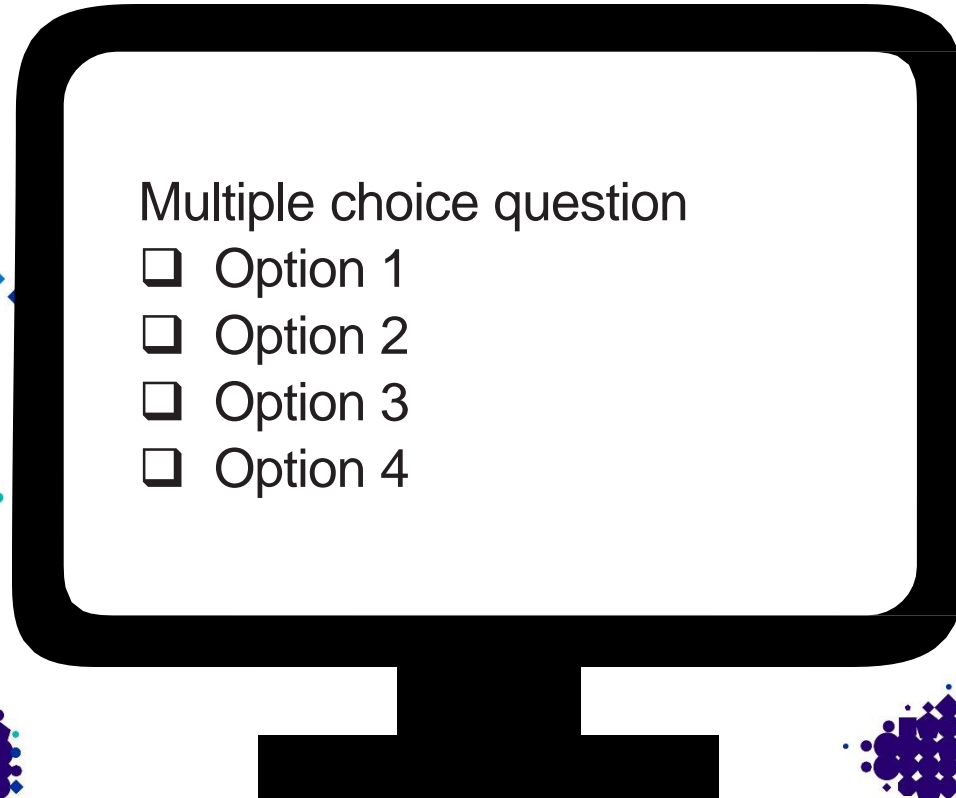
EPA is a synoptic assessment – guidance to trailblazers*

- EPA must confirm full competence and test across the standard from start to finish.
- This doesn't mean testing every knowledge, skill and behaviour (KSB) in the standard – it should focus on higher order skills.
- Methods should test a combination of the KSBs together – not just individually.
- Description of the assessment methods must be clear as to which aspects of the standard are being assessed.

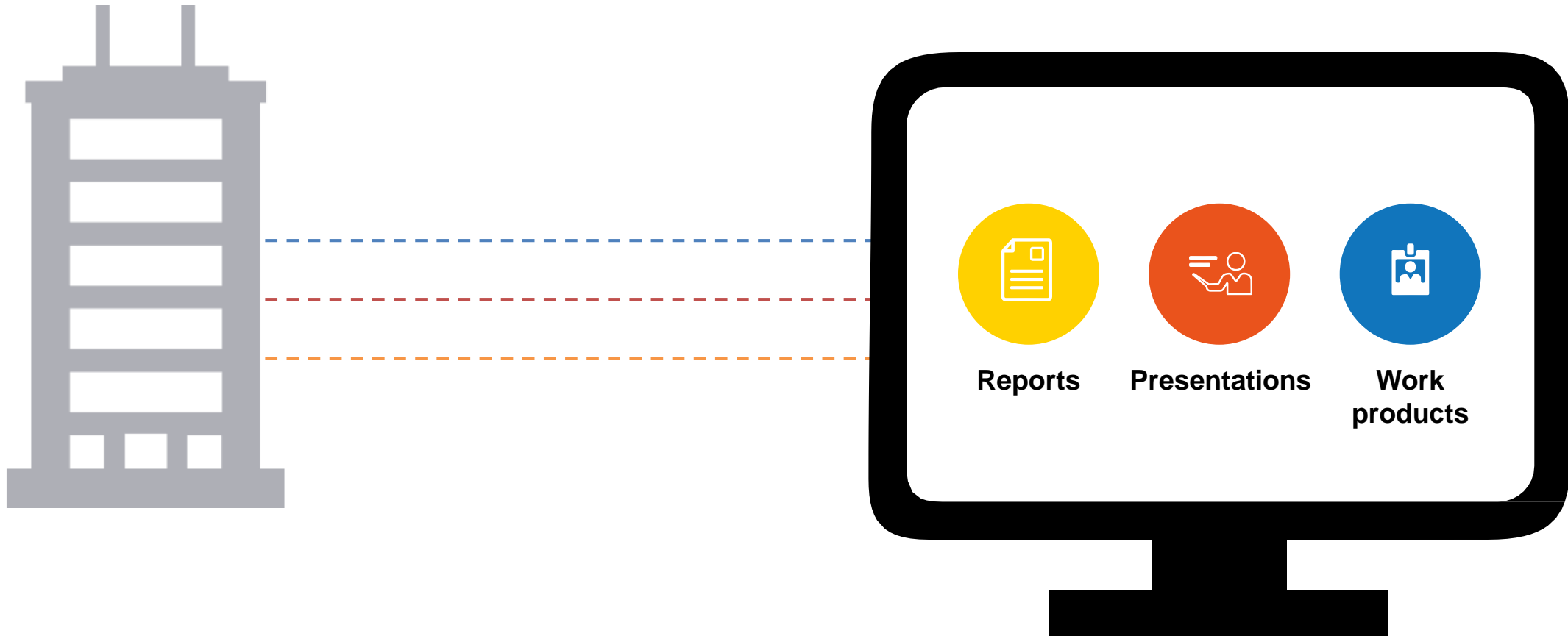
* Source: DfE



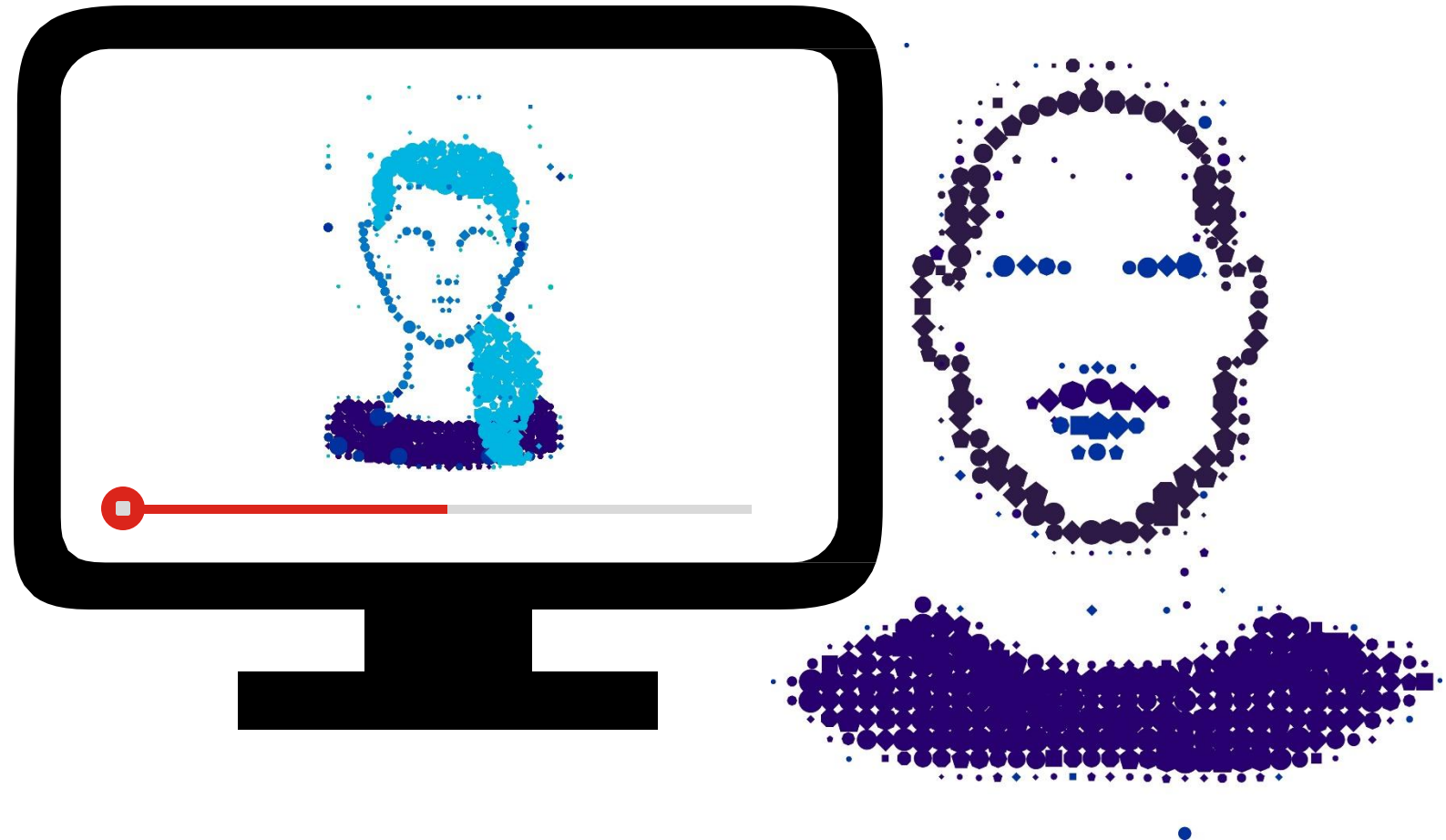
Knowledge test



Portfolio of evidence



Interview/professional discussion



Practical skills assessment/observation

- Generally carried out on the job.
- Can sometimes be in a simulated environment.
- The observation will enable the apprentice to evidence their skills, knowledge and behaviour from across the standard.
- Will focus holistically on the task being carried out rather than the individual standard.



Our tips for staying on track



On-programme: prepare for EPA

- Track learning and check progress
- Assess regularly against standards and provide feedback
- Complete all mandatory elements (English, maths, qualifications)
- Introduce EPA and all assessment methods to apprentices
- Mocks and rehearsal assessments



Gateway: check readiness for EPA

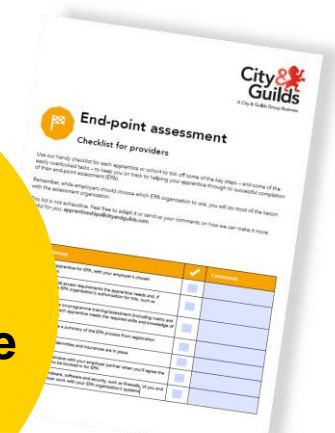
- Check all requirements have been met
- Decide on EPA window and agree dates with apprentice, panel and EPAO
- Gather all evidence and documents and share with EPAO
- Ensure any recourses for EPA are booked, installed and checked



EPA

- Check venue/room/software/equipment on the day
- Ensure apprentice is available and has ID ready
- Ensure assessor can access venue (if relevant)

**Don't forget
about our
checklists –
available here**



What we have for the journey

End-point assessment Checklist for providers

Use our handy checklist for each apprentice or cohort to tick off some of the key steps – and some of the easily overlooked (of their end-point).

Remember, while with the assessor this list is not valid for you app

End-point assessment Checklist for employers

Use our handy checklist for each apprentice or cohort to tick off some of the key steps – and some of the easily overlooked (of their end-point) to keep you on track to helping your apprentice through to successful completion.

This list is not exhaustive. It's useful for you, apprentices.

How to choose an end-point assessment organisation

The new apprenticeship standards are designed to be employer led. As part of this, you get to choose which end-point assessment (EPA) organisation to work with.

You'll want to give your apprentice the best of both worlds – an employer and an assessor who can help you provide what you need.

Why we'd like you to choose City & Guilds

We both want your apprentices to have every chance to succeed and choosing the right on-programme support and EPA organisation is part of this. There are different apprenticeship organisations out there with varied support resources and prices but we think City & Guilds is right for you because:

- **Trained and supported expert assessors** - City & Guilds recruits industry experts to be their assessors. Every assessor completes an induction session and has ongoing training. Integral to the assessment process are the skills to draw out from apprentices the best of their knowledge, skills, and behaviours.
- **Help for apprentices to prepare** - Once we register your apprentice for a City & Guilds EPA, the apprentice can use our specially developed EPA preparation tool that's tailored to the standard and the assessor's levels of confidence. The online content is designed to help your apprentice feel confident when they take their EPA. They're also building up sample assessments for some standards that will be another way to help apprentice prepare.
- **Experience in designing and delivering assessments** - Not only does City & Guilds have a long history of designing and supporting the delivery of skills with proven quality, they were the first to deliver EPAs for their own standards. They're always looking for ways to improve the process and support and they know what works because of their experience in the field, taking people through assessment using wide range of methods.
- **Understanding the trainers** - City & Guilds helps us to deliver high-quality training supported with their comprehensive resources. Typical support includes lesson plans, the skills and on-trial and on-trial training content for apprentices. With every year's experience we're confident that what they offer meets the apprenticeship standard and will help with the development of the apprentice to reach the required knowledge, skills and behaviours to succeed.

Apprenticeships are changing. Together let's make them work.

Apprenticeship reforms guide

A provider's guide to the reforms and how to transition successfully

Version: October 2017

Levy and reform guides

Apprenticeships are changing. You are part of that change.

An employer's guide to the new levy payment and apprenticeship reforms.

EPA manual with T&Cs

City & Guilds ilm

Manual for the End-Point Assessment Service

Version 1.0
January 2018

Apprenticeship standard (England only)

Customer Service Practitioner

Industry: Customer Service
City & Guilds code: 0000
LARS number: 122

On-programme learning: Support pack
On-programme optional qualifications
End-point assessment: Open for books

Customer service practitioners are highly skilled customer experience and their satisfaction with practitioners leads to operational success. Cost as well as product and/or service knowledge. To the organisation's customer service standards and regulatory requirements.

Customer interactions may cover a wide range of face-to-face, phone, post, email, text and social media customer service teams, customer service advisers.

The new Customer Service Practitioner approved by the Department for Business, Energy & Industrial Strategy is a direct replacement for the existing Level 2 into Customer Service.

Minimum duration: 12-18 months
£ Funding band: 12 (£1,000)*

Apprenticeship standard (England only)

Adult Care Worker

Industry: Adult Care
City & Guilds code: 9040
LARS number: 119

On-programme learning: Support pack
On-programme optional qualifications
End-point assessment: Open for registration

This adult care worker only role is the delivery of care and support to a number of settings. These range from residential care settings and the role may involve supporting individuals to live their lives with increasing independence and to the care of a person with learning difficulties.

Minimum duration: 36 months
£ Funding band: 12 (£1,000)*
Level 3

Apprenticeship standard (England only)

Motor Vehicle Service and Maintenance Technician (Light Vehicle)

Industry: Automotive Retail
City & Guilds code: 9301
LARS number: 99

On-programme learning: Support pack
On-programme optional qualifications
End-point assessment: Open for registration

All motor vehicle service and maintenance technicians will be able to work on a range of motor vehicles from a passenger car to a heavy commercial vehicle. They will be able to perform a range of tasks including: engine, gearbox, clutch, suspension, steering, brakes, lights, electrical systems, and other systems. They will also be able to perform a range of tasks including: engine, gearbox, clutch, suspension, steering, brakes, lights, electrical systems, and other systems. They will also be able to perform a range of tasks including: engine, gearbox, clutch, suspension, steering, brakes, lights, electrical systems, and other systems.

Minimum duration: 36 months
£ Funding band: 12 (£1,000)*
Level 3

EPA preparation tool

Recommendations

1. Presentation Skills

- Public Speaking
- Be a More Confident Public Speaker
- Presenting To Large Groups
- The Start-to-Finish Guide to Writing Your Next PowerPoint
- Better Public Speaking

2. Professional Communication

- Handling Multiple Interviewers At Once
- Expert performance tips for Skype and video interviews
- Verbal and Non-Verbal Communications
- Top Tips for Skype Interviews
- How To Answer: What Would Your Supervisor Say Are Your Weaknesses?

Video guides

What is an independent end-point assessor?

An IEPA must:

of the apprentice during end-point assessment

What is end-point assessment (EPA)?

Our EPA assessors are industry experts

Checklists and quick help items

Digital credentials

City & Guilds

LIGHT VEHICLE TECHNICIAN

End-point assessment DISTINCTION

Understanding your Organisation
Customer Service Practitioner

Light Vehicle Technician Apprentice
GATEWAY 3

How our EPA meets customers' needs

We support customers and their apprentices through assessment with our clear and straightforward process based on years of working in education and with industry partners. Our proven, expert-led assessment gives apprentices support for their success and our flexibility in delivery can suit every business.



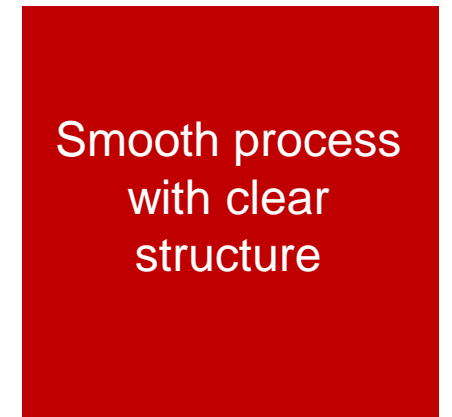
How-to guides and checklists to prep teams plus growing content to inform teams and apprentices on EPA will play out.



An EPA preparation tool tailored to the apprentice and the standard.
Growing bank of sample tests and assessments.



Assessors selected based on industry experience. Each has a thorough induction, receives on-going training and assessment is standardised.



Dedicated EPA team using a tried and tested system giving customers as much flexibility as possible. For providers our payment structure is significantly advantageous to their cash flow.

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>.

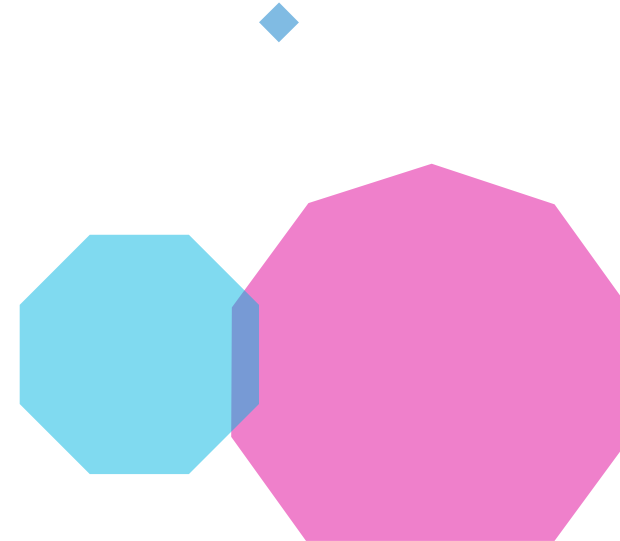
For more information on the new standards, our learning resources (including demos), and how we can support your business:

directsales@cityandguilds.com.



Portfolio of evidence/reflective journal - (additional information)

- A portfolio needs to show holistically:
 - the application of knowledge
 - the acquisition of skills
 - demonstration of behaviours.
- Portfolios and journals need to focus on the task completed rather than coverage of the standard and show a synoptic overview of the standard.
- As the EPA is graded, the apprentice should present their best work as well as showing they met the requirements.
- A portfolio should contain a selection of different types of evidence, which demonstrate tasks carried out towards the end of the apprenticeship. All evidence must meet the requirements of valid, authentic, current, sufficient (VACS).
- Types of evidence include:
 - reflective accounts with supporting product evidence
 - workplace observations
 - witness testimonies
 - professional discussions.
- Altogether, the selection of evidence that makes up the portfolio should cover all of the standard and meet the requirements of the assessment plan for the amount of coverage.



Professional discussion/VIVA/interview - (additional information)

- Prior to the face-to-face activity, review any evidence previously submitted.
- Ensure you can talk confidently about the previous submissions.
- Be prepared to give other examples than those already presented.
- For interviews that are competency based prepare two or three good examples of demonstrating competence from the workplace.



Project/assignments - (additional information)

- Generally carried out on the job.
- Can sometimes be in a simulated environment.
- The observation will enable the apprentice to evidence their skills, knowledge and behaviour from across the standard.
- Will focus holistically on the task being carried out rather than the individual standard.

