

EPA Workshop

## Information Communication Technican

## Questions and Answers

***Webinar: 17 May 2022 – EPA Workshop - ICT***

1. Can the apprentice refer to something they did before the gateway for use in the project?

**The Project they do must be done post-Gateway. If this is part of a bigger project that has been underway or sections completed before Gateway, then referring to that work to make sense of what they are doing is acceptable.**


**But they cannot use that work prior to Gateway as the Project itself.**

2. Is there a Course Handbook available?

**City & Guilds provides a number of documents to help in development of curriculum and understanding of the requirements for the Standard and its EPA. Our EPA Centre Guide can be found on the 9602 website page and in EPA Pro that will provide you with guidance on what is needed, along with examples of Project content and work for Portfolio.**

**In EPA Pro, we also have exemplars – for you and the apprentice there is a document per element of the EPA, and for the employer there is a single document that has guidance on what they need to do to support the apprentice.**

**We are developing an Apprenticeship Training Manual; this will be completed for publication in July – it has been delayed due to illness of the consultant working on the last piece.**



3. Just to be clear, must the project include ALL the KSB's for the standard, without any missing?

**The Project Report needs to cover the KSBs for the Project with Q&A Assessment Method relevant to the pathway the apprentice is on, and the Core KSBs required as outlined.**

It does not require coverage of all the KSBs for the Standard or any outside their Pathway other than the Core.

**Both elements - Project Report and Q&A – are part of the assessment and while Distinction criteria may not be clear in the Report, this can be picked up in the Q&A. BUT the Pass criteria need to be covered in the Report, as this is a minimum requirement in the Assessment Plan.**

4. Does the portfolio Professional discussion have to take place after the final project is finished?

**The Professional Discussion can be scheduled without the Project being completed, as long as Gateway has been confirmed and the IEPA has had around 10 days to review the material.**

**The Project Q&A and Professional Discussion can be taken on the same day or separately as you, apprentice and employer require.**

5. For the mapping of the KSBs do they need to indicate what is covered in each document, or is the evidence matrix sufficient?

**It may be easier for the apprentice to have a matrix at the end of each document of the Portfolio submitted, as this can help when they go into the Professional Discussion to know clearly what is where.**

**However, as long as there is a mapping matrix that shows where the KSBs are covered – document, section – would be sufficient. We are not looking for Page number, paragraph, line indication.**

6. Can we let their managers know what criteria we need to hit and ask them to complete witness statements, etc. to cover this? Or do we need further evidence like pics etc?

**Please be careful about how you use Witness Testimony, as asking the employer to write them because things are missing may give you just that – a document with no substance. Preferably the apprentice will have talked about something they did, how they did it and what happened – this could then be authenticated by the employer testimony.**



We don't need screenshots, photos, etc. for everything – but evidence of outcomes (could be feedback emails or request emails, etc.) certainly solidifies what the apprentice is doing.

7. Do you have a bank of mock questions we can use for mock discussions with our learners?

In the EPA Centre Guide and the Exemplars, we do provide some sample questions. We do not provide a mock bank, as the Professional Discussion is still heavily based on the Portfolio provided and the Project Q&A is based on what is shown in the Project Report only.

The Portfolio is the only evidence that the IEPA will have of what your apprentice actually does (or doesn't do), who they work for and what their job role entails. Because of this, the range of questions selected and created will be unique to each apprentice.

8. Does the project need to cover all the KSBS for that strand?

Yes. The Project must lead to the apprentice being able to provide a project report covering all the KSBS for this assessment method. It may only cover the Pass criteria, but where possible they should try to include Distinction aspects where possible.

We realise the word limit may be a constraint to delivering the Distinction elements, but these can and will look to be picked up – where possible – in the Q&A.

9. In the EPA pack it states that reflective account is not acceptable. Does this mean then that candidates must no longer explain what they have done specifically and instead gaining this evidence from helpdesk tickets / emails etc.

Apprentices need to produce documentation about how they have done something, which must have had an initiation point. When we talk about Reflection in STARR, this is reviewing what they did and how they did looking for improvements or why the activity cannot be improved in the way it has to be done.

Just saying “I did this and I did that” does not show where the work came from, what they planned to do or how they went about it with clear indication of the result and whether it met the request. And of course, that Review element.



10. Is there a Pass grade cap if either part of the EPA has been retaken?

**Yes. Information Communication Technician seems to be the only one of the revised/new Standards in digital that has this at the moment.**

**If your apprentice needs to retake an assessment, regardless of whether the one that was completed successfully was marked as a Distinction, they will only get a Pass overall.**

11. Can you define "Use basic scripting to execute the relevant tasks" what is accepted as sufficient evidence?

**This could be a batch file or a simple set of scripting for automating installation of software or doing upgrades. We do not expect apprentices to be software developers, it is about simple automation of something.**